BencHEIT Workshop 2019
Survey and process

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BencHEIT survey

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BM Task Force
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• 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
BencHEIT Survey / Background on the survey

- Free of charge
- A survey on IT costs and volumes of higher education institutes.
- Invented, developed and managed by CIOs (within EUNIS community)
- Participants see the analysis and each others complete data.
- Cash flow based → fluctuation between years especially for one organisation.
BM2019 Survey / Timetable

Approximate schedule

<table>
<thead>
<tr>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>12</td>
<td>2</td>
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<tr>
<td></td>
<td>3</td>
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<td></td>
<td>5</td>
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<tr>
<td></td>
<td>6</td>
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</tbody>
</table>

- **BM2019 registration**
- **Volume data collection**
- **Financial data collection**
- **Data Review**
- **Changes**
- **Peer-to-peer evaluation**

21.11. BM workshop Thessaloniki

Official launch

- 27.4. Deadline for data
- 4.5. Checkout
- 27.5. Final Analysis
- 10.-12.6. EUNIS Congress

Preparation | Data collection | Evaluation | Analysis
BenchHEIT Survey / Dimensions

Unspecified? You know the number but can not allocate it

Services / Sub Services
- Infrastructure
  - Operative
  - HPC
- Workstations
- Printing
- IT Service Desk
- Data networks: LAN & WAN
- Voice services
  - Telephony
  - Phone calls
- Business applications
  - Finance
  - Human resources
  - Facilities
  - Communications
  - Student administration systems
  - Research administration
  - Library
  - Teaching
  - Other
  - Unspecified
- IT management
  - Management
  - Information security
- Audio visual services
- Other or unspecified

Account groups
- IT center
- Distributed
- Unspecified
- Organisational level
- Outsource
- Hardware
- Software
- Staff
- Facilities
- Volumes
- CostAndFTE
- Background info
BencHEIT Survey / Dimensions: Background

- Info about the whole organisation
  - Contact information
  - Size, type or organisation
  - Physical division of organisation: campus, buildings
  - Personnel FTE, student FTE, head counts
  - Total budget of organisation

  - Used as a part of indicators, e.g. IT Staff / Staff FTE
  - Most of this data should be found on your organisation’s public web site.
BencHEIT Survey / Dimensions: Costs

- With or without VAT
- Local currency
- Allocated by
  - (sub)services
  - account group
  - organisational group

- IT center
- Distributed
- Unspecified

- Organisational level

- Account groups
- Outsourcing
- Software
- Hardware
- Facilities

- Infrastructure
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  - Library
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  - Other
  - Unspecified
- IT management
  - Management
  - Information security
- Audio visual services
Other or unspecified
BencHEIT Survey / Dimensions: Volumes

- Info about the IT technology
  - Can be allocated by organisational group
  - Servers, network, data centres, HPC, IaaS, HelpDesk, workstations, printers, IT spaces
BM2019 Survey / How it works?

1. Get ready
2. Registration
3. Download Excel
4. Fill in
5. Upload Excel
6. Changes
7. USE

Eduuni workspace

Public FAQs, documents, help texts presentations

List of participants

Excel workbook generation

Data Excels and analysis

Tickets

Checkout

Analysis
BencHEIT Survey / Excel-file

- After filling in Background, Costs and Volume you will get CIO Summary
  - all indicators of your own organization

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<table>
<thead>
<tr>
<th>IT costs (without VAT) and personnel grouped according to three dimensions: Service and SubService VAT included</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grand total</strong></td>
</tr>
<tr>
<td>4589339</td>
</tr>
</tbody>
</table>

- **High Performance Computing**
  - Cost from high performance computing (HPC)
    - 189238 | 143158 |

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**Cost Indicators**

- **EURO**
- **Costs/Completed degree**: 580
- **Costs/Student (FTE)**: 90
- **Costs/Staff (FTE)**: 1,254
- **Costs/Active user account**: 57

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**Summary of Bencheit survey 2018**

- **Total costs BM2018**: 4,505 K (100.0 %)
- **IT share of institution budget**: 2.0 %

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**Total IT personnel BM2018**

- **90.2 K (100.0 %)
- **IT personnel in academic units**: 72.0 (25.0 %)
- **IT personnel in other central units**: 12.0 (12.0 %)
- **IT personnel in other services**: 0.0 (0.0 %)
- **Total IT personnel**: 90.2 (100.0 %)

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**Total IT costs BM2018**

- **Centralised IT costs**: 2,963 K (64.6 %)
- **IT costs in other central units**: 542 K (11.8 %)
- **IT costs in academic units**: 1,085 K (23.0 %)
- **Unspecified**: 0 K (0.0 %)

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**Reporting currency: EURO**

<table>
<thead>
<tr>
<th>Facts</th>
<th>BM2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total students (FTE)</td>
<td>47506</td>
</tr>
<tr>
<td>Total personnel (FTE)</td>
<td>3011</td>
</tr>
<tr>
<td>Total operational costs in millions EURO</td>
<td>233.6 M</td>
</tr>
</tbody>
</table>

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**General**

- **BM2019**
- **Anatolic University of Thessaloniki**

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**Diagram**

- **Total IT costs**
- **Total IT personnel**
- **Costs by account**
- **Cost Indicators**

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**BencHEIT Workshop 2019 / Thessaloniki**
BencHEIT 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
BencHEIT Survey / Analysis

- Compare your organization against peers

Example: https://www.eunis.org/task-forces/benchmarking/bm2017/

values from BM2018
BencHEIT Survey / Analysis

Example: https://www.eunis.org/task-forces/benchmarking/bm2017/

• Compare your organization against the average

(values from BM2018)
BencHEIT Survey → Know your numbers!

Thank you!

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