UNIVERSITIC:
A new version of the Spanish IT Survey

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How we are organized

IT Analysing, Planning and Governance Group (ITAPGG)
12 members

gti4u Team
Researchers
10 members

UNIVERSITIC
9 years

>120 members
HE IT Benchmarking in Europe

How we work

Every year… since 2006

IT Analysing, Planning and Governance Group (CRUE)
- Funds UNIVERSITIC campaign (20,000€)
- Launches the survey
- Reviews, publishes & distributes UNIVERSITIC report

gti4u Team Researchers
- Reviews IT Indicators & encourages participation
- Monitors UNIVERSITIC campaign
- Validates IT indicators values
- Analyses results and writes UNIVERSITIC report

January
Feburary
March
April
May
June-July
Sept.-October

13th Nov. 2015, Barcelona
What is UNIVERSITIC?

It is the name of...

- **An Annual Survey**, which results are published in a report of the same name.

- **A Catalogue of IT indicators**, which include 3 different kind of indicators: description, management and governance.

- **A knowledgebase**, which includes values from 9 survey editions
Universitit is a catalogue

Divided into 3 tiers...

IT Governance

IT Management

IT Description

An integral vision of IT in a HEI !!!
UNIVERSITIC is a catalogue
Each tier is divided into…

• **Axes/Principles**, extensive areas of interest for each tier
  Each axis include several objectives
  • **Objectives**, goals we want to achieve in each area
    And each objective include a set of
    • **Quantitative Variables/indicators**, values we collect or calculate to discover if the goal has been achieved.
    There are no qualitative variables

*For example:*

**IT Description**

**Axis 1. Teaching and Learning**

**Objective 1.1. To provide support and introduce new technologies to support classroom teaching**

Ref: NAULASB Number of classrooms with BASIC IT equipment (all workspaces are connected to Internet and there is a multimedia projector)
UNIVERSITIC is a catalogue

1. Teaching and Learning
2. Research
3. Management Processes
4. Information Management
5. IT Training and Culture
UNIVERSITIC is a catalogue

1. IT Resources
2. IT Projects
3. IT Services
4. IT Management
5. IT Quality, Regulations and Standards
6. Collaborations
UNIVERSITIC is a catalogue

1. Responsibility
2. Strategy
3. Acquisition
4. Performance
5. Conformance
6. Human Behaviour

IT Governance Principles (ISO 38500)
UNIVERSITIC is a catalogue

**IT Governance**
- Principles: 6
- Objectives: 30
- Variables: 128
- Indicators: -

**IT Management**
- Axes: 7
- Objectives: 21
- Variables: 142
- Indicators: 26

**IT Description**
- Axes: 5
- Objectives: 15
- Variables: 71
- Indicators: 26

Variables – Introduced by HEIs
Indicators – Calculated automatically by the system

13th Nov. 2015, Barcelona
UNIVERSITIC is a survey…
A new one this year!

- Designed by and for IT Directors
- Includes cost and volume indicators but most of them are best practices indicators
UNIVERSITIC a new survey this year!

• In 2015 we decided to evolve our catalogue:
  • First we looked at other ones (BencheIT, EDUCAUSE) trying to follow common views and allowing us to benchmark with other countries.
  • Main differences in accountability of IT in Spanish Univ. lead us to change our initial approach.

• We put our focus on SERVICES and IT MANAGEMENT.

• A QUANTITATIVE and BEST PRACTICES approach.
UNIVERSITIC: a new survey this year!

- **Main novelty**: IT Services Catalogue.
  - A global list of IT services (122 in total).
  - Divided into 8 groups: Teaching support; Research support; Management support and apps; help-desk; email and collaborative tools; web and contents publishing; communications; identity management.
  - For each service we evaluate: provide by Central IT Service; SLA; Cloud; Open Source developed)

- **Other new issues** (new Objectives and/or indicators):
  - Security management
  - Open Government
  - MOOCs
  - CRMs and institutional communication
  - Virtual Desktop infrastructure

13th Nov. 2015, Barcelona
UNIVERSITIC is a survey
Composed of two different projects…

IT Description and Management survey

IT Governace survey
UNIVERSITIC is a survey
Composed of two different projects…

IT Description and Management survey

IT Governance survey
In 2015, 87% of Spanish HEIs participated
Funded with 20,000€ by CRUE-TIC (this sum comes from partners)

For HEIs, participation is currently free of charge

CRUE-TIC hires GTI4U Team to promote participation, supervise the campaign, validate the dates, analyse the data and write the UNIVERSITIC Report

IT Area Director coordinates the data gathering needed for the survey in each university

The IT Area Director distributes the survey to different departments, and each one introduces their values into kTI
• CRUE has established a Confidential Information Policy
  *HEIs can only publish anonymous information*

• GTI4U Team elaborates the UNIVERSITIC Report that contains a detailed analysis of the aggregated results for all Spanish universities (distributed in a printed copy and pdf)

• Participants also receive an Excel file with all the collected values, which allows them to prepare their own reports and compare their situation with others HEIs (benchmarking)
7 out of 10 classrooms have Internet access and a multimedia projector. 6% are fully IT equipped* and 12% have no IT equipment.

