



Aalto-yliopisto

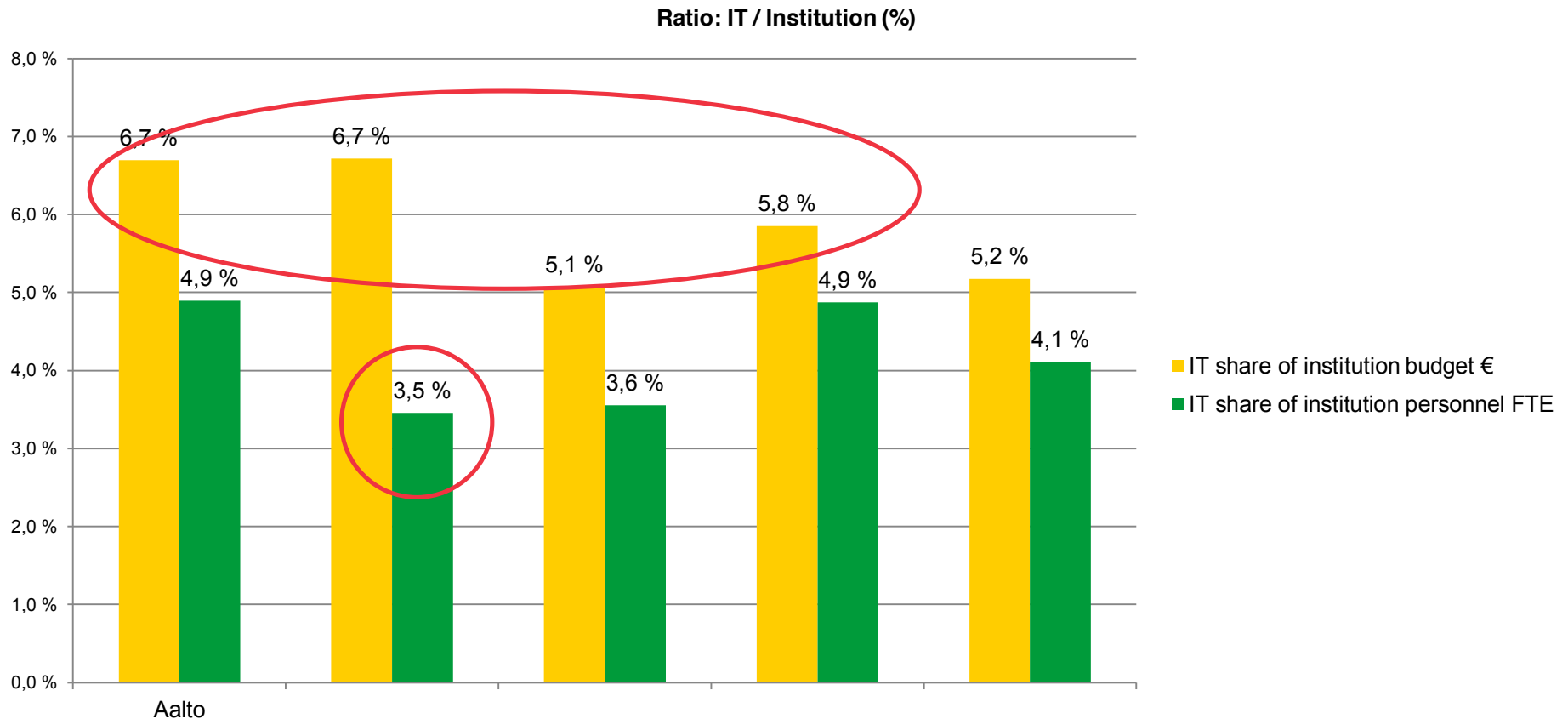
Utilizing benchmarking results Case: Technical Universities in Finland

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December 1st, 2014*

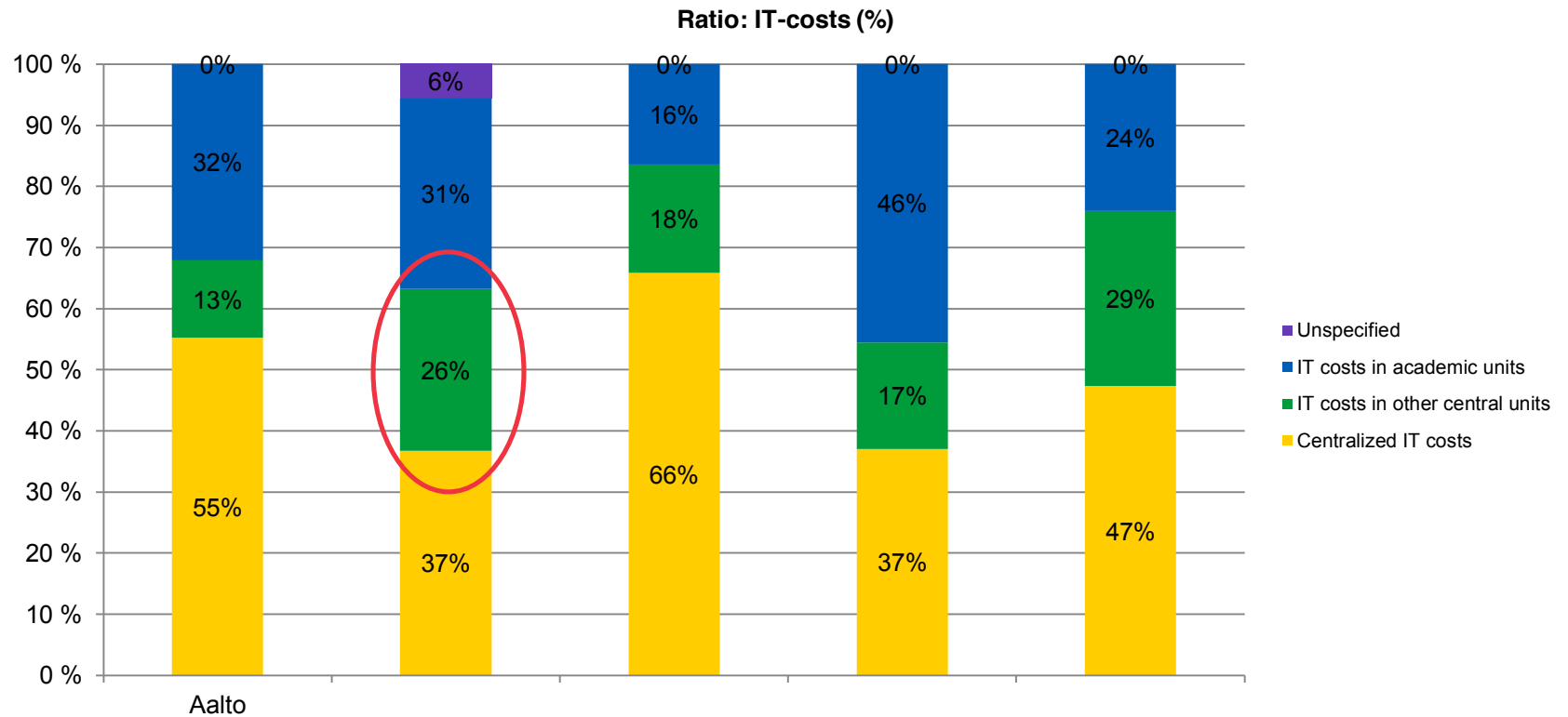
Background

- Technical universities in Finland have been comparing their Bencheit results for the last three rounds
 - *Each year, a half-day workshop has been organized to compare and discuss the results and to agree on common actions*
- The results
 - *We have gradually unified our data collection methodology to make the results comparable and more relevant for IT management (e.g. a joint chart of accounts and accounting plan for IT related costs)*
 - *Based on the comparison, participating universities have individually selected their own priorities for the coming years*
- The following slides from our Bencheit 2013 discussion show typical viewpoints that have been used

