Update on EDUCAUSE’s Benchmarking Work

Maturity and Deployment Indices
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Overview

- Maturity and Deployment Indices
- EDUCAUSE self-assessment tools
- EDUCAUSE benchmarking tools
- CDS Reporting
- New EDUCAUSE Benchmarking Service
Maturity Indices

- Measure the capability to deliver IT services and applications in a given area
- Examine multiple dimensions
  - Culture
  - Process
  - Expertise
  - Investment
  - Governance
  - Not just technical dimensions
Deployment Indices

- Measure stages of deployment for specific technologies and services
- Aggregated to track progress in a domain
EDUCAUSE Self-Assessment Tools

- Learning Spaces Rating System
- Information Security Program Assessment
- ECAR Maturity Indices
  - E-learning
  - Analytics
  - Research computing
Data/Reporting/Tools

1. Our data are of the right quality/are clean. *
   - [ ] Strongly Agree
   - [ ] Agree
   - [ ] Neutral
   - [ ] Disagree
   - [ ] Strongly Disagree

2. We have the right kinds of data. *
   - [ ] Strongly Agree
   - [ ] Agree
   - [ ] Neutral
   - [ ] Disagree
   - [ ] Strongly Disagree
Your Results

PRINT OUT, COPY, OR SAVE THIS PAGE SO THAT YOU CAN HAVE A COPY OF YOUR RESULTS

GOVERNANCE/INFRASTRUCTURE

DATA/REPORTING/TOOLS

INVESTMENT

EXPERTISE

CULTURE

PROCESS

COMPOSITE

2.9
ECAR Analytics Maturity Index

Your Results

Interpreting your score:

Getting to the next step:
Note the scores for each of the analytics factors. Which ones are relatively weaker? Want to advance analytics at your institution? Take the following steps.

Data/Reporting/Tools

- Work on collecting the right data to answer strategic questions.
- Improve data cleanliness, accessibility, and quality.
- Work on standardizing data to support comparisons inter- and intra-institutionally.
- Develop a course of action for obtaining and maintaining the right analytics tools for your institutional needs.
- Ensure reports are in the right format to inform decisions.
- Develop practices that make data collection and reporting repeatable.
- Develop practices that eliminate, phase out, or update data and reports that are no longer valuable.

Governance/Infrastructure

- Develop security policies and practices that safeguard data for analytics.
- Develop policies regarding access to institutional and individual data, including IRB policies.
- Develop and maintain the capacity to store, manage, and analyze large volumes of data. Plan for future expansion.
- Create policies that decrease or eliminate data protection or siloing by pockets of individuals.
- Build on the number of IT professionals at your institution who have the right training to support analytics.
EDUCAUSE Benchmarking Tools

- **EDUCAUSE Core Data Service**
  - IT financial, staffing, and services
  - Over 800 participating institutions
  - Access to identifiable data for custom peer grouping

- **Technology Research in the Academic Community**
  - Student and faculty tech experiences and expectations
  - Access to institution’s raw data and benchmarking reports (broad peer groups)
Library of Indices in CDS 2015

- E-learning
- Analytics
- Research computing
- Information security
- Student success technologies
- IT governance
- IT risk management
- Culture of innovation
CDS Reporting: Benchmarking Index Items

*Global Complexity Index can help users build peer groups
CDS Reporting: Benchmarking Index Items

Q7. Analytics Maturity (New in 2014)
EDUCAUSE Benchmarking Service BETA
2.C) Information Security Maturity Item Detail with Peer Comparison and Recommendations

3. Data Security and Data Management Processes

<table>
<thead>
<tr>
<th>Item (1 = Absent/Ad hoc, 5 = Optimized)</th>
<th>ProU</th>
<th>CIC</th>
<th>Pub DR</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Means</td>
<td>1.9</td>
<td>2.9</td>
<td>2.8</td>
<td></td>
</tr>
<tr>
<td>3.5) We have procedures and technologies in place to protect sensitive data from unauthorized access and tampering.</td>
<td>4.0</td>
<td>3.4</td>
<td>3.1</td>
<td>Data classification. Determine classification levels for institutional data based on the criticality and risk levels of the data. Add this information to the information asset inventory.</td>
</tr>
<tr>
<td>3.3) We classify data to indicate the appropriate levels of information security.</td>
<td>3.0</td>
<td>3.3</td>
<td>3.0</td>
<td>Data protection standards. Establish common, repeatable best practices for isolating sensitive data to protect it from unauthorized access and tampering.</td>
</tr>
<tr>
<td>3.4) We have standards for isolating sensitive data to protect it from unauthorized access and tampering.</td>
<td>3.0</td>
<td>3.5</td>
<td>3.0</td>
<td>Risk assessment. Develop or improve processes for identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, integrity, or availability of records containing sensitive information.</td>
</tr>
<tr>
<td>3.1) We have a process for identifying and assessing reasonably foreseeable internal and external risks to the security, confidentiality, and/or integrity of records containing sensitive information.</td>
<td>2.0</td>
<td>3.1</td>
<td>2.9</td>
<td></td>
</tr>
</tbody>
</table>