



# Bencheit - Benchmarking higher education IT

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# IT Benchmarking - Do you know where you stand ?

As an IT leader you should know

- are you spending too little or too much ?
- do you have the right amount of IT staff ?
- how big is your IT investment compared with the best of the breed ?

# Key benefits

- Compare, understand and improve your IT
  - Understand your relative position within your peer group
  - Learn more about your own IT environment
- Use IT to execute your institution's strategy
  - Given the knowledge on what the others are doing - are you really focusing on the right things ?
- Why Bencheit and EUNIS ?
  - Higher Education is a global business – national and peer benchmarks do not provide enough information
  - EDUCAUSE focuses on US style HE institutions and metrics
  - Commercial services are expensive and limited in many ways

# What is Bencheit

- A EUNIS task force
- Benchmarking activity to compare IT metrics within European higher education institutions
  - Initially started in Finland to collect 2010 data: 33 institutions
  - This year, international pilot with additional HE institutions from other European countries
- Current way of working
  - HEIs provide their key data in an Excel sheet
  - User support: training sessions, web site and help desk
  - Summary report & a special workshop for discussing the results
  - Reporting tools for all participants for further analysis and comparison (Excel with raw data, customizable diagrams etc.)

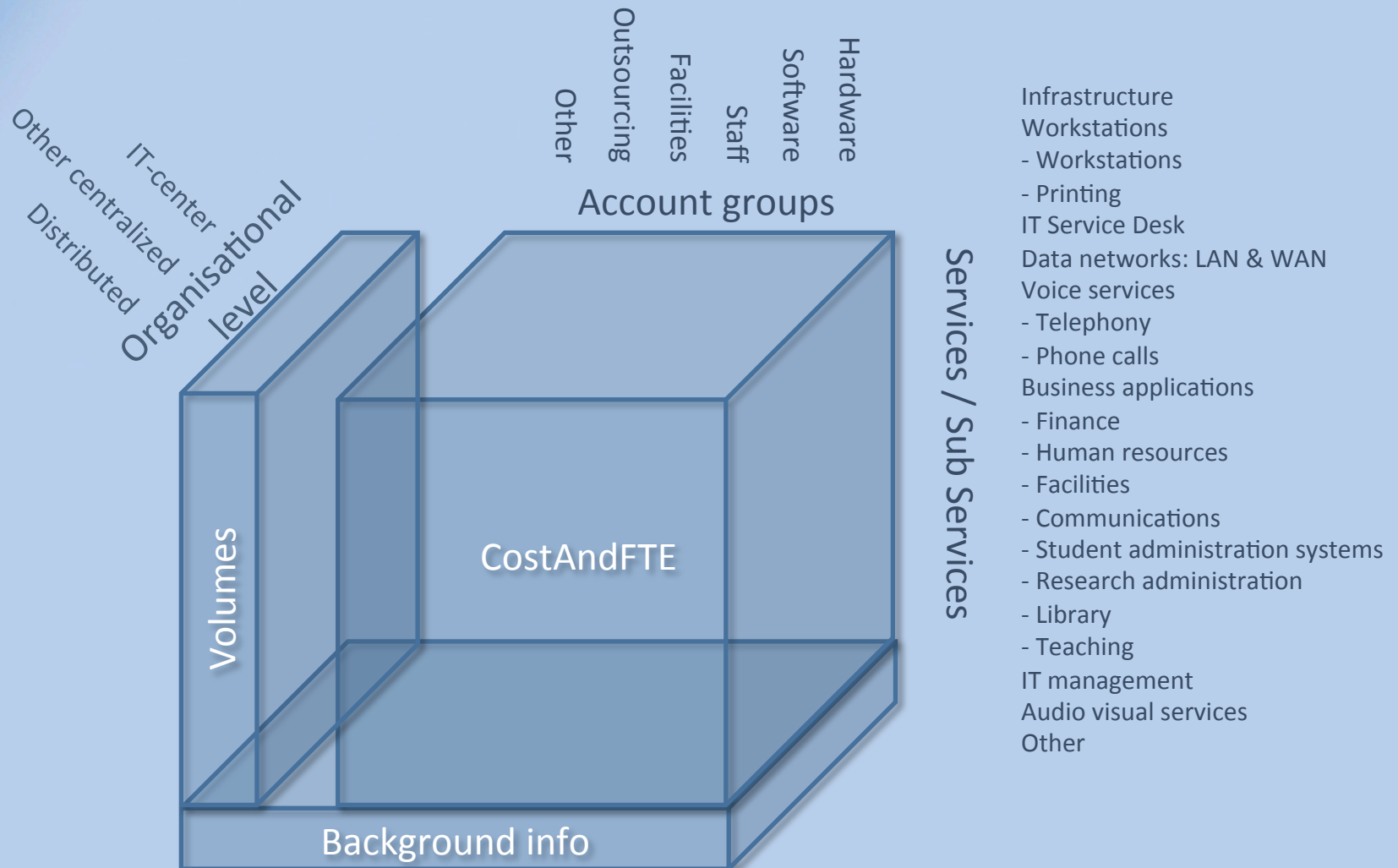
# Why Benchmarkit?

