## Volumes by Organisation level (columns)

<table>
<thead>
<tr>
<th>Help</th>
<th>Grand Total</th>
<th>IT centre</th>
<th>Other centralised IT</th>
<th>Distributed</th>
<th>Other or unspecified org.level</th>
<th>Comments</th>
</tr>
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</tbody>
</table>

### Server environment, logical servers

- Number of non x86 servers (Unix)
  - Grand Total: 1394
  - IT centre: 700
  - Other centralised IT: 65
  - Distributed: 427
  - Other or unspecified: 0

### Server environment

- Number of physical servers
  - New 2015: 780
  - Other: 312
  - Other centralised IT: 25
  - Distributed: 443
  - Other or unspecified: 0

- How many physical servers are running virtual servers?
  - New 2015: 52
  - Other: 39
  - Other centralised IT: 9
  - Distributed: 7
  - Other or unspecified: 0

### Network storages

- Size of raw storage (TB)
  - Lump sum of servers.
  - New 2015: 18603
  - Other: 18553
  - Other centralised IT: 0
  - Distributed: 100
  - Other or unspecified: 0

- Amount of storage (TB) in cloud storages
  - Lump sum of dedicated storage bought or assigned by HEI from cloud services. Does not include: a) users' personal cloud services; b) application specific storage e.g. financial reporting system which has dedicated storage; c) cloud services created by HEI itself.
  - New 2015: 18603
  - Other: 18553
  - Other centralised IT: 0
  - Distributed: 100
  - Other or unspecified: 0

### Data centers (see also HPC below)

- Number of major data centers (total power consumption over 10 kVA)
  - New 2015: 10
  - Other: 2
  - Other centralised IT: 1
  - Distributed: 7
  - Other or unspecified: 0

### HPC - High Performance Computing

- TFlop/s (peak) CPU
  - Give year of installation of main system under comments field
  - New 2015: 12.9
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 12.9
  - Other or unspecified: 0

- TFlop/s (peak) accelerators
  - Give year of installation of main system under comments field
  - New 2015: 0
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 0
  - Other or unspecified: 0

- HPC related storage volume (in TB)
  - New 2015: 6188
  - Other: 0
  - Other centralised IT: 800
  - Distributed: 5388
  - Other or unspecified: 0

- Total power consumption for peak HPC load (kW)
  - New 2015: 0
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 0
  - Other or unspecified: 0

### Distributed computing on workstations

- Number of workstations for distributed computing on average
  - New 2015: 0
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 0
  - Other or unspecified: 0

- How many CPU cores can be used for distributed computing on average
  - New 2015: 0
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 0
  - Other or unspecified: 0

### Workstations incl. thin clients

- Number of desktops
  - New 2015: 11530
  - Other: 980
  - Other centralised IT: 1450
  - Distributed: 9100
  - Other or unspecified: 0

- Number of laptops
  - New 2015: 6089
  - Other: 489
  - Other centralised IT: 610
  - Distributed: 5000
  - Other or unspecified: 0

- Number of tablets
  - New 2015: 2110
  - Other: 210
  - Other centralised IT: 400
  - Distributed: 1500
  - Other or unspecified: 0

- Number of thin clients
  - A terminal to a server. Machine is not used for other purposes.
  - New 2015: 300
  - Other: 150
  - Other centralised IT: 150
  - Distributed: 0
  - Other or unspecified: 0

- Number of other or unspecified workstations
  - Lump sum of workstations and thin clients
  - New 2015: 0
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 0
  - Other or unspecified: 0

### Workstations and thin clients - purpose of use (desktops and laptops)

- Number of computers for personal use
  - New 2015: 17179
  - Other: 1179
  - Other centralised IT: 2350
  - Distributed: 13990
  - Other or unspecified: 0

- Number of computers in student classrooms
  - Computers in classrooms (see also others)
  - New 2015: 2150
  - Other: 650
  - Other centralised IT: 500
  - Distributed: 1000
  - Other or unspecified: 0

- Number of computers in research laboratories
  - New 2015: 700
  - Other: 0
  - Other centralised IT: 0
  - Distributed: 700
  - Other or unspecified: 0