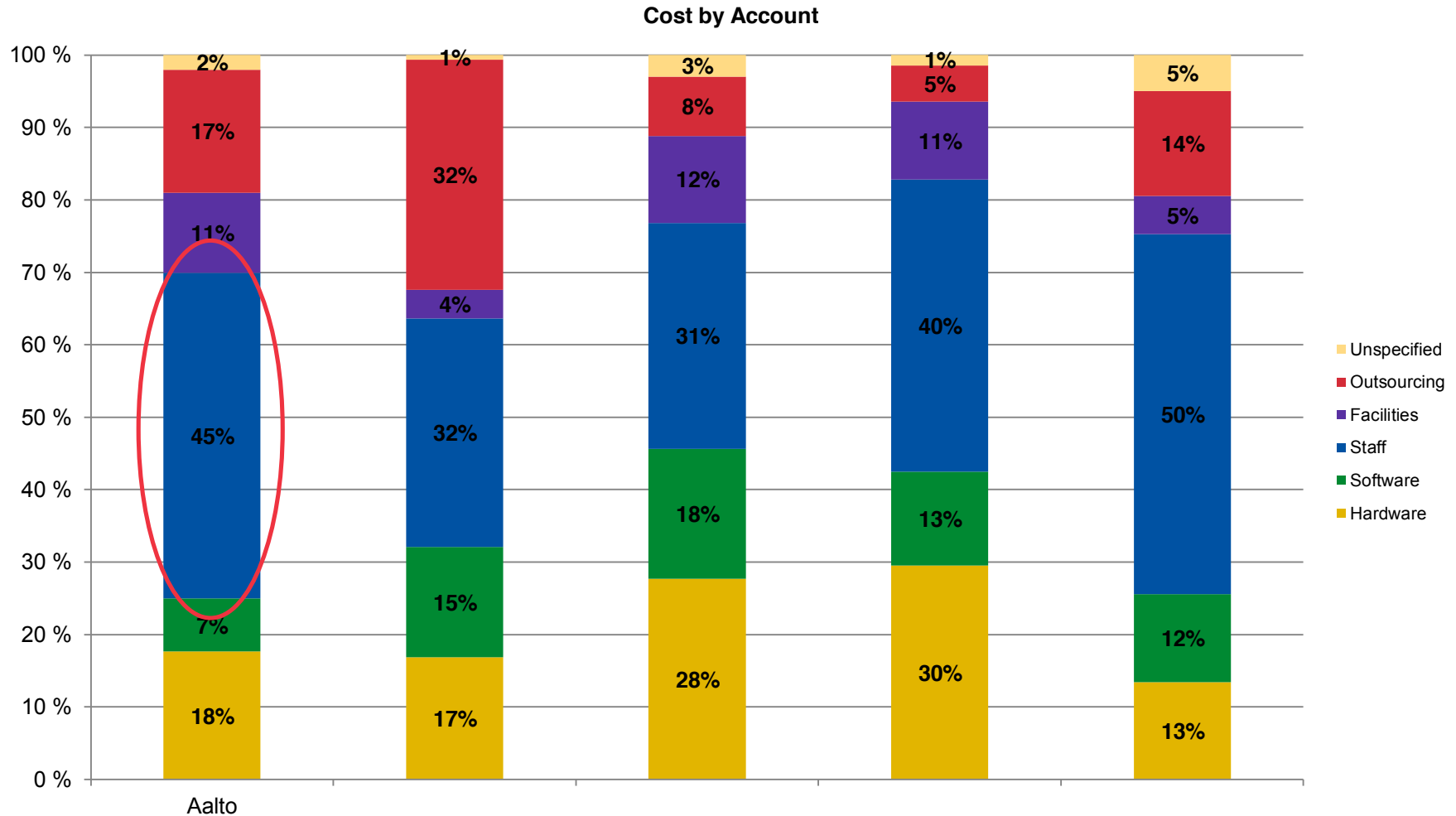
Cost and Headcount Comparison



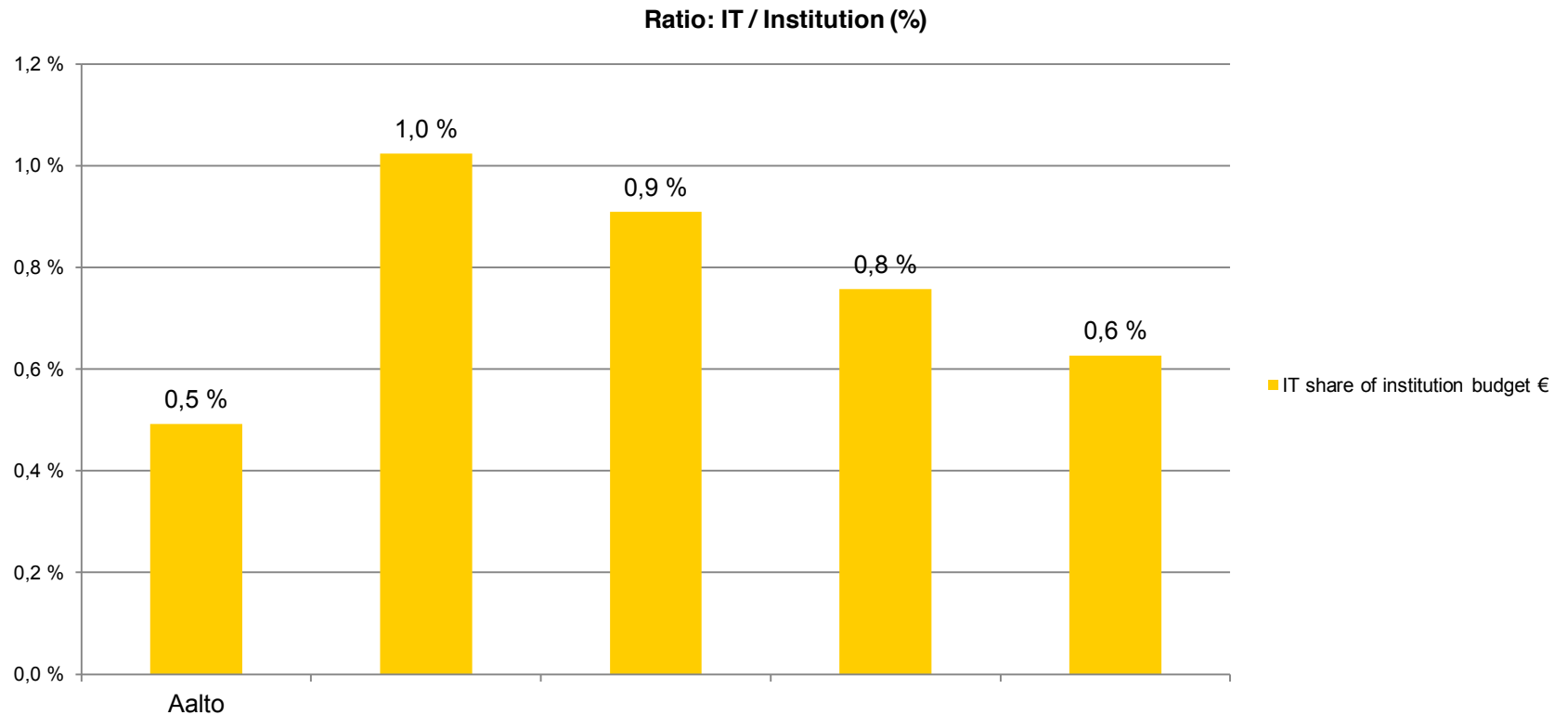
IT Costs



IT Costs by Account

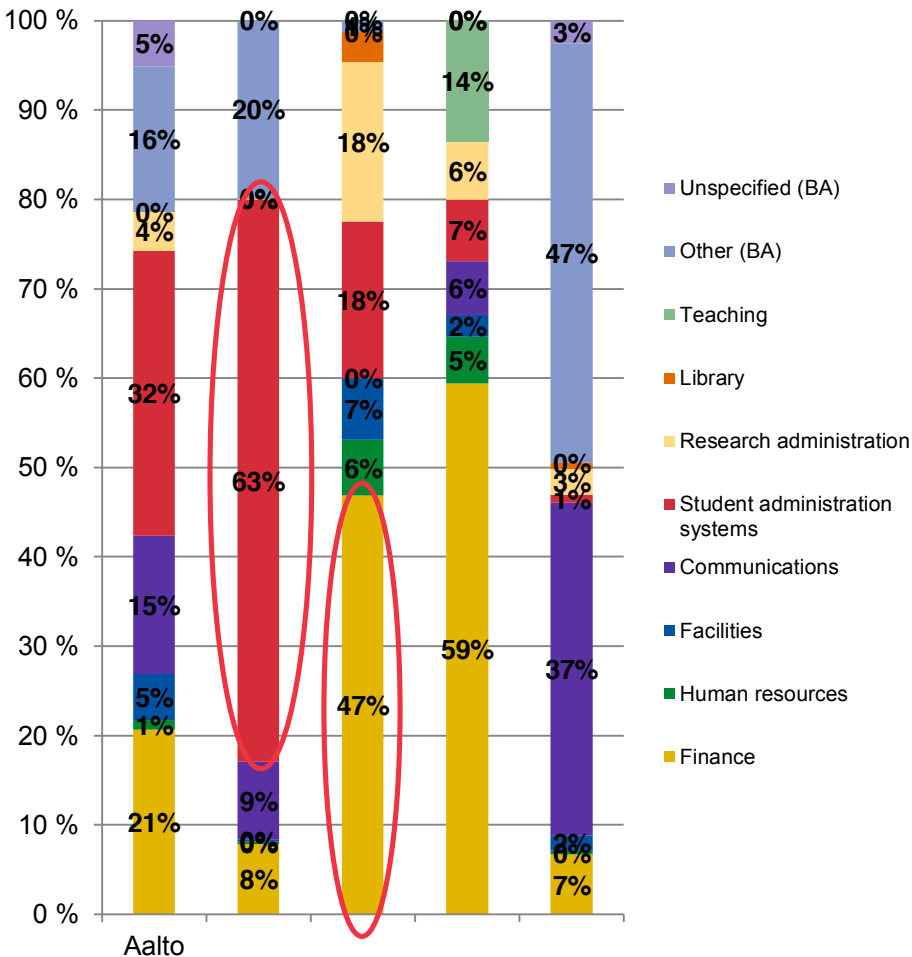


Software comparison



Software costs (business applications)

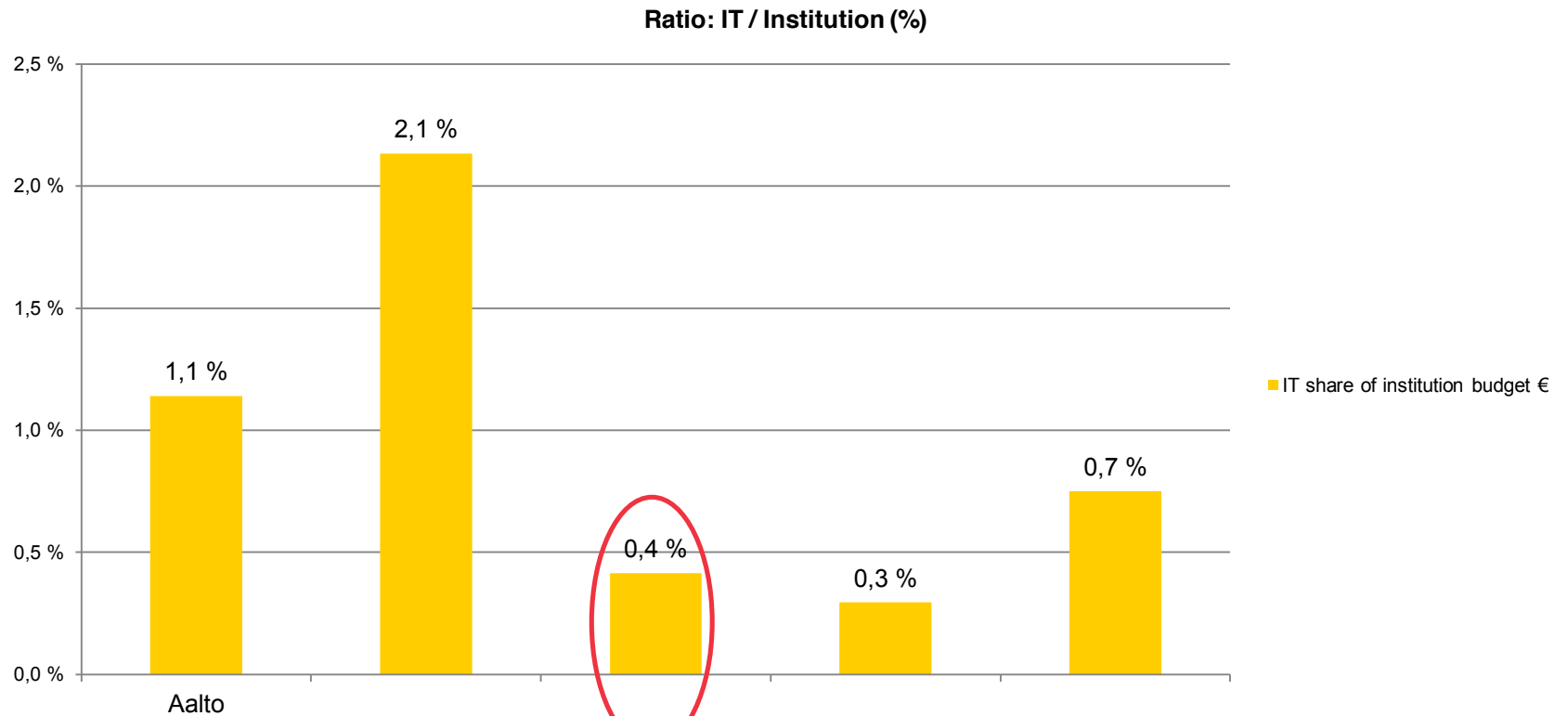
*Cost by Business Application



*Cost by Business Application

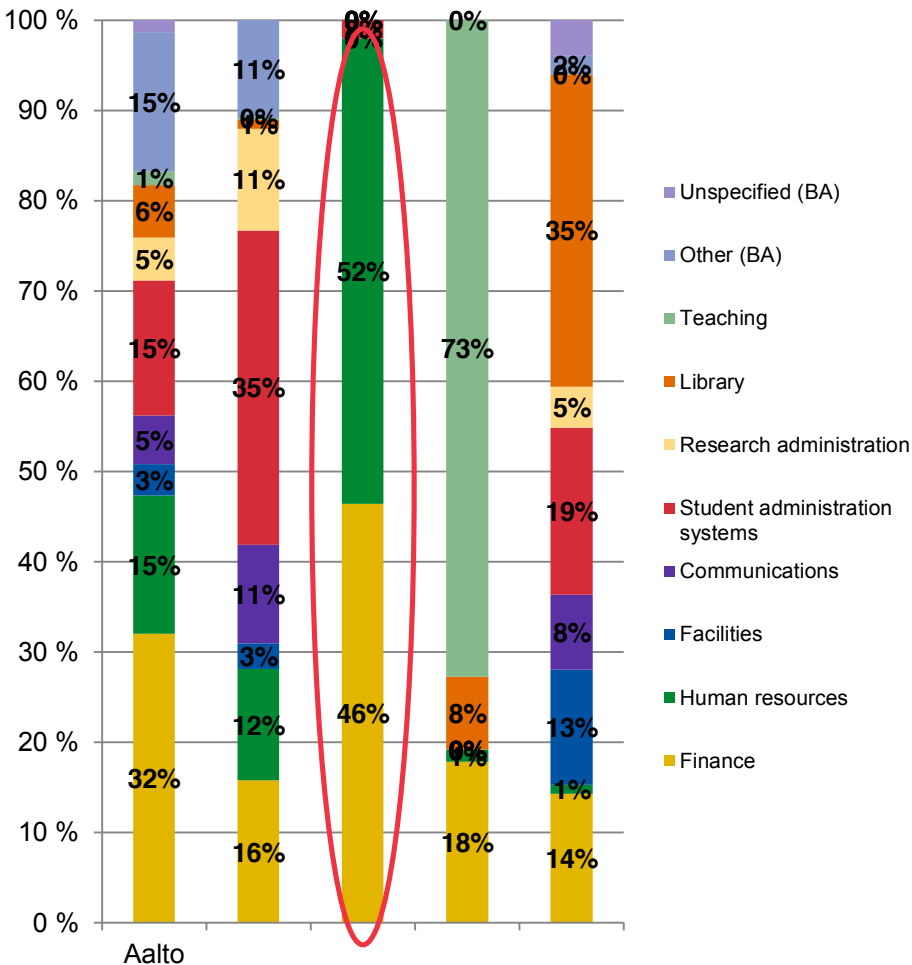
*Cost by Business Application	Aalto				
Finance	86 t€	59 t€	139 t€	1 502 t€	255 t€
Human resources	5 t€	2 t€	19 t€	132 t€	17 t€
Facilities	22 t€	2 t€	20 t€	61 t€	67 t€
Communications	65 t€	66 t€	0 t€	154 t€	1 425 t€
Student administration systems	133 t€	472 t€	52 t€	173 t€	33 t€
Research administration	18 t€	1 t€	53 t€	163 t€	111 t€
Library	0 t€	1 t€	10 t€	0 t€	28 t€
Teaching	0 t€	0 t€	0 t€	343 t€	0 t€
Other (BA)	68 t€	149 t€	4 t€	0 t€	1 796 t€
Unspecified (BA)	21 t€	0 t€	0 t€	0 t€	99 t€
Total Business Application costs	418 t€	751 t€	297 t€	2 528 t€	3 831 t€

