



**GHENT
UNIVERSITY**

EUNIS BENCHMARK 2018 RESULTS @ UGENT

Feedback 2018 Benchmark - 21/11/2019

- Ghent University: Intro
- Benchmark 2018: Process at UGent
- Use of the results
- Conclusions

GHENT UNIVERSITY

- Multidisciplinary pluralistic university based in Ghent Belgium
- Inaugurated in 1817
- 11 faculties
- 9000 staff members
- 46.000 students (2019-2020)
- 11.681 degrees in 2018-2019
- Central ICT-departement:
 - staff of ca. 110 FTE's
 - Yearly budget of ca. € 17 mio.



BENCHMARKING PROCESS AT UGENT

- First time UGent participated in the EUNIS Benchmark
- Interesting exercise
- Benchmarking tool experienced as user-friendly and well thought-out
- Mapping both the centralized and decentralized IT-costs by the ICT department: learning curve
- Purpose of the first benchmarking process was to define the basis for a yearly benchmarking and to refine it over the next couple of years

BENCHMARKING PROCESS AT UGENT: COLLECTING DATA

- Requested data was highly recognizable
- No major problems with collecting the **centralized** data.
 - Most of the information could be extracted from internal systems like SAP.
 - Data around ‘facilities’ was not collected
- Some of the **decentralized** ICT-costs were based on raw estimates as there were no tools or reports available:
 - FTE’s of decentralized ICT staff
 - ICT material bought by faculties and other departments

USE OF THE BM2018 RESULTS

- Results were presented at different management levels and during the yearly budget discussions
 - compared with other institutions, the ICT management at Ghent University is very lean. A lot of work is done by a rather small group of people. This however makes it difficult to run major investment projects
 - ICT is highly centralized at Ghent University
 - Compared with other institutions the budget for ICT at Ghent University is – percentage wise - quite small. Only 4,5% of the available budget is spent on IT.
- The idea is to start doing the BM on a yearly basis: Good instrument to compare the progress and 'self-reflect' on the organization (e.g. in UGent very centralized ict structure, is this good, is it better to decentralize, ...).

CONCLUSIONS

- The EUNIS BM tool is seen as a very use- and helpful tool to have a overall view on the total IT cost at Ghent University
- Going forward the ICT department will try to handle a more detailed approach when collecting data of the decentralized ICT costs.
- Comparing Ghent University with other alike institutions demonstrates that:
 - The growth of the ICT-budget over the last couple of years was very well necessary
 - Despite the budget increase one can still perceive an underinvestment in IT of 1,5 – 2% of the total revenue or a yearly amount of around € 10 mio.
 - An additional growth of the ICT department should therefore be foreseen in order to build and maintain a modern and safe IT-environment at Ghent University.

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