- IT benchmarking done before, e.g. by Compass Consulting in 2007-08
  - 7 HEIs participated
- The questions were not optimal to describe the needs of the HEIs environment
  - Planning of own survey starts
  - FUCIO (Finnish Universities' Chief IT Officers) and AAPA (Chief IT Officers, Universities of applied science) behind the initiative
- First round with own questions done in 2011 (BM2010)
  - 33 HEIs participated
- Second pilot round in 2012 (BM2011)
  - 14/ 16 universities, 22/25 universities of applied science participated. Additionally 3 foreign universities:
    - Norges teknisk-naturvetenskaplige universitet
    - Universitetet i Oslo
    - Syddansk Universitet
  - Survey form changed according to feedback
  - Aim to improve the quality of the data, and also simplify the analysis of data
  - Possibility to fill in detailed data, or total sums
  - CIO summary shows a few own key figures to show examples of what kind of figures one can get from the survey

# Bencheit: official EUNIS taskforce

- **Members of the EUNIS taskforce**
  - Yves Epelboin, Université P.M. Curie, France
  - Anna Mathews, UCISA, University of Oxford, UK
  - Ligia Ribeiro, Universidade de Porto, Portugal
  - Ilkka Siissalo, University of Helsinki, Finland
  - Hans-Dieter Weckmann, Universität Duisburg-Essen, Germany
- **Finnish steering group**
  - Ilkka Siissalo, HY, ordförande.
  - Kimmo Pettinen, Laurea, vice ordförande
  - Esko Ala-Peijari, CSC/AAPA
  - Pekka Kähköpuro, Aalto
  - Jussi-Pekka Pispä, TTY
  - Ahti Planman, CSC/Fucio
  - Jaakko Riihimaa, SeAMK
  - Tuomo Rintamäki, Metropolia
  - Teemu Seesto, TY
  - Kari Kataja, HAMK
  - Yvonne Falk, HY
- **Finnish project group**
  - Ahti Planman, CSC/Fucio
  - Esko Ala-Peijari, CSC/AAPA
  - Kari Kataja, HAMK
  - Rauni Peltonen, UEF
  - Teemu Seesto, TY
  - Ritva Suojärvi-mäkinen, Metropolia
  - Anne Sahi, TAMK
  - Yvonne Falk, HY

# Data dimensions



# Benchit – survey form

- 3 sheets, Background, Costs and FTE ja Volumes
  - Dimensions: account groups, services and organisation levels
  - Organisation levels: Centralised, Other centralised, Distributed
- Help- texts and tooltips
- Time to complete survey: 2 months

IT-costs (without VAT) and personnel grouped according to three dimensions: Service and SubService (blue rows), Account group (columns) and Organization level (red rows)

There is not enough data in FTE fields.

