BENCHEIT - Benchmarking Higher Education IT

An Update on the Work of the EUNIS Bencheit Task Force

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1. Summary

Several higher education institutes have systematically collected their IT organization’s financial and volume data since 2010 and share them with each other. Data from year 2014 is expected to involve around fifty organizations.

EUNIS Bencheit task force gathers the data and generates an analysis. CIO of an institute can evaluate his/her organization’s IT expenditure, technical volumes and IT personnel data against their peers’ numbers.

Data is collected in three dimensions

1. Organizational level: centralized IT, other centralized units, distributed units e.g. faculties and research centers. This way participating organization can see how (de)centralized their IT is in comparison to others.
2. Account level: financial data is divided in hardware, software, staff, facilities, outsourcing and other costs.
3. Services: all costs and also some of the volume data is collected within different IT services e.g. infrastructure, workstations, business applications.

The aim of this exercise is to give CIOs tools to start more detailed discussions how to improve the performance of institute’s IT services. Analysis also gives some perspective to common development within the higher education IT.

This yearly benchmarking survey has been so far free of charge, the only expense being the work effort involved in collecting data. Data is freely shared among participants and only among them.

In our presentation we will explain the process and some examples how to use these results from analysis. We will also present some examples of indicators from BM2014 survey analysis. We will also show historical development of a few indicators during last five years of benchmarking process.

Bencheit is one of the EUNIS official task forces. This presentation aims to be both a short summary of what the Bencheit aims and benefits are, but also to give a short glimpse of what new results have been obtained during the latest benchmarking round during January-April 2015.

There will also separately be a dedicated Bencheit preconference seminar during Tuesday 9th of June 2015 in Dundee, which is especially intended for those organizations that have already participated in the benchmarking process.
2. AUTHORS’ BIOGRAPHIES

Teemu Seesto has M.Sc. in economics from Turku School of Economics. He has been a teacher of information systems science for twenty years. Seesto was the CIO of Turku School of Economics during 2006-2010. He is currently the IT general secretary of FUCIO, the Network of Finnish universities’ CIOs. Teemu is a member of the Bencheit steering group.

Yvonne Kivi is an IT planning officer at the University of Helsinki and the project manager of Bencheit. She holds a B.Sc degree from Arcada university of applied sciences. Yvonne is the key contact person to most of the institutions that participate in the Bencheit work.

Ilkka Siissalo is the CIO of University of Helsinki, EUNIS Vice President and chairman of the Bencheit steering group. Ilkka holds an M.Sc degree in biochemical sciences as well as a bachelor level degree in marketing. Ilkka has acted as the IT leader in various research related institutions both within the private sector and academia for over 25 years.