BencHEIT survey 2017
and
some results from 2013-2017

Suvi Valsta & Teemu Seesto
BM project group
BencHEIT – BM Survey

Content of these slides

3 Principles and participation in the survey
4 Survey dimensions
6 Timetable
7 The learning curves of BM survey
8 Findings + examples of BM2017 and longitudinal comparison 2013-2017
20 Participant list

BencHEIT Task Force

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Mr. Kurt Gammelgaard Nielsen, University of Southern Denmark
Mr. Ole Langfeldt, Norwegian University of Science and Technology
Mr. Jussi-Pekka Pispa, Tampere University of Technology
Mr. Tuomo Rintamäki, Helsinki Metropolia University of Applied Sciences
Mr. Yiannis Salmatzidis, Aristotle University of Thessaloniki
Mr. Teemu Seesto, FUCIO - Network of Finnish Universities’ Chief IT Officers
Mr. Thomas Sutter, University of Zürich
Mr. Raimund Vogl, University of Münster
Mr. Hans Wohlfart, KTH Royal Institute of Technology
BM Survey – Introduction and principles

• EUNIS task force
• Free of charge but requires around 10 working days
• Emphasis on costs and volumes of technology
• Cash flow based → fluctuation between years especially for one organisation
• Participants see each others’ complete data
• Data and analysis is for participants only

You may look at the survey results of those participants which gave permission to publish their data on BencHEIT website: http://www.eunis.org/task-forces/benchmarking/
BM Survey – Dimensions

See example CIO Summary here: [www.eunis.org/bm2017/](http://www.eunis.org/bm2017/)
BM Survey – 60 participants

• Universities 41
• Universities of applied sciences 19
• New countries: Iceland, United-Kingdom

*total list of participants is at the end of this presentation
BM Survey – Timetable

<table>
<thead>
<tr>
<th>2017</th>
<th>2018</th>
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<tbody>
<tr>
<td>11</td>
<td>1</td>
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<td>12</td>
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- **Preparation**
  - BM registration
  - BM Workshop
  - Official launch

- **Data collection**
  - Volume data collection
  - Financial data collection
  - Deadline for data

- **Evaluation**
  - Data Review
  - Changes

- **Analysis**
  - Peer-to-peer evaluation
  - Final Analysis
  - EUNIS Congress
BM Survey – The process

Learning curve 1:
Gathering information within organisation (and with peers)

Learning curve 2:
Peer review → Behind differences of numbers

Preparation for next round + Historic comparison

BM-project group revision and check

Analysis ready

Revision
BM2017 – IT costs / Total costs

All (41)
Multidisciplinary (31)
Technical (7)
Business School (3)
Staff FTE >4000 (10)
Staff FTE 1000-4000 (26)
Staff FTE <1000 (5)

Switzerland (5)
Sweden (4)
United Kingdom (2)
Finland (11)
Norway (7)
Denmark (3)
Netherlands (1)
Greece (2)

Only universities. Facilities costs not included
BM2017 – IT staff / Total staff (FTE)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>All (41)</td>
<td>0.0%</td>
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<tr>
<td>Multidisciplinary (31)</td>
<td>2.0%</td>
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<tr>
<td>Technical (7)</td>
<td>4.0%</td>
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<tr>
<td>Business School (3)</td>
<td>6.0%</td>
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<tr>
<td>Staff FTE &gt;4000 (10)</td>
<td>8.0%</td>
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<tr>
<td>Staff FTE 1000-4000 (26)</td>
<td>4.0%</td>
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<tr>
<td>Staff FTE &lt;1000 (5)</td>
<td>2.0%</td>
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</table>

Greece (2)
Finland (11)
Denmark (3)
Norway (7)
Sweden (4)
Netherlands (1)
United Kingdom (2)
Switzerland (5)

Only universities
BM2017 – IT personnel centralization

Only universities

- IT-centre
- Other centralized
- Distributed
- Unspecified

- All (41)
- Multidisciplinary (31)
- Technical (7)
- Business School (3)
- Staff FTE >4000 (10)
- Staff FTE 1000-4000 (26)
- Staff FTE <1000 (5)
- Netherlands (1)
- Norway (7)
- United Kingdom (2)
- Greece (2)
- Switzerland (5)
- Finland (11)
- Sweden (4)
- Denmark (3)

BencHEIT BM2017 Survey / EUNIS 2018
BM2017 – IT costs per degree

Only universities. Facilities costs not included

- All (41)
- Multidisciplinary (31)
- Technical (7)
- Business School (3)
- Staff FTE >4000 (10)
- Staff FTE 1000-4000 (26)
- Staff FTE <1000 (5)