Outsourcing comparison



Outsourcing costs (business applications)

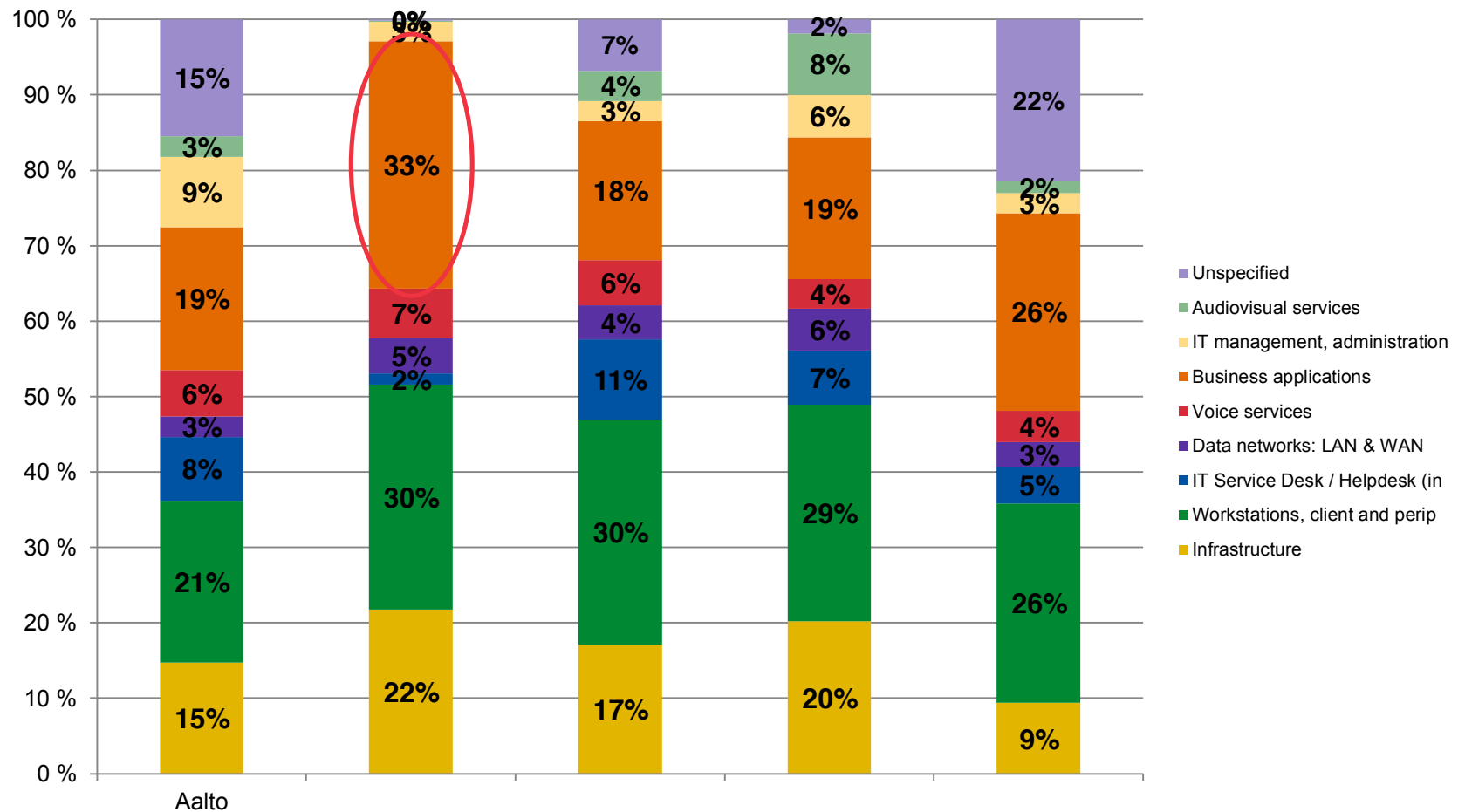
*Cost by Business Application



*Cost by Business Application

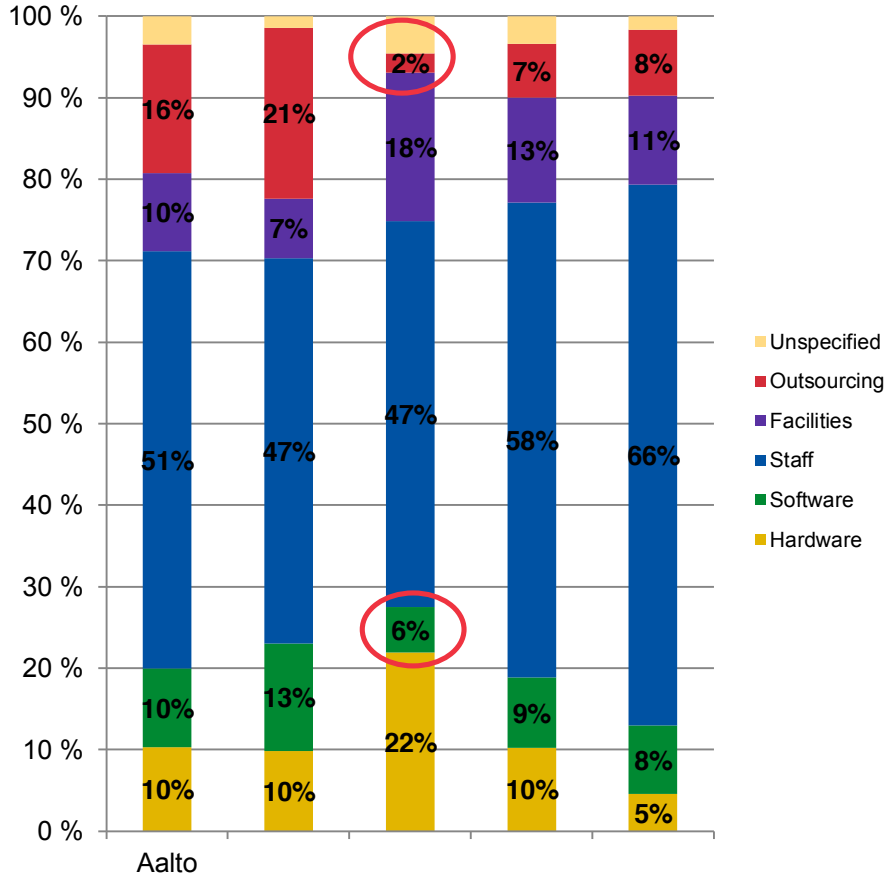
*Cost by Business Application	Aalto				
Finance	712 t€	282 t€	129 t€	133 t€	414 t€
Human resources	340 t€	222 t€	144 t€	10 t€	29 t€
Facilities	77 t€	51 t€	0 t€	0 t€	369 t€
Communications	120 t€	196 t€	0 t€	0 t€	240 t€
Student administration systems	334 t€	624 t€	6 t€	0 t€	537 t€
Research administration	105 t€	201 t€	0 t€	0 t€	131 t€
Library	131 t€	18 t€	0 t€	61 t€	1 003 t€
Teaching	33 t€	4 t€	0 t€	545 t€	0 t€
Other (BA)	344 t€	194 t€	0 t€	0 t€	58 t€
Unspecified (BA)	29 t€	0 t€	0 t€	0 t€	115 t€
Total Business Application costs	2 225 t€	1 792 t€	279 t€	748 t€	2 897 t€

