

EXPERIENCES AND USE OF BENCHMARKING AT AARHUS UNIVERSITY

COLLECTING DATA - INPUT

- Each year from february to april
- Expenditures based on data from our financial system (Navision)

A	B	C	D	E	F	G	H	I
Bogføringsdato	Bilagsnr.	Sagsnr.	Sagsopgavenr.	Finanskontonr.	Beskrivelse	Beløb	Leverandør	type
08-11-2018	42173270	11043	82501	3810	5 x PowerEdge R440 Server	233.500,00	Dell	1.1
07-03-2018	42052483	26375	23201	3810	Backblaze Storage	187.983,37	0	1.1
08-11-2018	42173270	30016	26101	3810	5 x PowerEdge R440 Server	108.000,00	Dell	1.1
03-12-2018	42177543	24150	26301	3810	poweredge c6420 server xeon	85.631,95	Nordea Finans Danmark A/S	1.1

```
Option Explicit
Const keywords17dot2 = "DK Hostmaster,Webloftet,Ultimate,one.com,Surftown,Bisnode,Dandomain"
Const keywords27dot1 = "AVC,Avit"
Const keywords21dot5 = "Chaos Insight"
Const keywords22dot2 = "Danmarks Statistik"
Const keywords1dot1 = "Server,storage"
Const keywords8dot2 = "TDC,AURA,Eniig,Teleselskab,Telia,stofa,fibia,dynrup,orum,ICE,EMII,odder"
Const keywords4dot1 = "HP,ThinkSystem,IS,Dell,Kingston,Latitude,Samsung,USB,ASUS,Computer,Lenovo,Workstati"
Const keywords4dot2 = "Acrobat,Visio,Window,Creative cloud,adobe,visual"
Const keywords11dot1 = "iPhone,samsung,Huawei,Tyverimærkning,Galaxy,Glass,Sony,Cover,xcover,Plantronics,Be"
Const negativekeywords11dot2 = "iPhone,samsung,Huawei,Tyverimærkning,Galaxy,Glass,Sony,Cover,xcover,Plantr
```

```
Public Function Is4dot1(AccountCell As Range, DescriptionCell As Range, VoucherCell As Range) As String
Is4dot1 = False
```

- We use simple algoritmes to translate expenditures in to Bencheit categories
- FTE – expenditures based on data from our HR-systems + manual proces
- Background data from central registry – produced annually
- Volumes – data – provided by central it (AD – SCCM)

COLLECTING DATA – RESSOURCES

- Primary resources: Controller fra Economic department + internal controller in central it + CIO – approximately 120 hours of work
- Secondary resources: Controllers in each department + local it-support (30 hours)
- Proces is documented and edited if changes occur

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Procesbeskrivelse for benchmarking af IT-udgifter (Bencheit)

1. Introduktion

- [Link til Workzone sag 2018-890-000035, IT Benchmarking, AU265323, Emnesager](#)
- [Link til Bencheit: INDSÆT her](#)
- AU IT har tilmeldt Aarhus Universitet til Bencheit, som er en tværgående benchmarking af it-udgifter på en række europæiske universiteter.
- Undersøgelsen består af tre dele:
 - Baggrundsinformation som inkluderer generel information om organisationen såsom afsluttede universitetsgrader, finansielle informationer, personale tal samt antal af slutbrugere.
 - IT omkostninger og årsværk, hvor IT personale og IT budget er opdelt efter services, konto grupper og organisationsniveau.

COLLECTING DATA - CONSIDERATIONS

- Our approach is quite tedious and demanding
- Does our approach deliver the desired quality of data (categorization is key) ?
- Extensive use of excel – prone for errors
- Further automation of process is needed if we hold on to current approach
- Proces must be documented in order to avoid dependency of key workers
- Can AI-tools be used for categorizing????

HOW DO WE USE THE RESULTS?

- We don't use them enough!
- Result is presented to toplevel management and system owners each year
- Toplevel management shows litte interest in the results
 - doubting the value of benchmarking
 - questioning the validity of the categorization (i.e Research vs Education)
- System owners show a little more interest – but don't use the data actively to my knowledes
- Management of central IT (my department) too little involved in the benchmarking-exercise – see it as Peters (my) project

CONCLUSIONS

- EUNIS Bencheit is a fine concept and the Bencheit – organization provides fine and very satisfying support
- AU has a solid and well documented process for collecting data – but it's resource demanding
- AU currently get's to little value from our benchmarking effort – partly because the culture at AU is benchmarking-spectical

QUESTIONS I WOULD LIKE YOU TO HELP ME ANSWER

- Is your approach for collecting data different and less resource demanding than AU's?
- Do you think that it possible to use AI for categorizing expenditures?
- How do you involve your top management/system owners?

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