Upper level service groups	Lower level service groups	Organization Level	Help texts for rows on/off: Press +/- in the top margin	Rowsum of all costs	Hardware:	Software:	Staff costs:	Facilities/Occupancy:	Outsourcing:	Other:	Unspecified:	Staff counted as full time equivalent, FTE (2 halftime persons = 1 FTE)
		"IT-centre" = Centralized IT unit(s) serving the whole HEI level. "Other centralized" = Centralized units in central administration or similar giving IT services for whole HEI. "Distributed" = IT functions serving individual faculties, institutes, departments or labs.		Grand total	Hardware €	Software €	Staff €	Facilities €	Outsourcing €	Other acc. group €	Unspec acc. group €	Staff FTE
Help on/off: press +/-	Grand total			3 542 101 €	1 713 269 €	982 949 €	0 €	0 €	845 883 €	0 €	0 €	0,0
Service	Sub Service	Organization Level	"IT-centre" = Centralized IT unit(s) serving the whole HEI level.	743 232 €	723 902 €	0 €	0 €	0 €	19 331 €	0 €	0 €	0,0
Infrastructure		IT-centre	"Other centralized" = Centralized units in central administration or similar (e.g. finances, HR, central library IT, central learning center) giving IT services for whole HEI.	234 310 €	214 979 €				19 331 €			
		Other centralized		105 956 €	105 956 €							
		Distributed		402 966 €	402 966 €							
		Unspecified org.level		0 €								
Workstations, client and peripherals		Distributed	"Distributed" = IT functions serving individual faculties, institutes, departments or labs.	719 091 €	701 252 €	0 €	0 €	0 €	17 839 €	0 €	0 €	0,0
	Workstations			563 133 €	545 294 €	0 €	0 €	0 €	17 839 €	0 €	0 €	0,0
		IT-centre		44 468 €	26 628 €				17 839 €			
		Other centralized		345 323 €	345 323 €							
		Distributed		173 343 €	173 343 €							
		Unspecified org.level		0 €								
Printing and other peripherals			Costs and FTEs related to printers, multifunctional printer/fax/copier devices, papers, printer maintenance	49 544 €	49 544 €	0 €	0 €	0 €	0 €	0 €	0 €	0,0
		IT-centre		0 €								



# Questions

- Background information about your HEI
- Costs and FTE per account group and organisational level, e.g.:
  - How much money does the IT-center spend on workstation hardware?
  - How much does the distributed IT spend on staff costs for audiovisual services?
- Volumes by organisational level, e.g.:
  - Number of data centers
  - Number of IT classrooms
  - Number of network printers

## Principle of total openness between members

You join in and give your data =  
You get everybody else's data

Participants have the right to view data of any other participating HEI.

