

## Background information

Year to be reported: 2016

required field

Question (unit, if needed)	Help	Answers	Comments
<b>Respondent details</b>			
Name		Yvonne Kivi	
Job title		IT Specialist	
Phone		0504003991	
Email		yvonne.kivi@helsinki.fi	
Institution data can be used publicly in BM marketing purposes	All data can be shared publicly		Yes
<b>University/higher education institute details</b>			
Does your institution award doctoral degrees?	Please choose from list: Yes / No		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.		Yes
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	E.g. 6 characters of the name		UH
Web site address of the institution		<a href="https://www.helsinki.fi/en">https://www.helsinki.fi/en</a>	
Country	Please choose from list		Finland
Number of Faculties	Major organisational units (faculties, schools, divisions)		11
Number of campuses	Campus: Set of buildings near each others (in the same geographic area). Major areas where the institute is situated. Please specify if any other meaning for campus.		4
Number of locations	Includes campuses and also smaller locations for e.g. research units that are situated far away from the main campuses.		21
<b>Finances</b>			
Currency used in your organisation	Choose the appropriate currency from the list		EURO
Total operational costs (including investments)	Total expenditure of the institute in reported year		690 594 321
Total income from IT services to other organisations	IT-unit's income (last year) from the given external (of the HEI) services for e.g. other organisations. <b>Not the internal billing.</b>		358 000
Research expenditure	All expenditure for R&D performed within institute, whatever the source of funds. This field is used for calculation of complexity indicator.		190 000 000
<b>Completed degrees and credits</b>			
Completed degrees in total	Bachelor, Master, Doctoral, if other: please explain in comment field		6 175
Completed credits in total (ECTS)	ECTS = European Credit Transfer and Accumulation Systems		1 096 854
<b>Personnel and endusers</b>			
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.		74 695
<b>Please describe your IT Service desk processes</b>			
IT Service desk main processes and functions.	Here you can indicate what type of tasks are covered by "service desk(s)" in case of your organisation and what you mean by "service desk". Please write a short description. E.g. ordering, assembly, delivery, disposal of desktops. Working hours. Clientele: staff, students, ...	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 the 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.	
<b>Additional comments</b>			
	If you have notification about the input please write it to comment area		