

# benchEIT Newcomer's Perspective

Michael Brüwer, June-7 2017



# Agenda.

- 1 Why did we take part?
- 2 How did we collect data?
- 3 What did we discover?
- 4 Wishes for improvement

# Why did we take part?

University of Basel is running a program to centralize commodity IT.

Centralization => Costs become transparent => Impression of growing IT costs.

Have our efforts to centralize been successful, compared to other HEI?

Is the IT share of institution budget still on par with peers?

Possible problem: HEI with less degree of centralization might have less knowledge of the total costs

How do we compare in general with other HEI?

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## How we collected data

Asked for & got mandate from rectorate/CIO to collect and deliver data.

Knew quite well, who is responsible and might have what data. Wrote their names into the excel files. Overall, 35 people got involved.

Found two young people who were able and willing to coordinate the benchmarking. They familiarized with the material.

Sent the excel file and instructions to data owners. Told them the deadline and that nobody should spend more than one working day for data collection. Told them, that rough estimates are better than no data.

Reminded them once, asked if they have questions.

Reminded some twice, a few more, until data were complete.

Checked for plausibility, asked back.

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# What we discovered

85% of costs centralized vs. 72% in sector UNI – yes, we were somewhat successful in centralizing IT.

IT share of costs and personnel is slightly above sector UNI. -> Are costs more visible due to centralization or is our IT too expensive?

IT share of costs are way below peers in CH except Uni Zürich, IT share of personnel is above peers. (Do we earn much less in Basel than elsewhere in CH?)

General observations in relation to sector UNI:

- Concerning audio visual services we should definitely spend more.
- Many desktops, few laptops
- We are low on student IT-classrooms. **BAD!**
  - Or do we manage our IT-classrooms better than most HEI? **GOOD!**
  - Or do we lack knowledge of all existing IT-classrooms?

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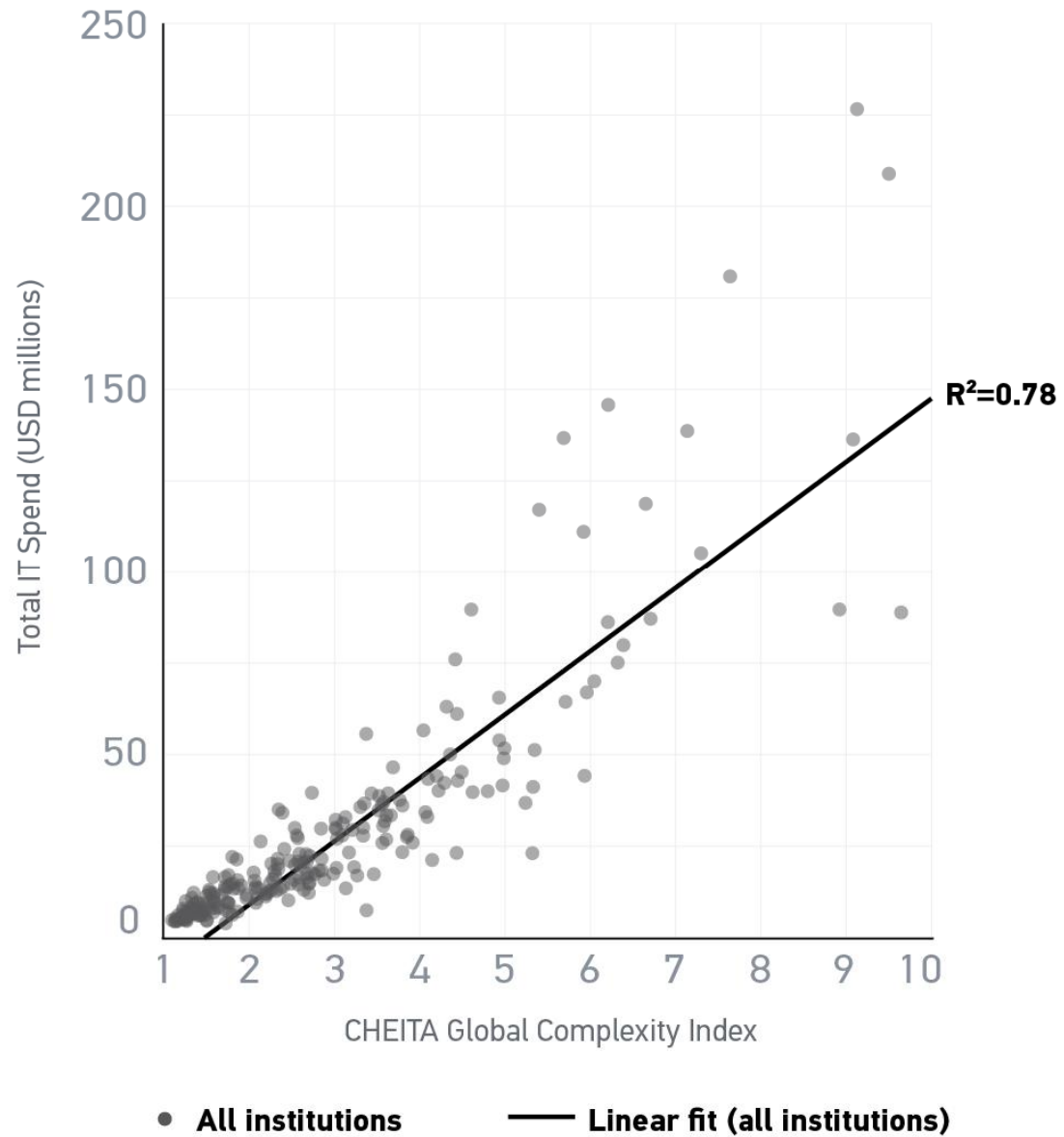
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  - 4 Wishes for improvement



# Whishes for Improvements

Missed CHEITA Indicator Costs/Complexity Index



<http://www.cheita.org/wp-content/uploads/2015/08/CheitaBM.pdf>

# Whishes for Improvements

Missed CHEITA Indicator Costs/Complexity Index

Calculation based on reseach **income** (not expenditure)

Give estimate for quality level (exact/fair/rough) for each background data, organizational level, service, business application.

Ask for staff headcount. Higher percentage of part time employees usually means higher IT costs per FTE.

Some HEI in CH did not publish the yearly report before the deadline. A little later deadline would help.

Clearer advice (personal storage, people handling tickets, ...) could lead to better comparability.



Universität  
Basel

Thank you