Data ownership is not given to a commercial company

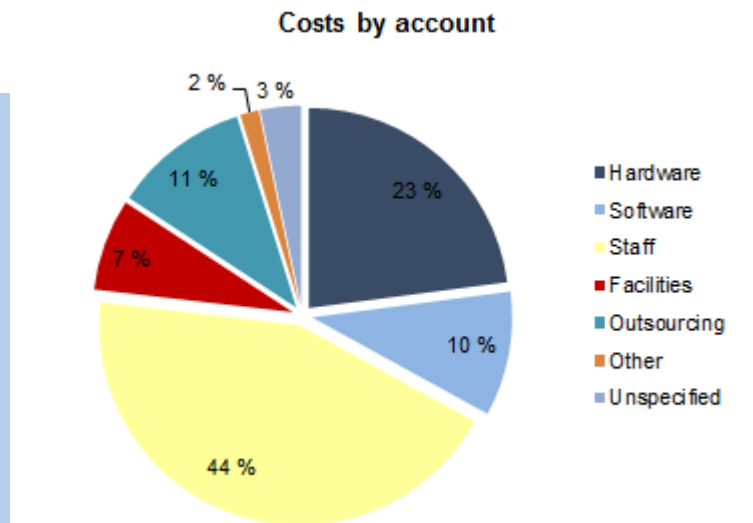
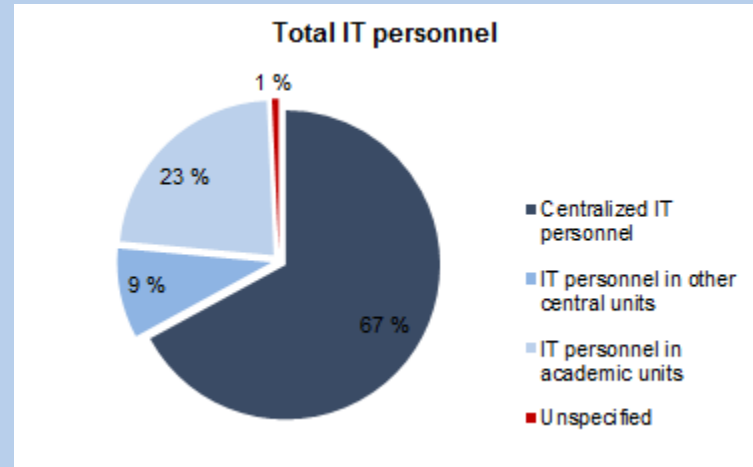
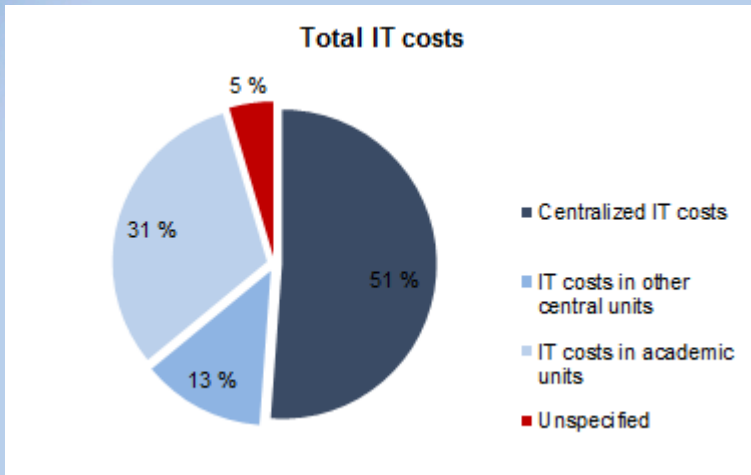
## Tools needed

- Excel 2010
  - Both the survey form and the report
- Google, Windows Live ID or Yahoo account
  - To sign in to...
- Eduuni, a collaboration platform based on SharePoint <http://www.eduuni.fi/>
  - <https://tt.eduuni.fi/sites/bencheit/SitePages/Home.aspx>
  - Provided by the Ministry of Education
  - Access rights can be applied to email addresses
  - Everyone can choose which credentials they want to use

