



University of
Zurich^{UZH}

Experiences of University of Zurich with Benchmark BencHEIT

Experiences from participating two years

7.6.2017

Thomas Sutter
Chief Information Officer
University of Zurich



Content

- Introduction of University of Zurich and its IT Services (Zentrale Informatik)
- What can you get out of it?
Results and Specific Findings
- Lessons Learned



**University of
Zurich** ^{UZH}

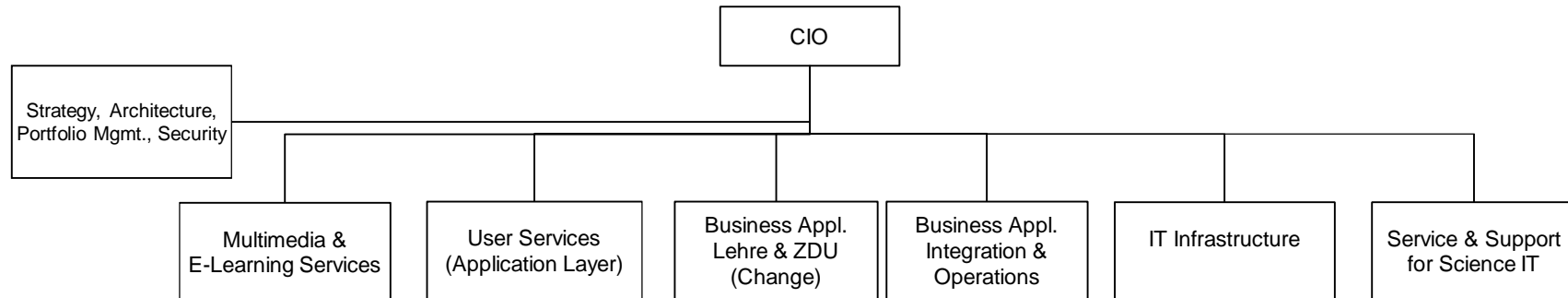
Introduction of University of Zurich and its IT Services (Zentrale Informatik)



University of Zurich

- Founded in the year 1833
- Switzerland's largest university with the widest range of study courses
- 12 Nobel Prizes
- Top 50 to 80 in international rankings
- 26'000 students
- 8'900 employees (6'400 employees FTE)
- Budget CHF 1'350 Mio. (Euro 1'230 Mio.)





- 1.5 Mio. SAP records per year
- 228'000 student module bookings per year, up to 4'500 in 15 minutes
- 80'000 web users per day, 320'
- 700'000 mails per day
- Network to 155 buildings
- Around 100 projects per year
- 140 FTE in central IT
- many FTEs in decentral IT
- 1'800 streams/podcasts, 670'000 downloads per year
- 250 multimedia productions per year
- 55'000 active users in eLearning Management System
- 95'000 science publication in 'Zurich Open Repository and Archive', 11'000 new publications per year
- 240 IT courses per year
- Service and Support for Science IT Team
- Science Cloud (2 PB usable storage, 6'400 physical Compute-Cores)