- Switzerland (5)
- Netherlands (1)
- Norway (7)
- Sweden (4)
- Denmark (3)
- Finland (11)
- United Kingdom (2)
- Greece (2)
BM2017 – Workstations by type

<table>
<thead>
<tr>
<th>Category</th>
<th>Staff FTE &lt;1000 (5)</th>
<th>Staff FTE 1000-4000 (26)</th>
<th>Staff FTE &gt;4000 (10)</th>
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<th>Country</th>
<th>Staff FTE &lt;1000 (5)</th>
<th>Staff FTE 1000-4000 (26)</th>
<th>Staff FTE &gt;4000 (10)</th>
<th>Technical (7)</th>
<th>Business School (3)</th>
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</tbody>
</table>

Desktops | Laptops | Tablets | Other or unspecified

Only universities
BM2017 – Staff FTE vs. Voice services and connections

- **All (41)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Multidisciplinary (31)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Technical (7)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Business School (3)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Staff FTE >4000 (10)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Staff FTE 1000-4000 (26)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Staff FTE <1000 (5)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Finland (11)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Denmark (3)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Sweden (4)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Norway (7)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Switzerland (5)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Netherlands (1)**
  - Mobile: 0.0
  - Fixed: 1.0

- **United Kingdom (2)**
  - Mobile: 0.0
  - Fixed: 1.0

- **Greece (2)**
  - Mobile: 0.0
  - Fixed: 1.0

BencHEIT BM2017 Survey / EUNIS 2018

Only universities
BM2013-2017 – IT staff

Average IT FTE / Total Staff FTE

Universities, participated at least 3 times during 2013-2017

IT FTEs

- IT-centre
- Other centralized
- Distributed
- Unspecified

n = 21 25 27 24 25

2013 2014 2015 2016 2017
BM2013-2017 – IT costs

Universities, participated at least 3 times during 2013-2017
BM2017 – University ranking and IT

Only universities. Facilities costs not included

http://www.topuniversities.com/university-rankings
BM2017 – Some findings about process

- Insufficient documentation → Person changes → Method of collection changes → Longitudinal analysis inconsistent

- 9/60 use “same salary” for each service e.g. no division between help desk or specialist’s FTE costs.

- Only 4 / 60 has more than 10% of their IT costs in unspecified.
BM Survey → Know your numbers!

Come and meet us at BencHEIT workshop today at 16.40–18.10, room 44-116!

Thank you!

bencheit@eunis.org
## BM2017 – Participating organisations

### Austria
- Vienna University of Economics and Business

### Denmark
- Aarhus University, Denmark
- Technical University of Denmark
- University of Southern Denmark

### Finland
- Aalto University
- Aland University of Applied Sciences
- Diaconia University of Applied Sciences
- Haaga-Helia University of Applied Sciences
- Humak University of Applied Sciences
- Häme University of Applied Sciences
- JAMK University of Applied Sciences
- Karelia University of Applied Sciences
- Lapland University of Applied Sciences
- Lappeenranta University of Technology
- Laurea University of Applied Sciences
- Metropolia University of Applied Sciences
- Oulu University of Applied Sciences
- Saimaa University of Applied Science
- Satakunta University of Applied Sciences
- Savonia University of Applied Sciences
- Seinäjoki University of Applied Sciences
- South-Eastern Finland University of Applied Sciences
- Tampere University of Applied Sciences
- Turku University of Applied Sciences
- University of Eastern Finland
- University of Helsinki
- University of Jyväskylä
- University of Lapland
- University of Oulu
- University of Tampere
- University of Vaasa
- Åbo Akademi

### Germany
- Ernst-Abbe-Fachhochschule Jena
- Heinrich Heine University, Düsseldorf
- Westfälische Wilhelms-Universität

### Greece
- Aristotle University of Thessaloniki
- National and Kapodistrian University of Athens

### Iceland
- Reykjavik University

### Latvia
- University of Latvia

### Netherlands
- Eindhoven University of Technology

### Norway
- Norwegian Business School BI
- Norwegian University of Life Sciences
- Norwegian University of Science and Technology
- Oslo Metropolitan University
- UIT The Arctic University of Norway
- University of Bergen
- University of Oslo

### Spain
- Universitat Rovira i Virgili

### Sweden
- Linköping University
- Royal Institute of Technology KTH
- Stockholm University
- Uppsala University

### Switzerland
- ETH Zürich
- University of Basel
- University of Fribourg
- University of St. Gallen
- University of Zurich

### United Kingdom
- Brunel University London
- Nottingham Trent University