IT Costs by Service

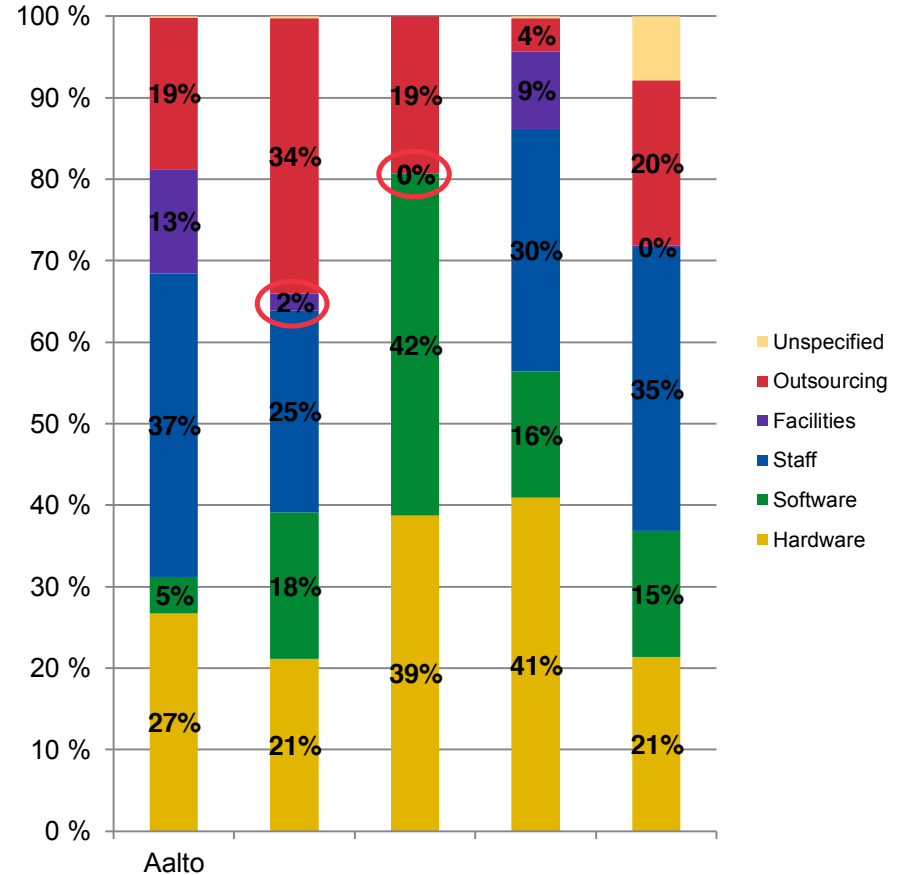


Cost by Accounts

Centralized vs other centralized and decentralized



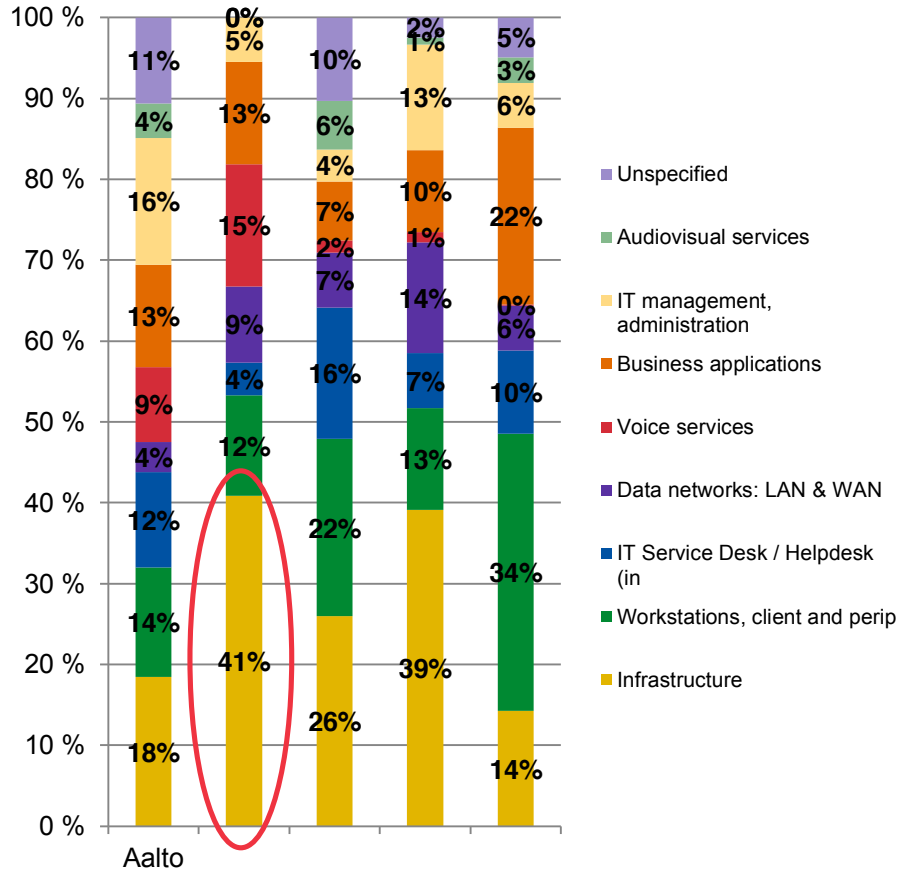
Centralized



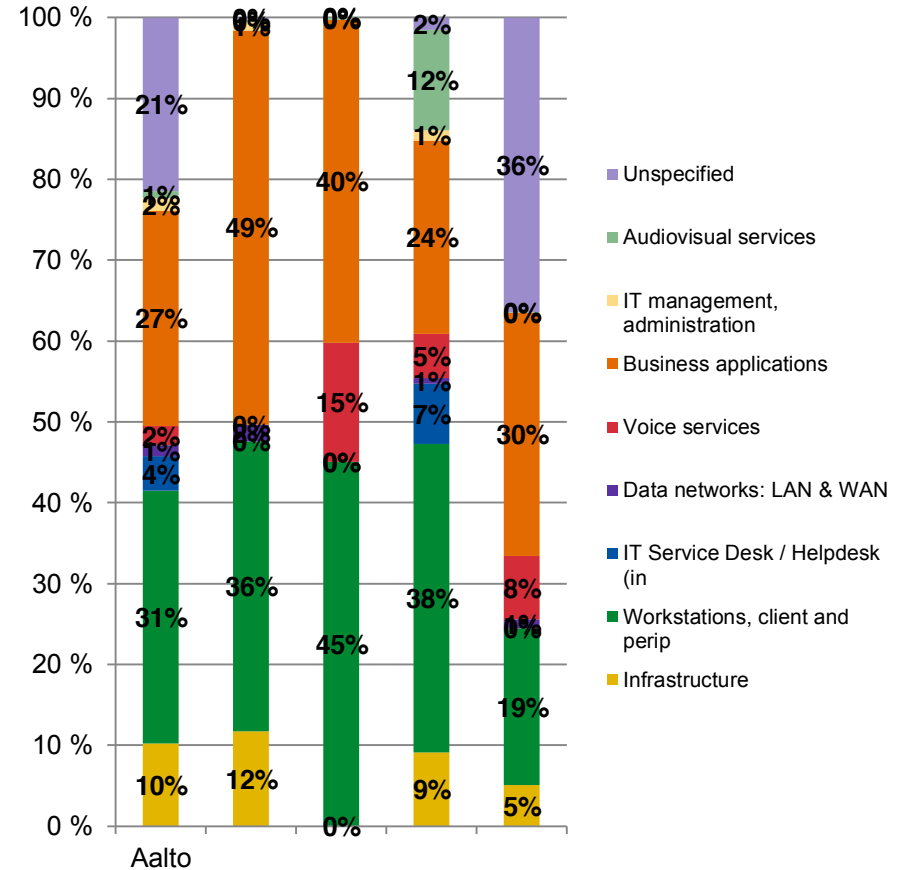
Decentralized + Other Centralized

Cost by Services