**University of
Zurich** ^{UZH}

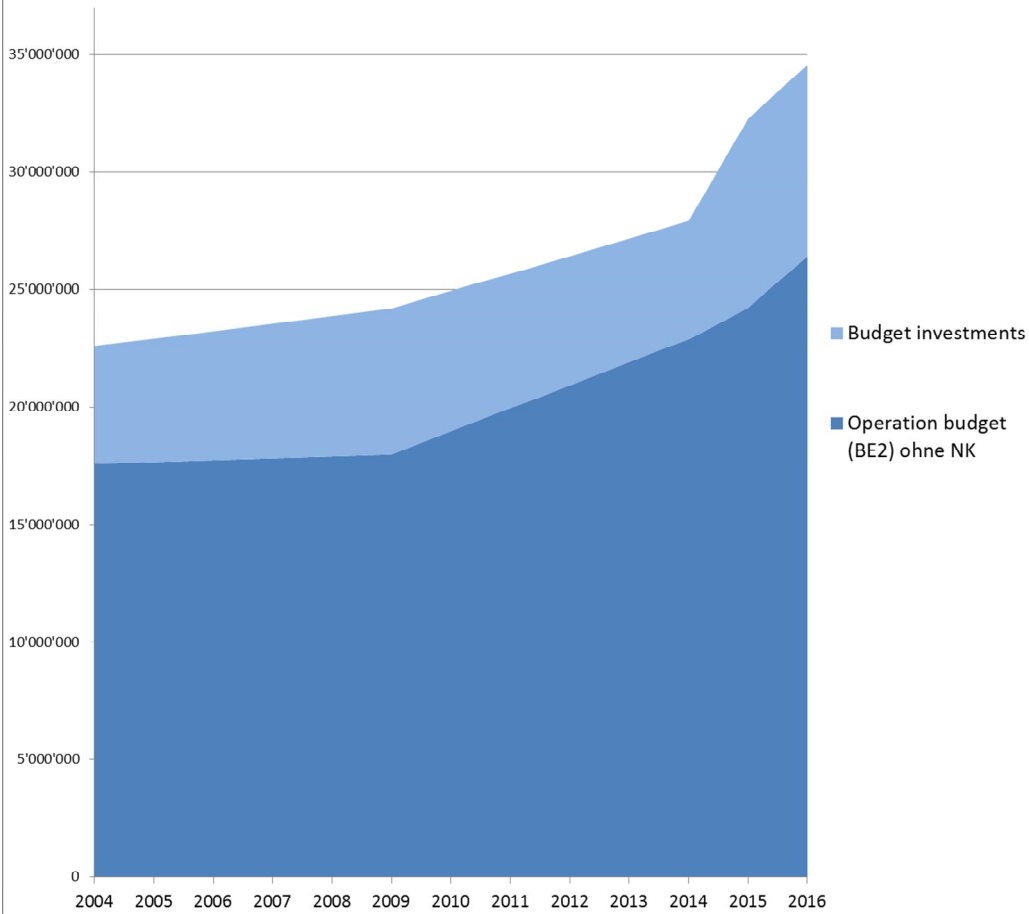
What can you get out of the benchmark?

