BM2011 Survey

“Data collection and analysis as an organisational learning process”

Pan-European workshop on IT benchmarking
Munich – November 15th 2012 - Teemu Seesto
BM2011: “Know your numbers” *

1. Where are the numbers?

2. How can I get the numbers?

3. What does these numbers tell about the institute?
BM2011: Where are the numbers?

Scattered around the organisation

- Other
- Outsourcing
- Facilities
- Staff
- Software
- Hardware
- Infrastructure
- Workstations
- Printing
- IT Service Desk
- Data networks: LAN & WAN
- Voice services
  - Telephony
  - Phone calls
- Business applications
  - Finance
  - Human resources
  - Facilities
  - Communications
  - Student administration systems
  - Research administration
  - Library
  - Teaching
  - IT management
  - Audio visual services
  - Other

CostAndFTE

Volumes

Image dimensions: 720x540

BM2011 / A learning process for an institute
BM2011: Where are the numbers?

not necessarily allocated to any project or services

- Printing
- IT Service Desk
- Data networks: LAN & WAN
- Voice services
- Telephony
- Phone calls
- Business applications
- Finance
- Human resources
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- Communications
- Student administration systems
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- Audio visual services
- Other

CostAndFTE

Account groups

IT Service Desk

Data networks: LAN & WAN

Voice services

Telephony

Phone calls

Business applications

Finance

Human resources

Facilities

Communications

Student administration systems

Research administration

Library

Teaching

IT management

Audio visual services

Other
BM2011: Where are the numbers?

Accounts in financial system does not match the BM account groups

- Finance
- Human resources
- Facilities
- Communications
- Student administration systems
- Research administration
- Library
- Teaching
- IT management
- Audio visual services
- Other

BM2011 / A learning process for an institute
BM2011: Where are the numbers?

Multiple or no information systems providing the numbers

- Finance
- Human resources
- Facilities
- Communications
- Student administration systems
- Research administration
- Library
- Teaching
- IT management
- Audio visual services
- Other

BM2011 / A learning process for an institute
BM2011: How can I get the numbers?

Volumes

- Usually institute knows the amount of IT-hardware (and even software).
- New technologies → BM-questions may be hard to interpret.
- But:
  - Floor space
  - Energy consumption

<table>
<thead>
<tr>
<th>University of Turku</th>
<th>2010</th>
<th>2011</th>
<th>avg UNI</th>
</tr>
</thead>
<tbody>
<tr>
<td># of physical servers</td>
<td>94</td>
<td>77</td>
<td>149</td>
</tr>
</tbody>
</table>

BM2011 / A learning process for an institute
BM2011: How can I get the numbers?

Costs

* Usually IT-unit knows its costs. But what about IT in substance units?*

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**University of Turku**

- **Centralized IT costs**: 50%
- **IT costs in other central units**: 25%
- **IT costs in academic units**: 23%
- **Unspecified**: 2%

BM2011 / A learning process for an institute
BM2011: How can I get the numbers?

Costs

- Balance sheet and accounts in bookkeeping does not match BM-categories.

<table>
<thead>
<tr>
<th>University of Turku</th>
<th># of accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware €</td>
<td>12</td>
</tr>
<tr>
<td>Software €</td>
<td>5</td>
</tr>
<tr>
<td>Staff costs €</td>
<td>25</td>
</tr>
<tr>
<td>Facilities €</td>
<td>17</td>
</tr>
<tr>
<td>Outsourcing €</td>
<td>7</td>
</tr>
<tr>
<td>Other €</td>
<td>37</td>
</tr>
</tbody>
</table>

SAP: 7.10.2011 533727,76€ 23 % 101700 Illumina Netherlands BV
27.9.2011 22947,57€ 0 % 970100 AK 201109
BM2011: How can I get the numbers?

FTEs (Full Time Equivalent)

- How to evaluate the amount of annual IT work\* load?
  1. Working time allocation system
  2. A questionnaire
  3. You know the people.
  4. Based on salaries
     \[ 90t\text{€/year} = 2 \text{ FTE} \]

* if understood properly
BM2011: What does these numbers tell about the institute?

Case University of Turku

- 17000 bookkeeping transactions.
- Bookkeeping (incl. investments) in different system than actual bill (cash flow).
- No internal rent
- No allocation of electricity/cooling costs to organisational units.
- Almost half of the IT-work* is done elsewhere than within IT centre.

* if definition understood properly
**BM2011: All institutes great and small**

<table>
<thead>
<tr>
<th>Indicator (UTU):</th>
<th>Max</th>
<th>Avg.</th>
<th>Min</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student FTE (12762):</td>
<td>23761</td>
<td>6696</td>
<td>1170</td>
</tr>
<tr>
<td>Staff FTE (3138):</td>
<td>7951</td>
<td>1374</td>
<td>154</td>
</tr>
<tr>
<td>Running costs of institute (265M€):</td>
<td>710M€</td>
<td>134M€</td>
<td>14M€</td>
</tr>
<tr>
<td>Total IT-costs (12,8M€):</td>
<td>41M€</td>
<td>6,9M€</td>
<td>0,7M€</td>
</tr>
<tr>
<td>Number of logical servers (281):</td>
<td>1768</td>
<td>253</td>
<td>12</td>
</tr>
<tr>
<td>Number of workstations (7300):</td>
<td>14685</td>
<td>3865</td>
<td>302</td>
</tr>
</tbody>
</table>
BM2011: IT costs vs. institution’s costs

Included account group(s):
- Hardware
- Software
- Outsourcing

IT costs in academic units
IT costs in other central units
Centralized IT costs

UTU  Universities  All

SAP + ERP + library?
BM2011: Institution’s FTE vs. Centralized IT FTE

- Institution staff / IT-centre (FTE)
- Students / IT-centre (FTE)
- User accounts / IT-centre (FTE)

UTU
UNI
ALL
BM2011: Costs by Account group

Account groups included:
- Hardware
- Software
- Outsourcing

UTU
- Unspecified
- Other
- Audiovisual services
- IT management, administration and information security and enterprise architecture
- Business applications
- Voice services
- Data networks: LAN & WAN
- IT Service Desk / Helpdesk (incl. Service Point)
- Workstations, client and peripherals
- Infrastructure

UNI

ALL

UTU

UNI

ALL
BM2011: Workstations

Account groups included: Hardware, Software, Outsourcing

# of Workstations

€ / Workstation / Year

UTU UNI ALL

Micros: etc. licenses included
BM2011: “Lessons learned”

1. How can I get the numbers?
   - Background systems do not change
     → hands on job + interpretations

2. Documentation of data collection.
   - For further surveys
   - For institute managers

3. What does these numbers tell about the institute?
   - Longitudinal tracking
   - Among peers
Benchmark 2011

Thank you!

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Bencheit: http://www.bencheit.info