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)

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- We use simple algorithms to translate expenditures into Benchset categories
- FTE – expenditures based on data from our HR-systems + manual processes
- Background data from central registry – produced annually
- Volumes – data provided by central IT (AD – SCCM)
COLLECTING DATA – RESOURCES

- **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)
- Processes is documented and edited if changes occur

Procesbeskrivelse for benchmarking af IT-udgifter (Benehiet)

1. **Introduktion**
   - Link til Workzone sag 2018-890-000035, IT Benchmarking, AU265223, Emmesager
   - Link til Benehiet: IDOSÆT her
   - AU IT har tilmeldt Aarhus Universitet til Benehiet, som er en tværgående benchmarking af IT-udgifter på en række europæiske universiteter.

   - Undersøgelsen består af tre dele:
     - Baggrundsoplysning af generel information om organisationen såsom almindelige universitetstegn, finansielle informationer, personale tal samt antal af skatteanlæg.
     - IT omkostninger og brugværk, hvormer IT personale og IT budget er opdelt efter services, konto grupper og organisationeniveau.
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
- Process 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
  • 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 gets 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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- INSERT NAME"