Results and Specific Findings

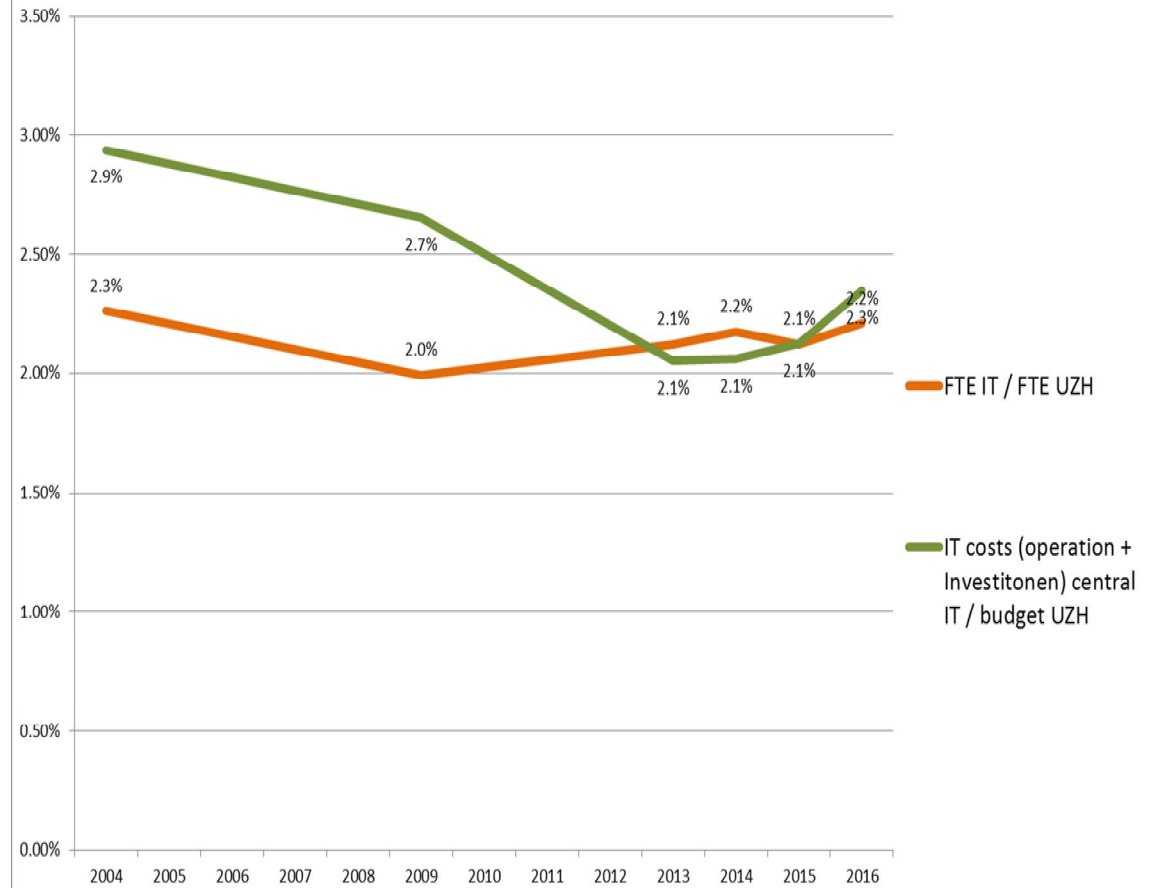


Where are we coming from? Budget history of central IT

Budget central IT services

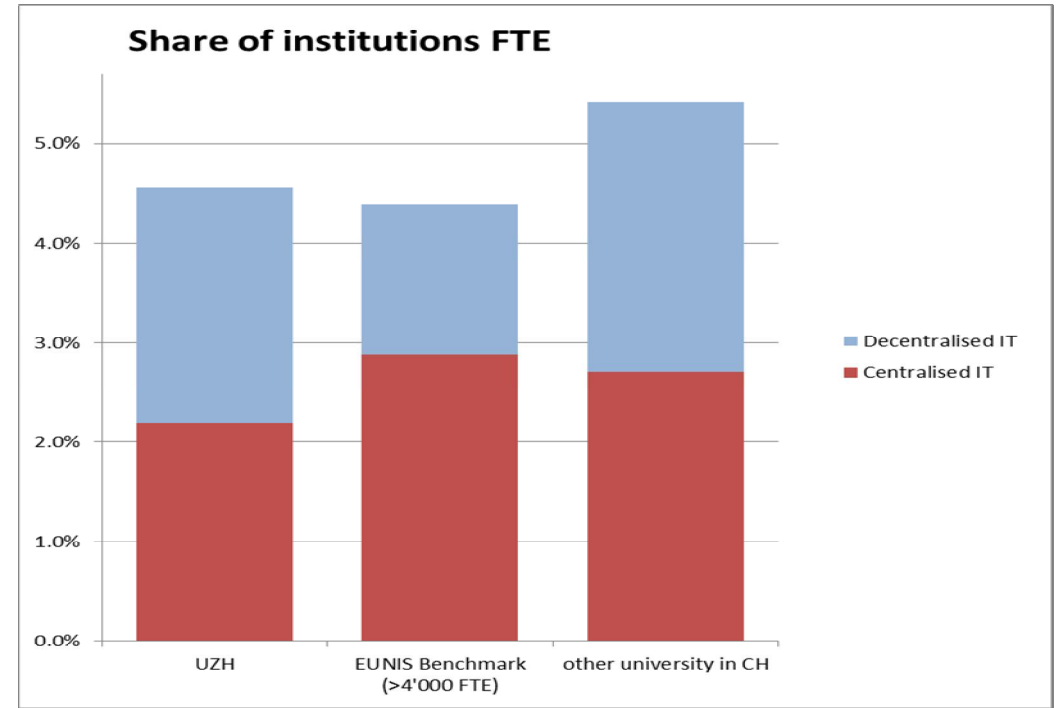
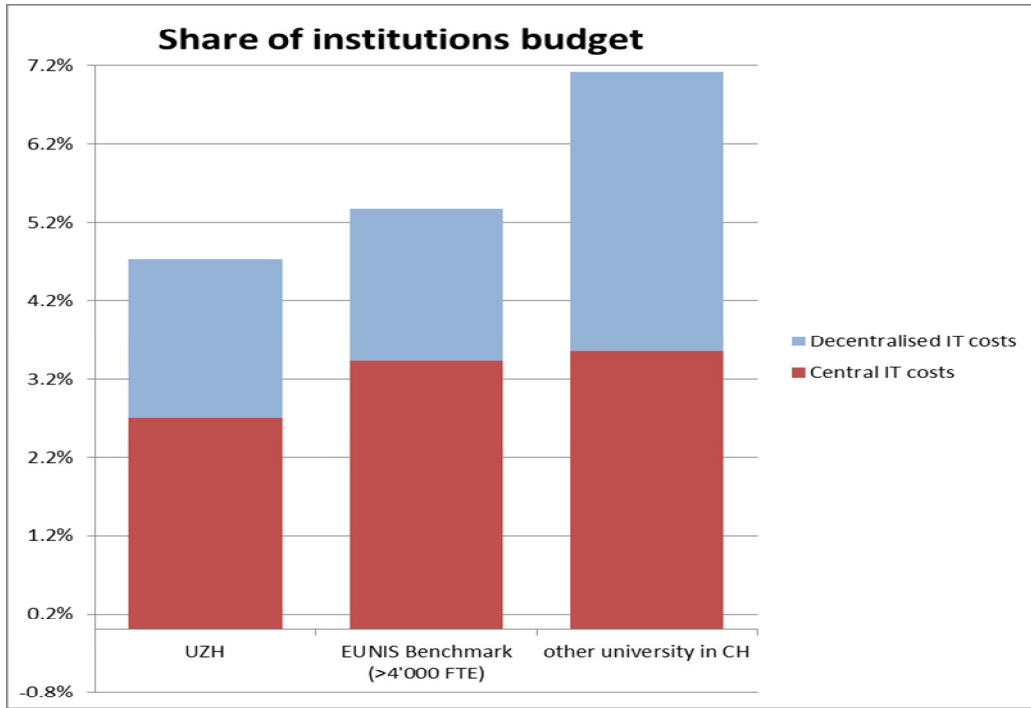