# Institutes of different sizes

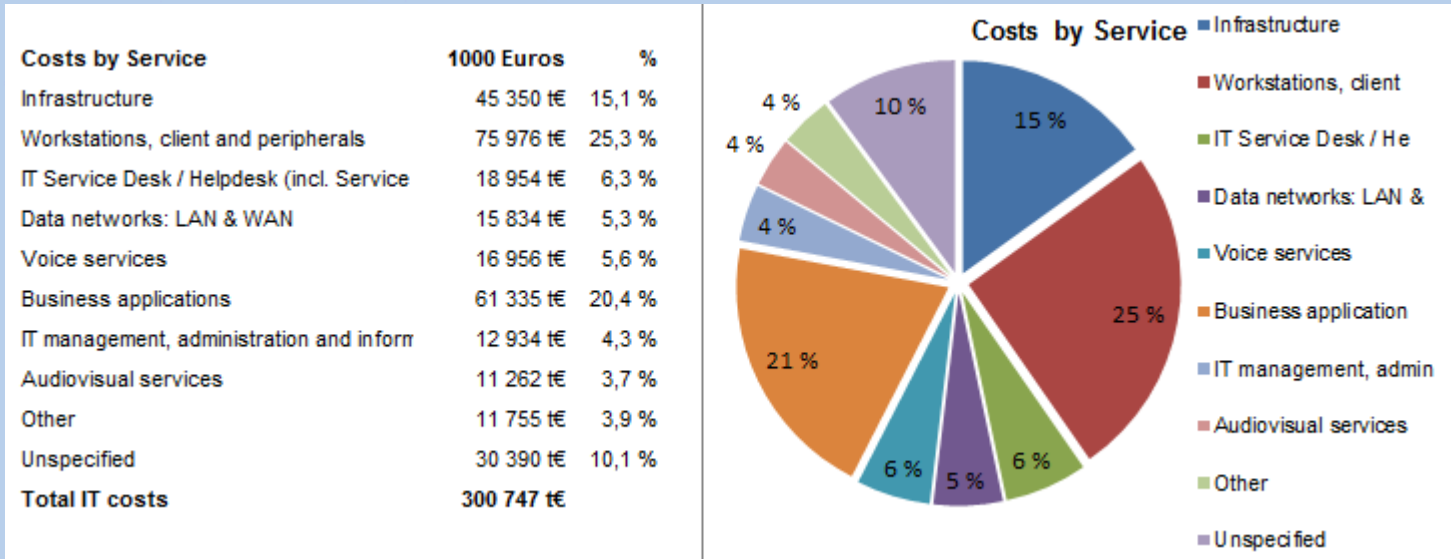
	Min.	Max.	Average
Student FTE	1170	23761	6696
Staff FTE	154	7951	1374
Total IT costs	0,7M€	41M€	6,9M€
Number of workstations	302	14685	3865
Total IT FTE	2	342	56

# Results: Average of all universities



All = DK + FI + NO

# Average of universities and universities of applied science



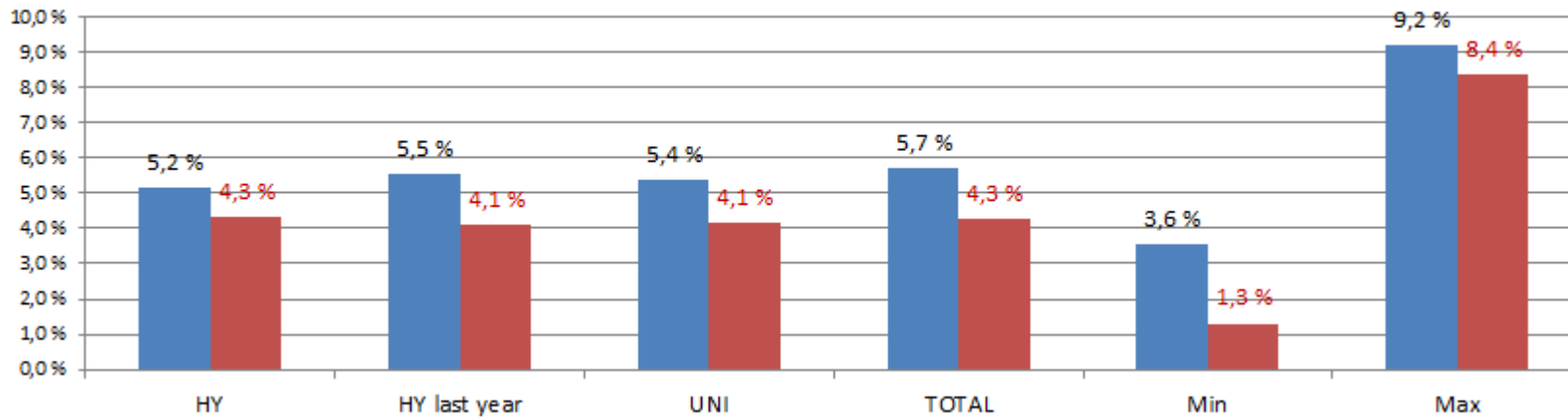
# IT share of budget and staff

## Example: University of Helsinki

Blue: IT share of budget

Red: IT share of staff

Ratio: IT / Institution



Centralisation:

