BencHEIT Workshop 2020
Survey and process

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BencHEIT survey

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- 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.
BM2020 Survey / Timetable: Approximate schedule

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- **Preparation**
  - BM2020 registration
  - Changes to Survey
  - Official launch

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

- **Evaluation**
  - Data Review
  - Changes
  - 5.5. Checkout

- **Analysis**
  - Peer-to-peer evaluation
  - 28.5. Final Analysis
  - EUNIS Congress

25.11. BM workshop

BM2020 registration

Official launch
BencHEIT Survey / Dimensions

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

Unspecified?
You know the number but can not allocate it
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

Services / Sub Services

CostAndFTE

Account groups

Organisational level

Outsourcing

Facilities

Software

Hardware

Staff

IT center

Other centralised

Distributed

Unspecified

Other or unspecified

- Infrastructure
  - Operative
  - HPC
- Workstations
  - Workstations
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- IT Service Desk
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  - 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
BencHEIT Survey / Special for 2020, Covid-19

How well did your institution cope with 1st wave of Covid-19-virus?
Evaluate this on an overall level

Scale is: Poor – Fair – Neutral – Good - Excellent, please choose from dropdown list

1. Users’ (students and employees) technology was ready to distant work/study.
Users had laptops, headsets, secure mobile connections etc. at their disposal.

2. Users (students and employees) were ready to distant work/study.
Users knew how to use network tools, cloud and network storages, web meeting tools etc.

3. Centralized IT’s services were ready to support users with their technology and help with problems.
HelpDesk could handle tickets, university had enough licenses e.g. for VPN, users had ready-made advice how to use Zoom or other tools, digital workflows were at use e.g. electronic signature etc.)
BM2020 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
BencHEIT Survey / The process

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

Preparation for next round + Historic comparison

Learning curve 2: Peer review → Behind differences of numbers

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 BM2019
BencHEIT Survey / Analysis

• Compare your organization against the average

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

Values from BM2019
BencHEIT Survey ➔ Know your numbers!

Thank you!

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