Relation central IT to UZH





Overall numbers





E.g. Staff Costs

- Highest staff costs overall (Switzerland's labour costs are higher than the doubled of EU-28)
- Very small outsourcing
- IT share of institution budget under average

à **be careful, what you compare**



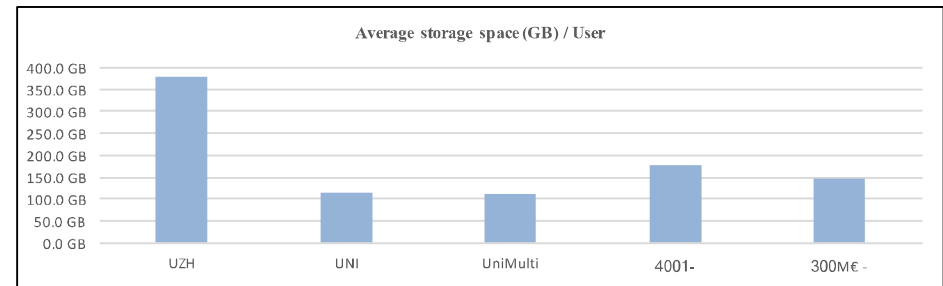
E.g. Service Costs

- Lower costs for Workstations, client and peripherals > not many managed clients at UZH
- Higher costs for networks, due to more than 180 locations?
- Business % close to average



E.g. Storage Numbers

- More storage space than comparable universities
- Per user more than factor 3 to comparable universities
- Per user more than factor 2 to comparable universities





**University of
Zurich** ^{UZH}



Lessons Learned



Data Gathering Process

- From March to May, **effort of 15 to 20 work days**
- **Concentrate on overall data**, improve details from year to year; avoid trying to be perfect ('dying in beauty...')
- **Estimate** overall data, if not available (e.g. decentral IT...)
- Double check, if data is **reasonable**
- **Document data sources**, estimations and calculations (**detailed! where collected, which assumptions etc.**)
- **Use official/university reports for overall data**, instead of internal IT department data (limits effort and **increases acceptance of results within university**)
- **Data and results get better with each participation**



Results

- Outside view improves self-perception and shows areas for improvements
- Data collection and analysis improves maturity of the organisation
- Good foundation for “setting the scene” and discussions with the board

...but be always careful, what you compare



University of
Zurich^{UZH}

Thomas Sutter
Chief Information Officer
University of Zurich
Stampfenbachstrasse 73
8006 Zürich

Mail: thomas.sutter@uzh.ch
Phone: +41 44 635 45 88
Mobile: +41 79 300 20 07