IT benchmarking in the UK

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Universities and Colleges Information Systems Association (UCISA)
UCISA’s new survey

- HE in the UK and UCISA
- Reasons for a new survey
- What’s new?
- Questions
- Results
- The expected…
- The unexpected…
- Next steps
HE in the UK and UCISA
Reasons for a new survey

- Decline in numbers responding to survey
- Increased need for KPIs
- Benchsharing concept

www.ucisa.ac.uk/heits
What’s new?

- Tier 1
  - Context
  - Metrics
  - Questions 1 - 30

www.ucisa.ac.uk/heits
Questions

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?
Questions

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?

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

www.ucisa.ac.uk/heits
Questions

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)
Questions

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
Results

- Voluntary
- 60 out of 140 UK higher education institutions (HEIs) participated in the survey
The expected…

- Open source
  - VLE

- Outsourcing
  - Out of hours student support
  - Student email

- At seat costs
  - Calculated by 4/60 IT departments
The unexpected…

- Use of eduroam
  - 33 institutions use eduroam/21 do not
    www.ucisa.ac.uk/groups/ng/resources.aspx

- Measuring performance
  - 7/60 IT departments do not measure AT ALL!
  - 38/60 do not have a SLA for the IT department

- Power management software (PMS)
  - 2/3\textsuperscript{rd}s of respondents had implemented or were in the process of implementing PMS
    e.g. www.liv.ac.uk/csd/greenit/powerdown/index.htm
The unexpected…

- Text messages to students
  - 41 yes/ 11 no

- 24/7 student support for IT
  - 50 no/ 9 yes

- Monitoring attendance
  - 8 have campus wide systems/ 50 do not

- Data storage for research
  - 39 provide this/ 7 do not
Next steps

- Survey results as a change agent

Q 65 Are questions about IT included in your institution’s student satisfaction survey?
Next steps

- 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?
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