

# IT benchmarking in the UK

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# UCISA' s new survey

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- **WHO** is responsible for the survey?
- **HOW** is it conducted/technique?
- **WHY** did UCISA introduce a new methodology?
- **WHEN** did the new survey begin and **HOW MANY** institutions take part?
- **WHAT** is the survey structure? (HESA, Tier 1, Tier 2)

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# WHY did UCISA introduce a new methodology?

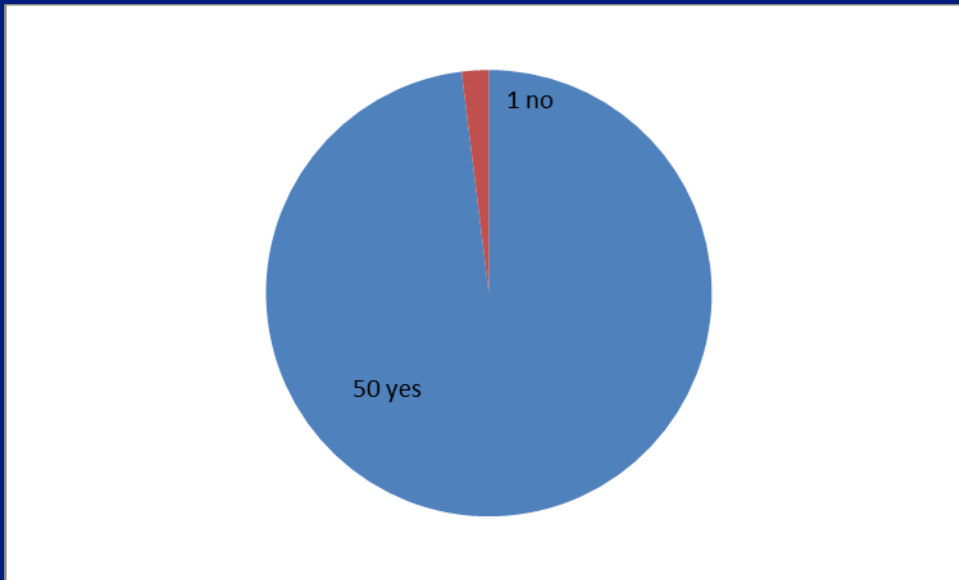
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- *Decline in numbers responding to survey*
- Increased need for KPIs
- *Benchsharing* concept
- Comparisons of **actual activities** rather than just a comparison of total institutional spend

[www.ucisa.ac.uk/bestpractice/surveys/statistics](http://www.ucisa.ac.uk/bestpractice/surveys/statistics)

# Benchsharing: KPIs as a change agent

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Q 65 Are questions about IT included in your institution's student satisfaction survey?

# Benchsharing: KPIs as a change agent

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- How similar/ different are the results of my institution?
- What can I learn from another institution that will improve my IT department?
- What can I do with the same resources?

# WHEN did the new survey begin and HOW MANY institutions take part?

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- The UCISA survey was begun in 1996/ 7, with a radical redesign implemented in Spring 2011 (collecting data for academic year 2009/2010)

## VOLUNTARY

- 60/140 institutions in Year 1 of the new survey ( data for 2009/10, collected in Spring 2011)
- 70 /140 institutions in Year 2 of the new survey (data for 2010/11, collected in Spring 2012)

(Previous survey: 40-50 institutions out of a possible 140 institutions)



# WHAT is the survey structure? (HESA, Tier 1, Tier 2)

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- HESA

After collection the survey is populated with FTE numbers of students and staff from the Higher Education Statistics Agency (HESA)

[www.hesa.ac.uk](http://www.hesa.ac.uk)

- Tier 1

- Context
- Metrics
- Questions 1 - 30

[www.ucisa.ac.uk/bestpractice/surveys/statistics](http://www.ucisa.ac.uk/bestpractice/surveys/statistics)



# Sample questions

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## ■ Examples from Tier 1

- Q 6 Total number of student workstations available across the whole institution ?
- Q 12 What was the overall capital spend on IT project in this academic year?
- Q 28 Does your institution have a specialist networking team?
  - If yes how many FTE staff are employed in the networking team?
  - follow on questions about responsibilities
  - follow on questions on expenditure (purchases, maintenance, training costs)

# Questions

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## ■ Examples from Tier 1

- Q 9 Do you have 24/7 student support for IT?
- Q 15 Does your institution calculate and use at seat costs?
- Q 22 What is the performance of the IT department measured against ? (multiple choice)
- Q 23 Does the central IT department have a Service Level Agreement (SLA)?
- Q 24 Is the IT department's power consumption measurable?

# What's new?

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- Tier 2
  - Detailed questions on services
  - Questions 31- 98

[www.ucisa.ac.uk/bestpractice/surveys/statistics](http://www.ucisa.ac.uk/bestpractice/surveys/statistics)

# Questions

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## ■ Examples from Tier 2

- Q 31 Do you use eduroam?
- Q 38 Do you have a system for sending text messages to students?
- Q 40 Does your institution have VOIP?
- Q 49 How are management information systems linked to statutory returns?
  - fully linked reporting
  - we make manual returns on an ad hoc basis
  - other (please list)

# Sample questions

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## ■ Examples from Tier 2

- Q 78 What is your institution's policy on shutting down accounts and email for students when they graduate? (select all that apply)
  - it is immediate
    - students retain accounts for a period after graduating
    - auto forward put in place
  - email addresses are retained or modified for alumni
    - other, please list

# A final word...

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## Results

<http://annamathews.wordpress.com/2012/03/19/it-benchsharing-preliminary-results-from-ucisas-heits-survey/>