### Workstations (incl. thin clients) by operating systems

- Number of workstations using Windows
  - New 2015: 14265
  - Other: 1375
  - Other centralised IT: 1640
  - Distributed: 11250
  - Other or unspecified: 0

- Number of workstations using Linux
  - New 2015: 2195
  - Other: 170
  - Other centralised IT: 225
  - Distributed: 1830
  - Other or unspecified: 0

- Number of workstations using MacOS
  - New 2015: 3359
  - Other: 284
  - Other centralised IT: 695
  - Distributed: 2400
  - Other or unspecified: 0

- Number of workstations: OS other than above or unspecified
  - Lump sum of workstations and thin clients
  - New 2015: 210
  - Other: 20
  - Other centralised IT: 40
  - Distributed: 150
  - Other or unspecified: 0

### Printers

- Number of side printers attached to workstations
  - New 2015: 1165
  - Other: 15
  - Other centralised IT: 250
  - Distributed: 990
  - Other or unspecified: 0

- Number of network printers / multifunction devices
  - New 2015: 880
  - Other: 10
  - Other centralised IT: 100
  - Distributed: 770
  - Other or unspecified: 0
### IT Service Desk

<table>
<thead>
<tr>
<th>Help</th>
<th>Grand Total</th>
<th>IT centre</th>
<th>Other centralised IT</th>
<th>Distributed</th>
<th>Other or unspecified org.level</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of tickets opened</td>
<td>812456</td>
<td>812456</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of IT personnel handling tickets</td>
<td>158</td>
<td>158</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Note that this is the head count, not FTE. The FTEs given in the CostsAndFTE sheet may be included in this number.
In general this is the 1st stage service desk, if it is not merely a ticket mediator.

### Data networks

| Number of WLAN hotspots | 1200 |
| Number of maximum simultaneous WLAN users | 6000 |

### Eduroam

Coverage of eduroam service in campus public areas.

<table>
<thead>
<tr>
<th>Coverage of eduroam service in campus public areas.</th>
<th>90 %</th>
</tr>
</thead>
</table>

Please give an estimate % value, how widely the eduroam is covering your campus public areas (lobby areas, classrooms, conference areas etc.).
Intention is to evaluate service level of eduroam for your visiting users.

(Not the percentage of hotspots supporting eduroam!)

### Voice services and connections

| Number of fixed line connections / extensions | 8650 |
| Number of mobile connections for basic mobile phones | 3500 |
| Number of mobile connections for smart phones | 380 |
| Number of mobile connections for other mobile devices (mobile modems, SIM cards for laptops) | 380 |

Number of mobile connections / extensions

| Number of fixed line connections / extensions | 8650 |
| Number of mobile connections for basic mobile phones | 3500 |
| Number of mobile connections for smart phones | 380 |
| Number of mobile connections for other mobile devices (mobile modems, SIM cards for laptops) | 380 |

Please give an estimate % value, how widely the eduroam is covering your campus public areas (lobby areas, classrooms, conference areas etc.).
Intention is to evaluate service level of eduroam for your visiting users.

(Not the percentage of hotspots supporting eduroam!)

### Virtual workstations

The organisation is using virtual workstations  (1 = Yes, 0 = No)

<table>
<thead>
<tr>
<th>The organisation is using virtual workstations  (1 = Yes, 0 = No)</th>
<th>1</th>
</tr>
</thead>
</table>

If you are using workstation virtualisation environment, choose 1, otherwise 0. Please write to comment field an approximation of virtual usage against physical workstations. You can also write the name(s) of virtualisation product(s) in use.

### Floor space (in square meters) dedicated to IT services

<table>
<thead>
<tr>
<th>Floor space (in square meters) dedicated to IT services</th>
<th>11697</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution's own data center spaces.</td>
<td>873 m²</td>
</tr>
<tr>
<td>Area dedicated to IT classrooms</td>
<td>5 000 m²</td>
</tr>
<tr>
<td>Other IT areas dedicated to e.g. IT personnel workrooms</td>
<td>5 824 m²</td>
</tr>
</tbody>
</table>

### Additional comments

<table>
<thead>
<tr>
<th>If you have any additional comments, please use the comment area.</th>
<th></th>
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</table>