Bencheit - Benchmarking higher education IT

Yvonne Kivi
University of Helsinki
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.)

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Why Bencheit?

- 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

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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 Kähkipuro, Aalto
  – Jussi-Pekka Pispa, 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

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Bencheit – 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)

<table>
<thead>
<tr>
<th>Service</th>
<th>SubService</th>
<th>Organisation Level</th>
<th>Revenue of all costs</th>
<th>Hardware</th>
<th>Software</th>
<th>Staff costs</th>
<th>Facilities</th>
<th>Outsourcing</th>
<th>Unspecified</th>
<th>Other cost</th>
<th>Staff FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>“IT Centre” = Centralised IT units serving the whole HEI level</td>
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<td></td>
<td></td>
<td>“Other centralised” = Centralised units in central administration or similar giving IT services for whole HEI</td>
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<td></td>
<td></td>
<td>Distributed</td>
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<td></td>
<td>Unspecified org level</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>IT-centre</td>
<td></td>
<td>154.210 €</td>
<td>1,715.269 €</td>
<td>182,040 €</td>
<td>0 €</td>
<td>0 €</td>
<td>845,884 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
</tr>
<tr>
<td></td>
<td>Other centralised</td>
<td></td>
<td>234,030 €</td>
<td>254,979 €</td>
<td>0 €</td>
<td>0 €</td>
<td>19,033 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Distributed</td>
<td></td>
<td>105,955 €</td>
<td>105,955 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unspecified</td>
<td></td>
<td>402,960 €</td>
<td>402,960 €</td>
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<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td>Workstations, client and peripherals</td>
<td>IT-centre</td>
<td></td>
<td>710,001 €</td>
<td>701,252 €</td>
<td>0 €</td>
<td>0 €</td>
<td>17,839 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other centralised</td>
<td></td>
<td>563,133 €</td>
<td>545,294 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Distributed</td>
<td></td>
<td>345,323 €</td>
<td>345,323 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unspecified org level</td>
<td></td>
<td>173,343 €</td>
<td>173,343 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
<tr>
<td>Printing and other peripherals</td>
<td>IT-centre</td>
<td></td>
<td>49,546 €</td>
<td>49,546 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td>0 €</td>
<td></td>
</tr>
</tbody>
</table>

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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/](http://www.eduuni.fi/)
  – [https://tt.eduuni.fi/sites/bencheit/SitePages/Home.aspx](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

<table>
<thead>
<tr>
<th></th>
<th>Min.</th>
<th>Max.</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student FTE</td>
<td>1170</td>
<td>23761</td>
<td>6696</td>
</tr>
<tr>
<td>Staff FTE</td>
<td>154</td>
<td>7951</td>
<td>1374</td>
</tr>
<tr>
<td>Total IT costs</td>
<td>0,7M€</td>
<td>41M€</td>
<td>6,9M€</td>
</tr>
<tr>
<td>Number of workstations</td>
<td>302</td>
<td>14685</td>
<td>3865</td>
</tr>
<tr>
<td>Total IT FTE</td>
<td>2</td>
<td>342</td>
<td>56</td>
</tr>
</tbody>
</table>
Results: Average of all universities

Total IT costs
- Centralized IT costs: 51%
- IT costs in other central units: 31%
- IT costs in academic units: 13%
- Unspecified: 5%

Total IT personnel
- Centralized IT personnel: 67%
- IT personnel in other central units: 23%
- IT personnel in academic units: 9%
- Unspecified: 1%

Costs by account
- Hardware: 10%
- Software: 11%
- Staff: 7%
- Facilities: 23%
- Outsourcing: 2%
- Other: 11%
- Unspecified: 44%
Average of universities and universities of applied science