Centralized vs other centralized and decentralized



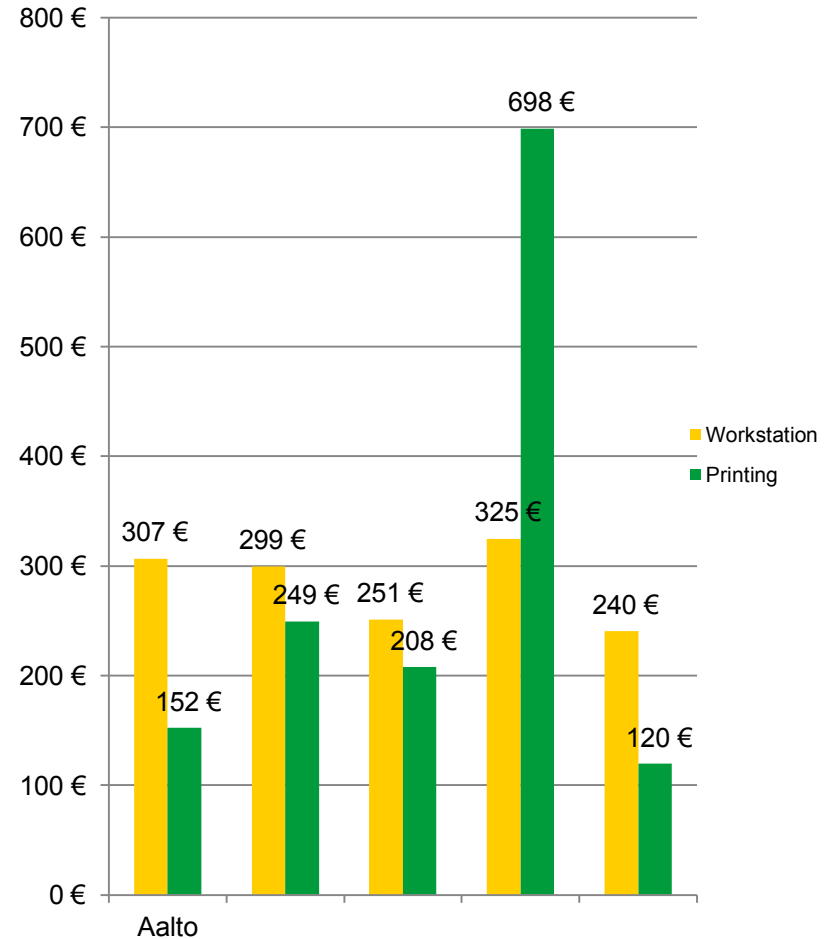
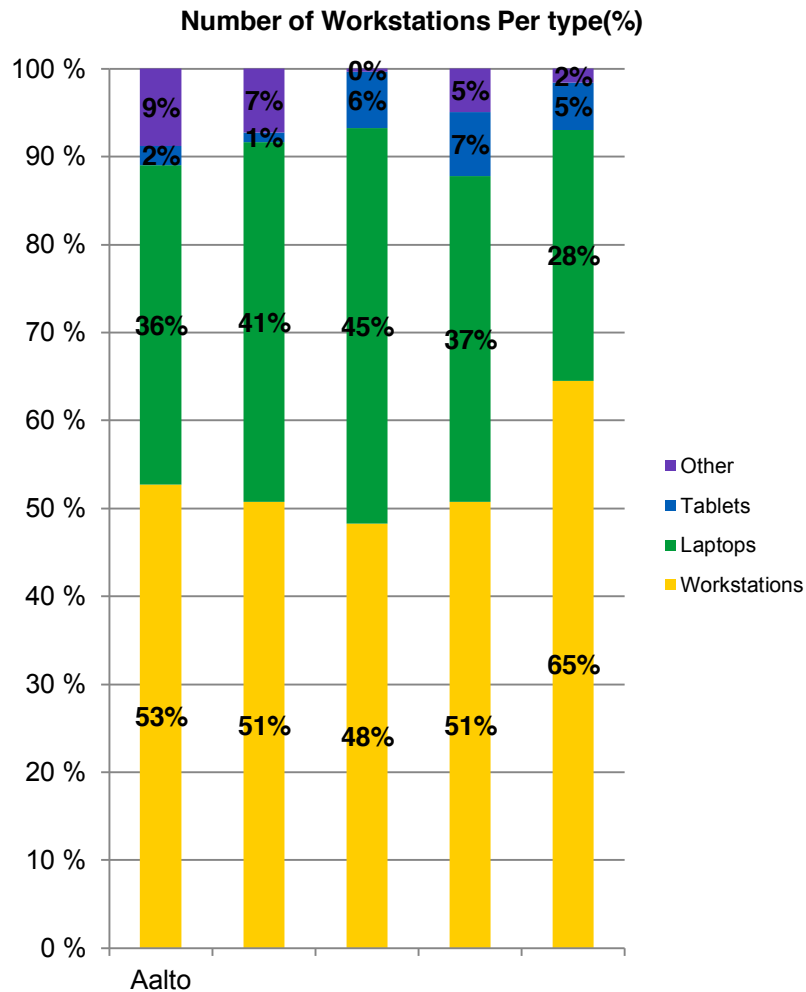
Centralized



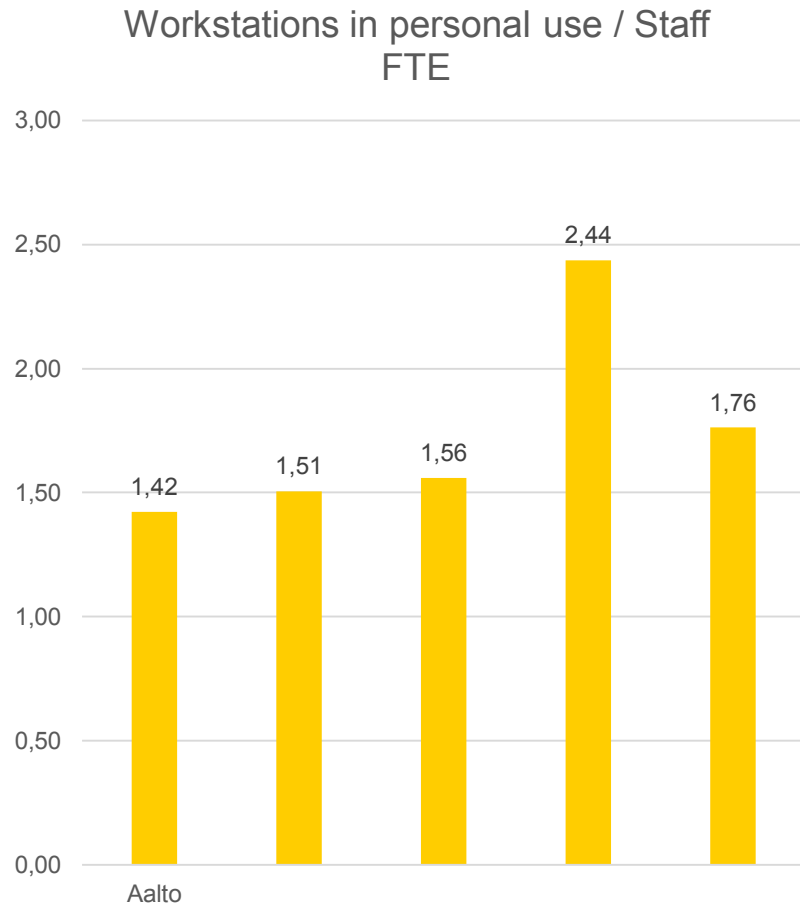
Decentralized + Other Centralized

Workstations and printers

Costs / (Staff+Student FTE)