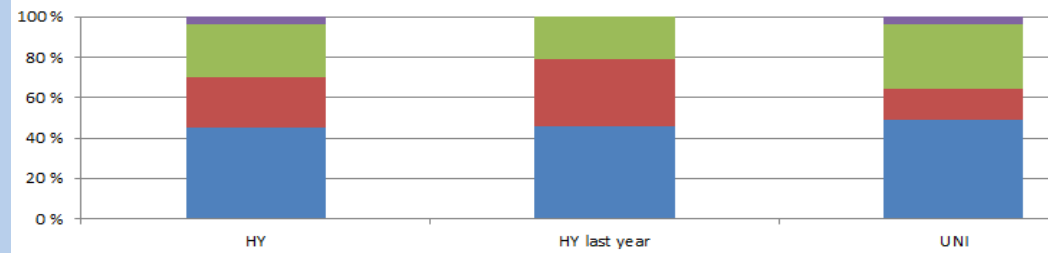
Blue: centralised IT

Red: other centralised

Green: IT in faculties

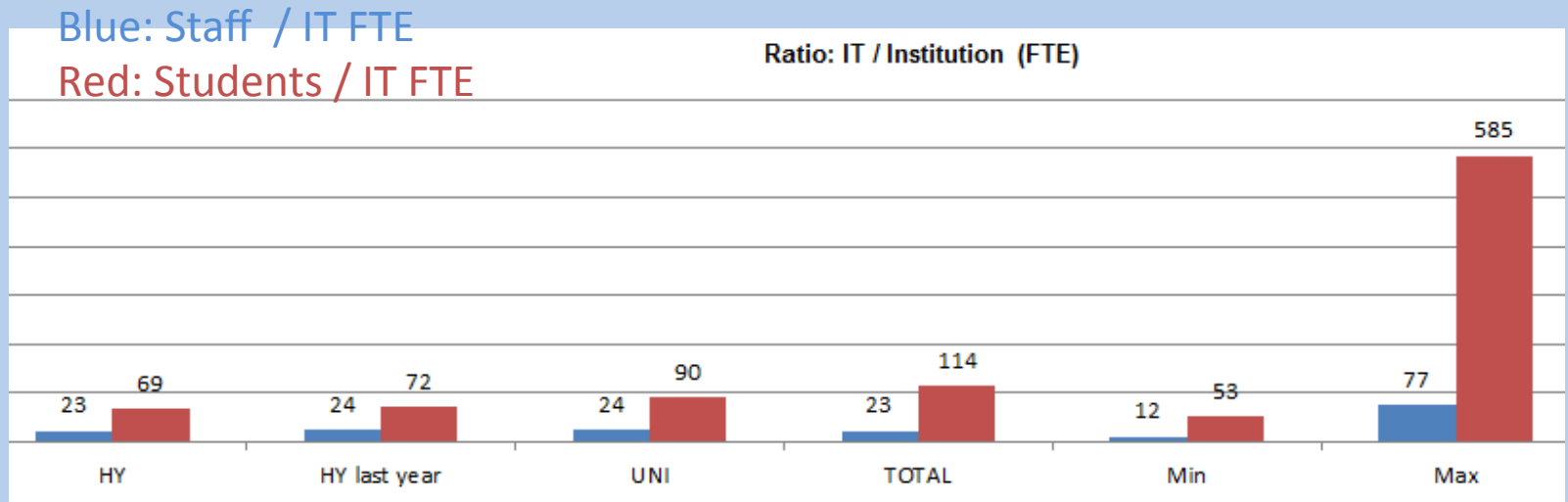
Purple: unspecified

Ratio: IT-costs (%)