<table>
<thead>
<tr>
<th>Costs by Service</th>
<th>1000 Euros</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure</td>
<td>45 350 €</td>
<td>15.1%</td>
</tr>
<tr>
<td>Workstations, client and peripherals</td>
<td>75 976 €</td>
<td>25.3%</td>
</tr>
<tr>
<td>IT Service Desk / Helpdesk (incl. Service)</td>
<td>18 954 €</td>
<td>6.3%</td>
</tr>
<tr>
<td>Data networks: LAN &amp; WAN</td>
<td>15 834 €</td>
<td>5.3%</td>
</tr>
<tr>
<td>Voice services</td>
<td>16 956 €</td>
<td>5.6%</td>
</tr>
<tr>
<td>Business applications</td>
<td>61 335 €</td>
<td>20.4%</td>
</tr>
<tr>
<td>IT management, administration and inform</td>
<td>12 934 €</td>
<td>4.3%</td>
</tr>
<tr>
<td>Audiovisual services</td>
<td>11 262 €</td>
<td>3.7%</td>
</tr>
<tr>
<td>Other</td>
<td>11 755 €</td>
<td>3.9%</td>
</tr>
<tr>
<td>Unspecified</td>
<td>30 390 €</td>
<td>10.1%</td>
</tr>
<tr>
<td><strong>Total IT costs</strong></td>
<td><strong>300 747 €</strong></td>
<td></td>
</tr>
</tbody>
</table>

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IT share of budget and staff
Example: University of Helsinki

Blue: IT share of budget
Red: IT share of staff

Centralisation:
Blue: centralised IT
Red: other centralised
Green: IT in faculties
Purple: unspecified
Number of students and staff / IT FTE

Example: University of Helsinki

Blue: Staff / IT FTE
Red: Students / IT FTE
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!
## CIO summary

### Summary of Bencheit questionnaire year 2011

**Chosen 5 organisations**

<table>
<thead>
<tr>
<th>Background</th>
<th>HAMK</th>
<th>UIO</th>
<th>SDU</th>
<th>JAMK</th>
<th>Arcada</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed degrees in total</td>
<td>1054</td>
<td>4765</td>
<td>3528</td>
<td>1213</td>
<td>380</td>
</tr>
<tr>
<td>Completed credits in total (ECTS)</td>
<td>257791</td>
<td>1199684</td>
<td>645420</td>
<td>2546586</td>
<td>85175</td>
</tr>
<tr>
<td>Students (FTE)</td>
<td>5555.5</td>
<td>19720</td>
<td>20000</td>
<td>5203.5</td>
<td>1097</td>
</tr>
<tr>
<td>Staff (FTE)</td>
<td>696.43</td>
<td>5968</td>
<td>3247</td>
<td>644</td>
<td>172</td>
</tr>
<tr>
<td>Number of active user accounts</td>
<td>16521</td>
<td>44062</td>
<td>48000</td>
<td>13125</td>
<td>3180</td>
</tr>
</tbody>
</table>

### Costs (1000 Euros)

<table>
<thead>
<tr>
<th>HAMK</th>
<th>UIO</th>
<th>SDU</th>
<th>JAMK</th>
<th>Arcada</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centralized IT costs</td>
<td>2904</td>
<td>22337</td>
<td>6032</td>
<td>1429</td>
</tr>
<tr>
<td>IT costs in other central units</td>
<td>263</td>
<td>2217</td>
<td>0</td>
<td>120</td>
</tr>
<tr>
<td>IT costs in academic units</td>
<td>1425</td>
<td>29854</td>
<td>2050</td>
<td>156</td>
</tr>
<tr>
<td>Unspecified</td>
<td>0</td>
<td>0</td>
<td>1805</td>
<td>2446</td>
</tr>
<tr>
<td>Total IT costs</td>
<td>4583</td>
<td>45209</td>
<td>11887</td>
<td>4148</td>
</tr>
</tbody>
</table>

### Ratio: IT / Institution (%)

- IT share of institution budget
- IT share of institution personnel FTE

### Ratio: IT-costs (%)

- 100%
- 90%
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
• Visit us on www.bencheit.info