* Fully IT equipped – Internet access, multimedia projector, interactive whiteboard, & recording and diffusion of classes system.
88% of students use the institutional WiFi once or more during an academic year

95% of students and 92% of teachers are members of the virtual teaching platform
HE IT Benchmarking in Europe

IT Description and Management survey

Some results…

IT services provided by Central IT Service (mean)

- 26% Yes
- 74% No

Cloud

- 12% Yes
- 88% No

SLAs

- 26% Yes
- 74% No

Open Source

- 19% Yes
- 81% No

13th Nov. 2015, Barcelona
Services provided by Central IT Service:

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<thead>
<tr>
<th>Group</th>
<th>%</th>
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<tbody>
<tr>
<td>Help-desk</td>
<td>93%</td>
<td>6,5 out of 7</td>
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<tr>
<td>Networking and Telecommunications</td>
<td>85%</td>
<td>6 out of 7</td>
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<tr>
<td>Teaching and Academic IT support</td>
<td>85%</td>
<td>6 out of 7</td>
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<tr>
<td>Identity management</td>
<td>84%</td>
<td>4 out of 5</td>
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<tr>
<td>WEB and contents publishing</td>
<td>78%</td>
<td>8,5 out of 11</td>
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<td>Administrative applications and support</td>
<td>73%</td>
<td>46 out of 64</td>
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<td>Email and collaborative tools</td>
<td>69%</td>
<td>9 out of 13</td>
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<tr>
<td>Research computing</td>
<td>66%</td>
<td>2,5 out of 4</td>
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90% of Spanish Universities will provide 53 services out of 122 (45%) this year.
**EDUCAUSE Report “Information Technology in Higher Education – 2014”**

**Analologies:**

- Most developed areas are “Networking and Telecommunications”, “help-desk “ and “ERP”.
- The offer in “Teaching and Academic IT support” is also quite similar, but a little bigger in Spanish Universities.
- IT support in researching activities is quite low in both cases, and the service portfolio is similar.
- IT Services that support research activities are highly decentralized. And the consolidation of this services is not a demand of the researchers.
IT expenditure dropped drastically in 2010 but last two year has been “estabilizado” (218 €/student)
Some results…

1 out of 3 of the HEIs consider that IT are controlled with innovative style, 1 out of 5 with conservative style and most of them (4 out of 10) are followers.
UNIVERSITIC is a survey

Composed of two different projects…

IT Description and Management survey

IT Governance survey
• IT Governance survey is included in an extensive project which main goal is to implant an IT Governance system in a HEI

• Funded with 20,000€ by each participating HEI

• CRUE-TIC promotes participation and supports the survey with an online course

• GTI4U Team designed an IT Governance reference model for universities, based on ISO 38500, called the GTI4U Model
In total, 10 HEIs have participated in this project (15% of Spanish universities)
IT Governance Best Practices results…

- **Responsibility**: 31% (SI) vs. 69% (NO)
- **Strategy**: 31% (SI) vs. 69% (NO)
- **Acquisition**: 28% (SI) vs. 72% (NO)
- **Performance**: 29% (SI) vs. 71% (NO)
- **Conformance**: 18% (SI) vs. 82% (NO)
- **Human Behaviour**: 21% (SI) vs. 79% (NO)
### Study Cases Results

#### IT Governance

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**ONE YEAR AFTER**

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### Additional Notes

- This HEI has a higher value than the average across all cases.
- This HEI has a similar value to the average across all cases.
- This HEI has a lower value than the average across all cases.
DEFENSIVE HEIs

- Attitude in relation to their IT was 
  defensive, self-sufficient and innovative.

- Initial situation was unfavourable.

- Final situation one year later: improvement objectives below average, few improvement actions implemented, few enabler elements and many inhibitors elements.

- The improvement process has failed and had no impact on IT and strategic objectives.

- Conclusion: Board of Directors didn’t support the process.
OFENSIVE HEIs

• **Different attitudes** in relation to their IT and different initial situation (**two unfavourable and two favourable**)

• Final situation one year later: *improvement objectives above average, high percentage of improvement actions implemented, many enabler elements and few inhibitors elements.*

• The improvement process *has been successful and impacts on IT and strategic objectives.*

• Conclusion: *Board were involved in the process.*
IT Description and Management survey

FRONT-RUNNERS and OFENSIVE HEIs

• Attitudes in relation to their IT was offensive, front-runners and innovative and have established cooperation processes. IT initial situation was favourable

• Final situation one year later: improvement objectives above average, high percentage of improvement actions implemented, many enabler elements and few or none inhibitors elements.

• The improvement process has been successful and impacts on IT and strategic objectives.

• Conclusion: Board support the process.
Another Experience

LatinAmerica

- Second Edition of UNIVERSITIC Latinamerica
- 15 HEIs have participated in 2013 and 42 in 2014.
- We hope will participate more than 50 HEIs in 2015.

- Last year, only one IT Governance project was implemented (CONFACAUCA University – Colombia).
Proposals

A new European IT indicators Catalog...

• Which includes the main common IT indicators from each of our national surveys

• Each national system could keep their own surveys and feed the common system with the needed values

• Publish a final report with European results

• Distribute the data to every participant allowing to do your own analysis (after “sign” a Confidential Information Policy)
UNIVERSITIC:
A new version of the Spanish IT Survey

Thank you !!!