



Wednesday 15th June 2011

Time: 12:00 - 12:30

## IT-Benchmarking in European Higher Education

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### **Abstract:**

It's a duty of every successful CIO to follow the costs of IT operations and also to follow the costs and the operations in comparison with others. Benchmarking works by comparing one's own organization with other organizations operating in a similar kind of environment. By benchmarking CIO can better identify where they are underperforming and why the best performance works better.

The existing benchmarking surveys have not been perceived as suitable for Finnish higher education institutions and therefore Finnish universities CIOs have clearly identified the need for a new European IT benchmarking survey to monitor the results and costs of the operations in a way that the results are relevant and comparable.

By interviewing CIOs it was found out that a peer group with a shared strategic interest exists. Also, it was discovered that the most important metrics and measures when benchmarking IT in higher education would be basic IT spending and cost comparison figures. Also, the level of centralisation/decentralisation was seen as an important factor as well as the level of outsourcing. In addition, the basic volume metrics were considered important to be able to identify areas for strategic improvement.

The aim of the new benchmarking exercise for higher education institutions is to help managers to draw up strategies for better performance in a constantly changing environment. By looking at what other institutions are doing and how they are performing the best practice can be utilized in order to make better decisions for the own organization.