Workstations

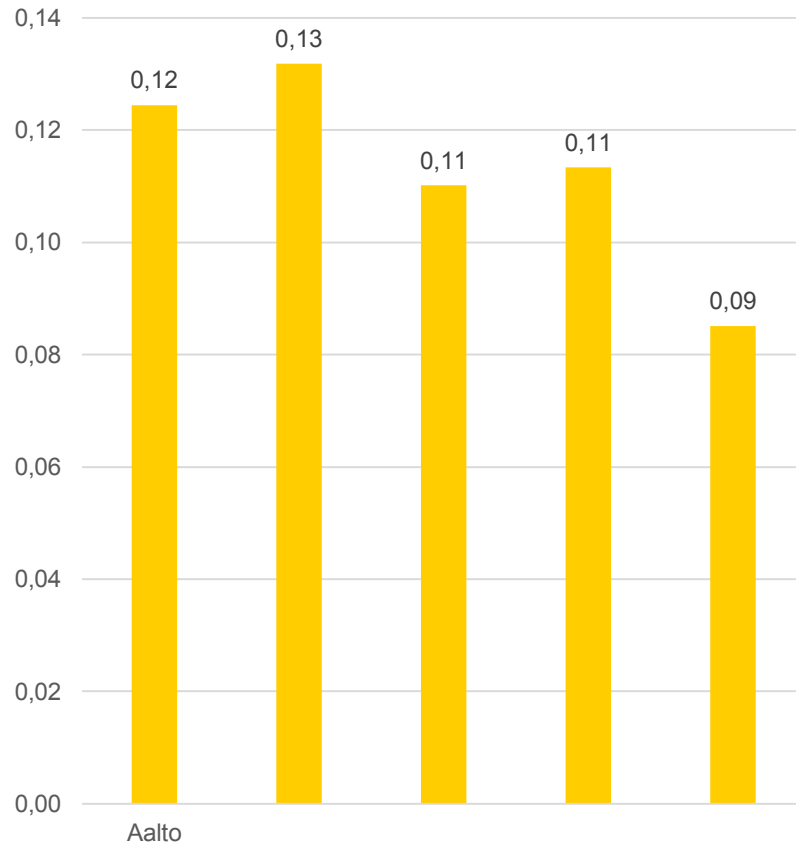


Aalto

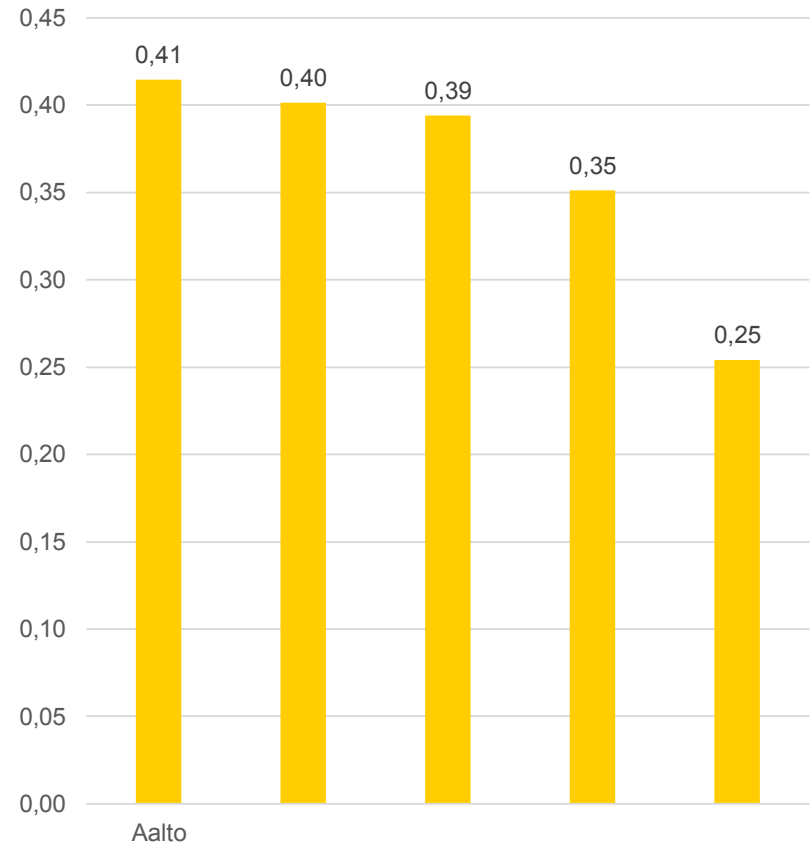


Classrooms

Classroom computers / Student FTE

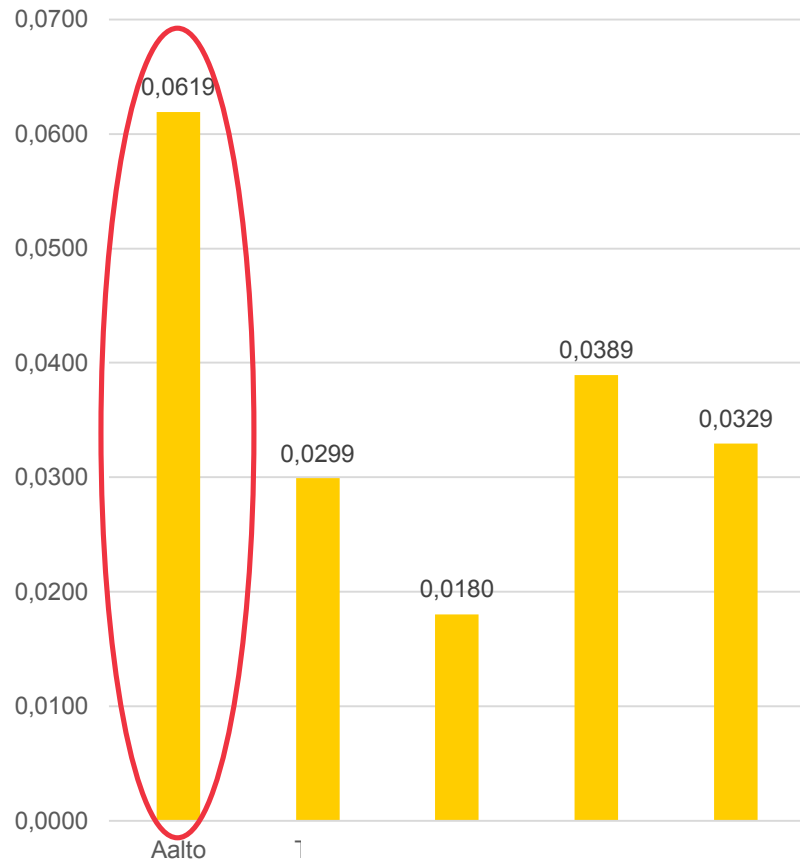


IT classroom space / Student FTE

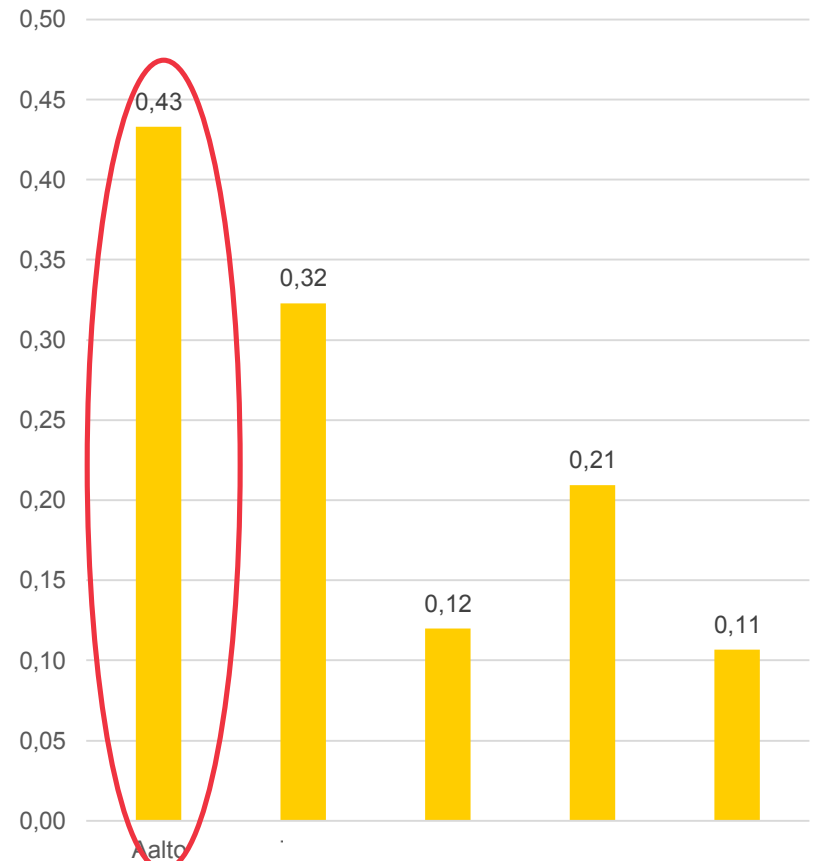


Servers

Physical Servers / Student FTE



Logical servers / Staff FTE



Storage

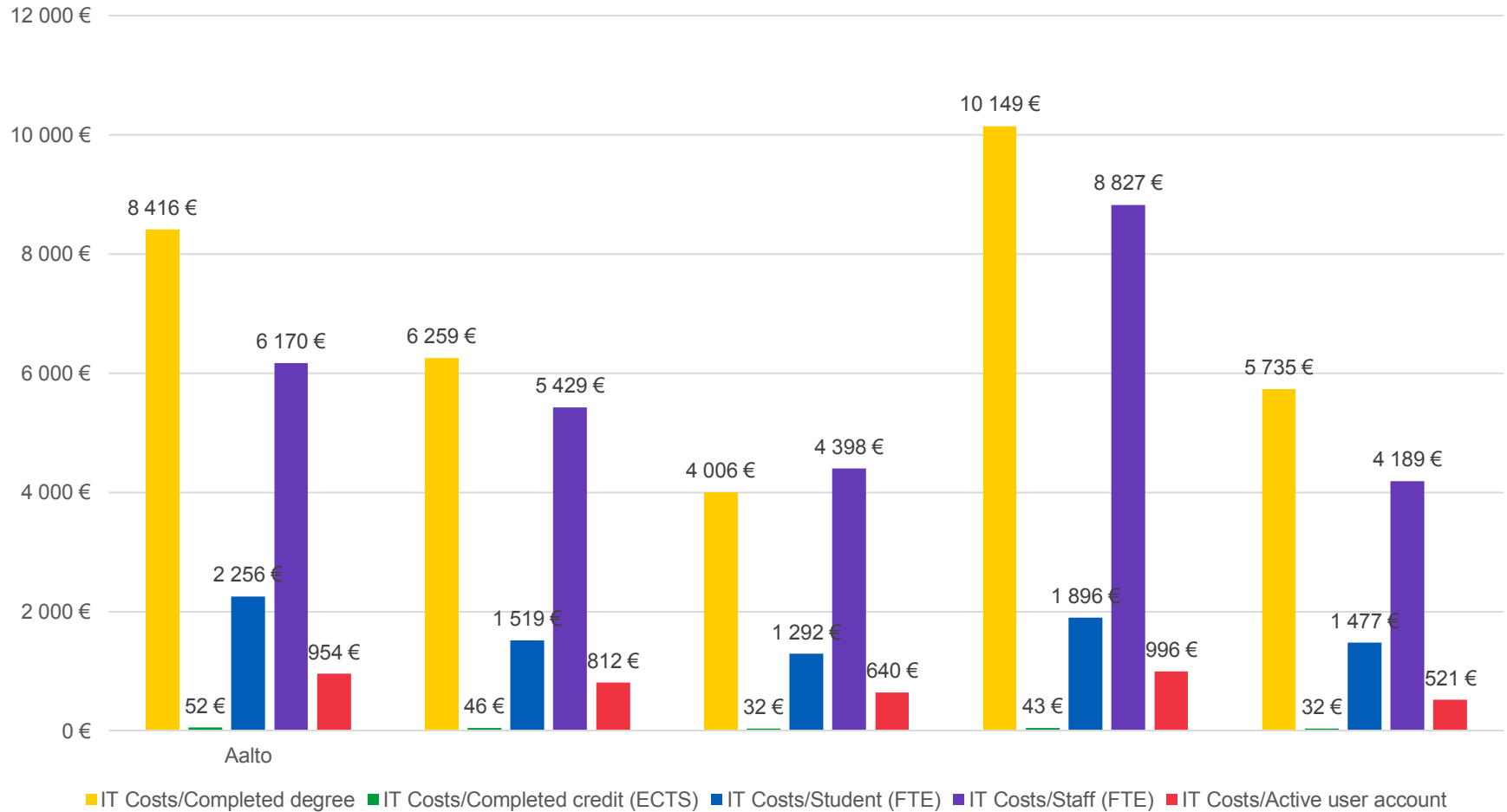
Total Storage (GB) / User account



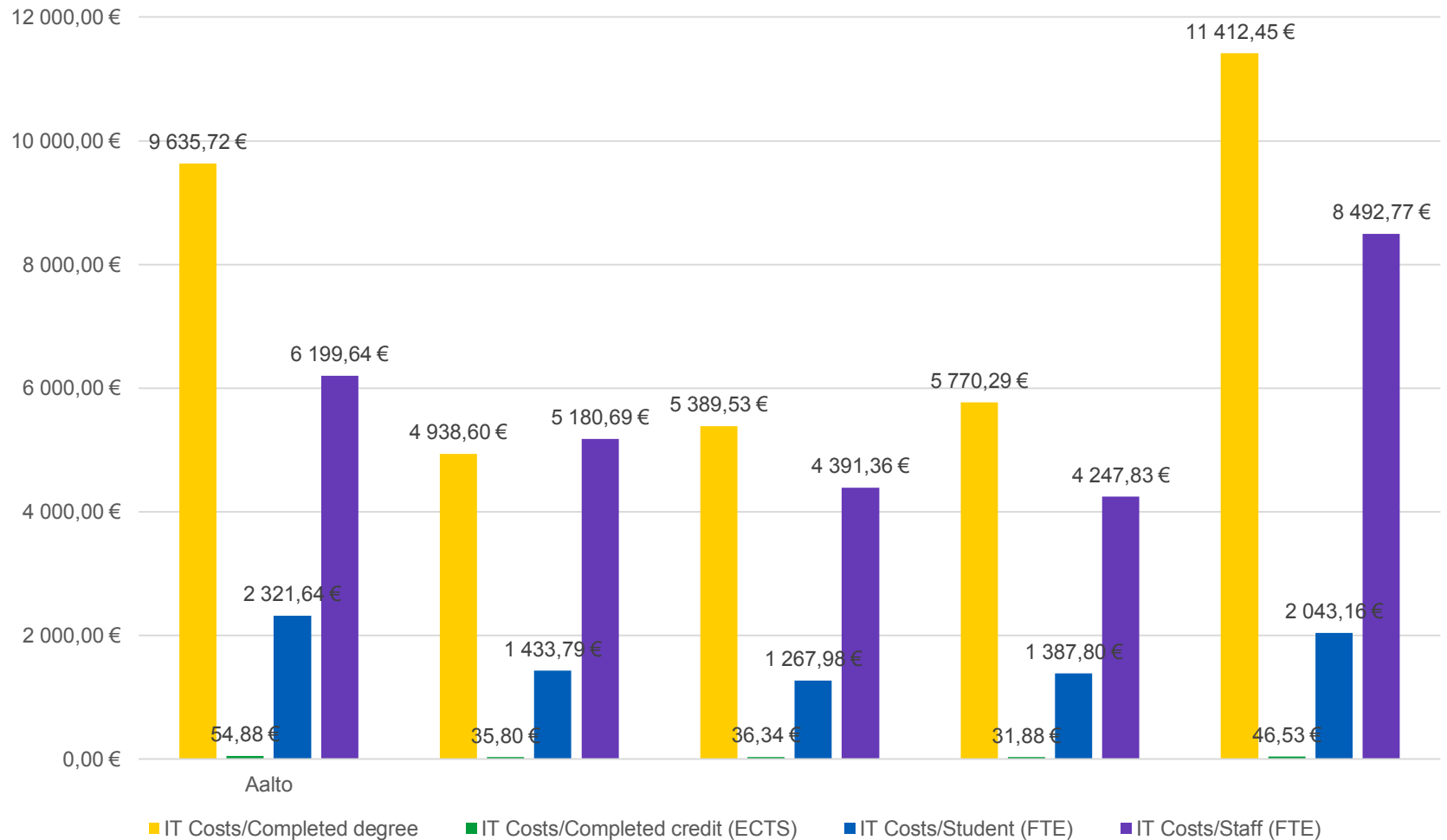
Total storage (GB) / Staff+Student FTE




Efficiency numbers



Efficiency Numbers 2012



Summary

- Comparing results with similar institutions is much more useful than using averages only
- Regular meetings with peers
 - *Increase understanding of the figures and where they come from*
 - *Indicate potential improvement actions that are relevant for your own institution*
 - *Improve the way to collect the results and their accuracy*
- In the comparisons, it is always useful to use include institutions outside the discussion to validate underlying assumptions and to get a yardstick
- The real benefit from benchmarking is in the actions based on the results 

TÖRÄKÄNPÖLTÖ KITILETTY
TOBAKSRÖKNING FÖRBUDEN

A!

Thank you