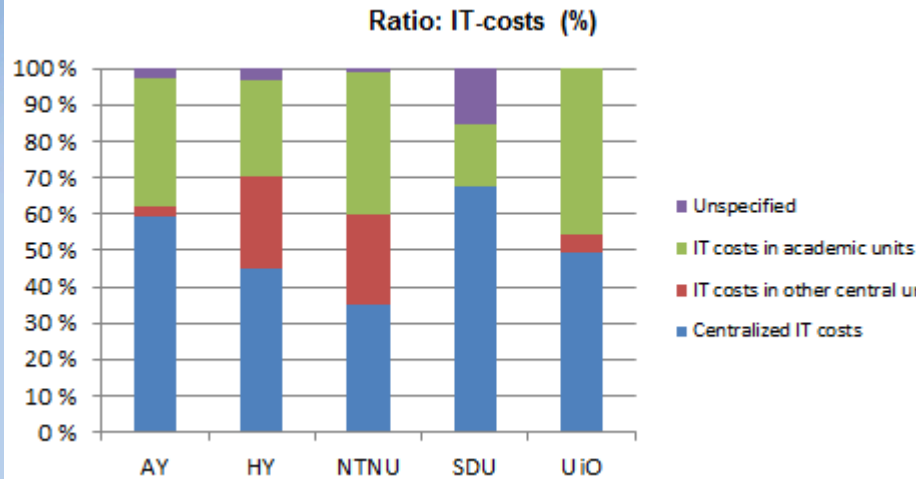
# Number of students and staff / IT FTE

## Example: University of Helsinki





# Compared with the neighbours – Finland, Norway and Denmark



- Differences in degree of centralisation
- Level of wages vary a lot for example between Finland and Norway
- Choose a HEI that is similar to your own to compare with!

	Aalto University	University of Helsinki	University of Science and Technology	University of Southern Denmark	University of Oslo
<b>Background</b>	AY	HY	NTNU	SDU	UiO
Completed degrees in total	2867	5828	3579	3528	4705
Completed credits in total (ECTS)	508035	1010877	901092	645420	1199694
Students (FTE)	12782	23761	19673.5	20000	18720
Staff (FTE)	4978	7951	5132.6	3247	5958
Number of active user accounts	24763	80568	41442	48000	44002
<b>Costs (1000 Euros)</b>	AY	HY	NTNU	SDU	UiO
Centralized IT costs	16 460 t€	14 957 t€	13 781 t€	8 032 t€	22 337 t€
IT costs in other central units	799 t€	8 464 t€	9 790 t€	0 t€	2 217 t€
IT costs in academic units	9 728 t€	8 758 t€	15 410 t€	2 050 t€	20 654 t€
Unspecified	735 t€	1 151 t€	385 t€	1 805 t€	0 t€
<b>Total IT costs</b>	<b>27 723 t€</b>	<b>33 330 t€</b>	<b>39 366 t€</b>	<b>11 887 t€</b>	<b>45 209 t€</b>
IT share of institution budget	7.0 %	5.2 %	5.7 %	3.6 %	6.7 %
<b>IT costs / volume</b>	Aalto University	University of Helsinki	Norwegian University of Science and Technology	University of Southern Denmark	University of Oslo
IT Costs/Completed degree	9 670 €	5 719 €	10 999 €	3 369 €	9 609 €
IT Costs/Completed credit (ECTS)	55 €	33 €	44 €	18 €	38 €
IT Costs/Student (FTE)	2 169 €	1 403 €	2 001 €	594 €	2 415 €
IT Costs/Staff (FTE)	5 569 €	4 192 €	7 670 €	3 661 €	7 588 €
IT Costs/Active user account	1 120 €	414 €	950 €	248 €	1 027 €

