

BENCHEIT – Benchmarking Higher Education IT

An Update on the Work of the EUNIS Bencheit Task Force

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Keywords

benchmarking, BencHEIT, CIO, IT management, costs

1. Summary

BencHEIT is a free of charge yearly survey with the aim of establishing a comprehensive knowledge of how cost efficiently IT works in European universities, and universities of applied sciences. The BencHEIT Task Force gathers the data and generates an analysis for the CIOs to use in comparing the organization's IT costs and volumes to their peer's numbers. It also provides them with tools to start more detailed discussions how to improve the performance of institute's IT services. Analysis gives some perspective to common development within the higher education IT.

Data is collected in three dimensions

1. Organizational level: centralized IT, other centralized units, distributed units e.g. faculties and research centers. This way participating organization can see how (de)centralized their IT is in comparison to others.
2. Account level: financial data is divided in hardware, software, staff, facilities, outsourcing and other costs.
3. Services: all costs and also some of the volume data is collected within different IT services e.g. infrastructure, workstations, business applications.

The initiative was started as a country-wide Finnish project, and in the year 2012 it was opened to all interested European HEIs. The number of participants have increased every year since we started the project in its current form in 2012. In the last round we had 49 participants, from Finland, Sweden, Denmark, Norway, Germany, Greece and Slovenia.

Every year for the past four years, the Task Force together with EUNIS has hosted a workshop day somewhere in Europe (Münich, Paris, Bologna and Barcelona), for everyone interested in benchmarking. One of the topics has been finding possible common indicators for comparing results from other similar studies at hand. This will also be one of the topics discussed in the pre-congress workshop in Thessaloniki 7th June 2016. The Task Force is also planning a workshop in Trondheim,

Norway in the fall 2016.

Bencheit is one of the EUNIS official task forces. This presentation is an update on what the project is doing at the moment, and what is new for the year 2016. The presentation aims to explain how the project works, and what the benefits of participating are, also for someone who has never heard about it before.

We will hear from Yiannis Salmatzidis and Angeliki Agorogianni, telling us about the University of Thessaloniki's experiences and benefits as a fairly new participant.

2. AUTHORS' BIOGRAPHIES

Ilkka Siissalo is the CIO of University of Helsinki, EUNIS Vice President and chairman of the Bencheit steering group. Ilkka holds an M.Sc degree in biochemical sciences as well as a bachelor level degree in marketing. Ilkka has acted as the IT leader in various research related institutions both within the private sector and academia for over 25 years.

Yiannis Salmatzidis is the Technical Manager of the IT Centre of Aristotle University of Thessaloniki, the largest university in Greece. He is also a member of the EUNIS Board and a member of the Bencheit steering group. Yiannis graduated from the Department of Electrical Engineering at Aristotle University. He holds a Master's Degree in Electrical Engineering, from University of Maryland at College Park, USA. He is a Fulbright Fellow.

Angeliki Agorogianni is the Head of Administration and User Support Unit at the Information Technology Center of Aristotle University of Thessaloniki since 2013. Between the years 1997-2012 she worked at the Telecommunication Center of Aristotle University as administrator of the voice network and the videoconferencing infrastructure of the university. She holds a bachelor's Degree in electrical engineering from Aristotle University and a Master's Degree in Business Administration. Since 2014 she leads the annual Bencheit survey for Aristotle University.

Yvonne Kivi is an IT specialist at the University of Helsinki and the project manager of BencHEIT. She holds a B.Sc degree from Arcada university of applied sciences. Yvonne is the key contact person to most of the institutions that participate in the Bencheit work.