### Background information

**Question (unit, if needed)**

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<th><strong>Help</strong></th>
<th><strong>Answers</strong></th>
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<tbody>
<tr>
<td></td>
<td>Yvonne Kivi</td>
<td></td>
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**Required field**

**Year to be reported:** 2016

**Respondent details**

- **Name:** Yvonne Kivi
- **Job title:** IT Specialist
- **Phone:** 05040033991
- **Email:** yvonne.kivi@helsinki.fi

**Institution data can be used publicly in BM marketing purposes**

- **All data can be shared publicly:** Yes

### University/higher education institute details

- **Does your institution award doctoral degrees?**
  - **Please choose from list:** Yes

- **Does institution act on several fields of science?**
  - **No** if institution acts only on one field of science e.g. theology, music, engineering, law, economics, etc.

- **University/higher education institute name in original language:** Helsingin yliopisto
- **University/higher education institute name in English:** University of Helsinki
- **University/higher education institute abbreviation in English:** UH
- **Web site address of the institution:** https://www.helsinki.fi/en

- **Country:** Finland
- **Number of Faculties:** 11
- **Number of campuses:**
  - **Major organisational units (faculties, schools, divisions):** 4
  - **Major areas where the institute is situated:**
    - **Please specify if any other meaning for campus:**
    - **Number of locations:** 21

### Finances

- **Currency used in your organisation:** EURO
- **Total operational costs (including investments):** 690,594,321
- **Total income from IT services to other organisations:** 358,000
- **Research expenditure:** 190,000,000

### Completed degrees and credits

- **Completed degrees in total:** Bachelor, Master, Doctoral, if other: please explain in comment field
  - **Total:** 6,175
- **Completed credits in total (ECTS):**
  - **Total:** 1,096,854
  - **ECTS = European Credit Transfer and Accumulation Systems**: 1,096,854

### Personnel and endusers

- **Total students (FTE):**
  - **FTE = Full Time Equivalent:** 21,843
- **Total personnel (FTEs):**
  - **FTE = Full Time Equivalent:** 6,853
- **Number of active user accounts:**
  - **Account must be active (not non-activated or disabled):** Including employees, students, others
  - **Total:** 74,695

### Please describe your IT Service desk processes

**IT Service desk main processes and functions.**

- **Helpdesk gives level one support to students and staff. Every contact is recorded as a ticket in the system. Helpdesk is a phone and email service. If Helpdesk cannot solve the question, the ticket is escalated to a local support group. Purchases and installations are handled centrally. Helpdesk is open from 8 am to 4 pm, Monday to Friday. Service in Finnish, Swedish and English.**

### Additional comments

- **If you have notification about the input please write it to comment area**

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