# CIO summary

**CHOOSE INSTITUTION FROM HERE**

Arcada ↓

Jyväskylä University of Applied Sciences ↓

University of Southern Denmark ↓

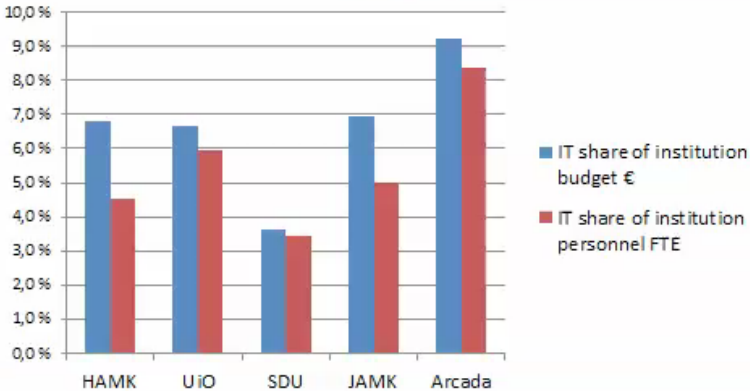
University of Oslo ↓

HAMK University of Applied Sciences ↓

**Summary of Bencheit questionnaire year 2011**  
**Chosen 5 organisations**

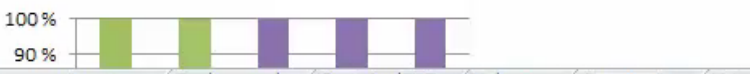
	University of Applied Sciences	University of Oslo	University of Southern Denmark	University of Applied Sciences	Arcada
Background	HAMK	UiO	SDU	JAMK	Arcada
Completed degrees in total	1054	4705	3528	1213	360
Completed credits in total (ECTS)	257791	1199694	645420	264688	89175
Students (FTE)	5555,5	18720	20000	5208,5	1897
Staff (FTE)	690,43	5958	3247	644	172
Number of active user accounts	16521	44002	48000	13125	3180
<b>Costs (1000 Euros)</b>	<b>HAMK</b>	<b>UiO</b>	<b>SDU</b>	<b>JAMK</b>	<b>Arcada</b>
Centralized IT costs	2 904 t€	22 337 t€	8 032 t€	1 429 t€	638 t€
IT costs in other central units	263 t€	2 217 t€	0 t€	120 t€	195 t€
IT costs in academic units	1 426 t€	20 654 t€	2 050 t€	150 t€	36 t€
Unspecified	0 t€	0 t€	1 805 t€	2 449 t€	527 t€
<b>Total IT costs</b>	<b>4 593 t€</b>	<b>45 209 t€</b>	<b>11 887 t€</b>	<b>4 149 t€</b>	<b>1 395 t€</b>

**Ratio: IT / Institution (%)**



Organisation	IT share of institution budget €	IT share of institution personnel FTE
HAMK	~6.8%	~4.5%
UiO	~6.5%	~5.8%
SDU	~3.5%	~3.2%
JAMK	~6.8%	~4.8%
Arcada	~9.2%	~8.2%

	HAMK	UiO	SDU	JAMK	Arcada
<b>Ratio: IT-costs (%)</b>					
IT costs in other central units	~5.8%	~4.9%	~0%	~2.9%	~14.2%
IT costs in academic units	~3.1%	~45.2%	~17.3%	~3.6%	~0.3%
Unspecified	~0%	~0%	~15.2%	~59.1%	~37.8%
<b>Total IT costs</b>	<b>~5.8%</b>	<b>~45.2%</b>	<b>~17.3%</b>	<b>~3.6%</b>	<b>~14.7%</b>



Organisation	Ratio (%)
HAMK	~5.8%
UiO	~45.2%
SDU	~17.3%
JAMK	~3.6%
Arcada	~14.7%

► CIOsummary
 CIOchoose5
 CIOcalculations
 CheckCosts
 CheckVolumes
 Cost\_by\_accountgroup
 Background
 CostsAndFTE
 Volumes
 Comments
 Lista

## Feedback and improvements

- 75% said they understood the terms easily and the survey form in Excel was flexible
- Over 50% feels that it is hard to find the data needed, but almost 90% are confident that the data is accurate
- Everyone agreed that the CIO summary is useful
- An average of 10-11 working days was spent on filling in the survey

# How to participate

- Email us at [bencheit@bencheit.info](mailto:bencheit@bencheit.info)
- Visit us on [www.bencheit.info](http://www.bencheit.info)