BM2021 Survey and process
Workshop at 23\textsuperscript{rd} November 2021

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BencHEIT survey

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- Mrs. Yvonne Kivi, University of Helsinki
- Mr. Teemu Seesto, FUCIO - Network of Finnish Universities’ Chief IT Officers
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)
- Transparency: participants see the analysis and each others complete data access rights for each participant per year
- Cash flow based → fluctuation between years especially for one organisation.
- Cost data and reporting
  - With or without value added tax
  - In your own currency

BM2021 / Workshop/ Nov 23rd 2021
### BM2021 Survey / Timetable: Approximate schedule

<table>
<thead>
<tr>
<th>Year</th>
<th>2021</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>12</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>23.11. BM workshop</td>
<td>BM2021 registration open</td>
<td>Changes to Survey</td>
</tr>
<tr>
<td></td>
<td>Official launch</td>
<td>Volume data collection</td>
</tr>
<tr>
<td></td>
<td>27.4. Deadline for data</td>
<td>Financial data collection</td>
</tr>
<tr>
<td></td>
<td>Preparation / Registration</td>
<td>Data collection</td>
</tr>
</tbody>
</table>
Unspecified?
You know the number but can not allocate it completely

Services / Sub Services

Background info

CostAndFTE

Volumes

Account groups

Organisational level

IT center

Distributed

Unspecified

Unspecified?

IT - 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
  - Research
  - Library
  - Other
  - Unspecified

IT management
  - Management
  - Information security

Audio visual services

Other or unspecified

Other or unspecified

Outsourcing

Facilities

Staff

Software

Hardware

Unspecified

Unspecified?
BencHEIT Survey / Dimensions: Background

• Info about the whole organisation
  – 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.
BenchHEIT Survey / Dimensions: Costs

- With or without VAT
- Local currency
- Allocated by
  - (sub)services
  - account group
  - organisational group
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
BM2020 Survey / How it works?

Participants →
do

- permission & promotion
- commitment
- objectives
- if with others → “playbook”

Project group does →

- Access rights
- Eduuni workspace
- Public FAQs, documents, help texts presentations
- List of participants
- Excel workbook generation
- Checkout
- Analysis
- Data Excels and analysis
- Tickets (176 year 2020)

Get ready → Registration → Download Excel → Fill in → Upload Excel → Changes → USE

* do you have permission to collect and deliver data?
BencHEIT Survey / Excel-file

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

Some required fields are still missing value

Data missing
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

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

- Compare your organization against peers
  
  **Ratio: IT-costs (%)**
  
<table>
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<tr>
<th>Country</th>
<th>CH_UNIL</th>
<th>NO_NTNU</th>
<th>FI_UH</th>
<th>SE_UU</th>
<th>DK AU</th>
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<td>34%</td>
<td>27%</td>
<td>22%</td>
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<tr>
<td>56%</td>
<td>66%</td>
<td>38%</td>
<td>31%</td>
<td>35%</td>
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</tbody>
</table>

  - 86 indicators
  - Report filtering by
    - country
    - account group
    - organisational level
  - Summaries by
    - country
    - sector
    - university type

  **Ratio: IT / Institution (%)**
  
<table>
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<th>DK AU</th>
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<td>6.0%</td>
<td>7.7%</td>
<td>6.7%</td>
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<tr>
<td>6.5%</td>
<td>1.5%</td>
<td>3.9%</td>
<td>5.6%</td>
<td>4.4%</td>
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</tbody>
</table>

  values from BM2019
BenchHEIT Survey / Analysis

- Compare your organization against the average

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

Values from BM2019
BencHEIT Survey / Longitudinal Analysis

For those who have participated at least 3 times during last 5 years

values from BM2020
BencHEIT Survey → Know your numbers!

Thank you!

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