

Look Closer: Is your ITSM platform draining your resources & budget?

TeamDynamix partnered with University Business to develop and deploy a survey of higher ed technology leadership in the UB audience in December 2019. Nearly 200 respondents participated, describing their budget allocations, staffing levels and the challenges of meeting technology expectations from students.

Increasing, decreasing or more of the same?

When asked if the IT budget at their institutions increased, decreased or remained the same over the past 24 months, the most respondents said that it had remained the same (46%), while 34% said it had increased and 20% said it had decreased.

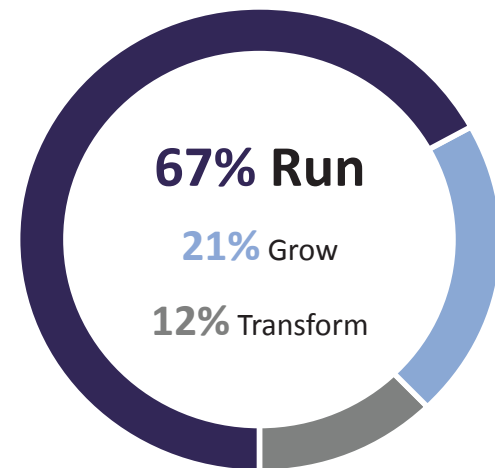
Run-Grow-Transform

All respondents were asked what percentage of their technology budget is spent on "Run" (i.e., Operations/'Keeping the Lights On'), Growth (Enhancements or improvements) and Transformation (Non-incremental changes). **On average, respondents said 67% of their budgets were spent on "Run" (maintenance and operations), while 21% was spent on Growth and just 12% on Transformation.**

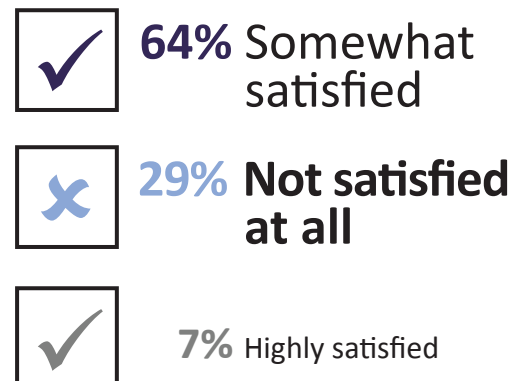
When asked how satisfied they were with the budget allocation they identified in the previous question, the majority said only "Somewhat satisfied" (64%), while another 29% said "Not satisfied at all" and just 7% said they were "Highly satisfied."

"Growth and transformation in higher ed are both critical," says Andrew Graf, Chief Product Strategist at TeamDynamix. "As new generations enter their college years, norms are challenged. It is smart to ask, is your tech strategy in line with the student of 2030? And how will you transform to be ready?"

How is your technology budget allocated?



How satisfied are you with your technology budget allocation?



Focus on the student experience

"Inertia can push us through time with blinders on," Graf says. "It is so important that we look closer at what we are doing and that we challenge ourselves. We find that when IT leaders evaluate IT spend, that they are spending too much on operations and too little on the future. We have helped our customers improve maturity, which drives productivity gains, and as a result, resources can get reallocated to more strategic initiatives."

Look Closer:



IT systems and platforms need to support the emerging needs of higher education. TeamDynamix can help with your institution's top initiatives with platforms that streamline student services, reduce IT service response times, and provide key insights and more control over projects and budgets, resource capacity planning and more.

To learn more, go to www.teamdynamix.com

*Data taken from the survey of UB subscribers, "Higher Ed Technology Leadership," conducted in December 2019, with 184 respondents participating.

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