

BENCHEIT - BENCHMARKING HIGHER EDUCATION IT

AN UPDATE ON THE WORK OF THE EUNIS BENCHEIT TASK FORCE

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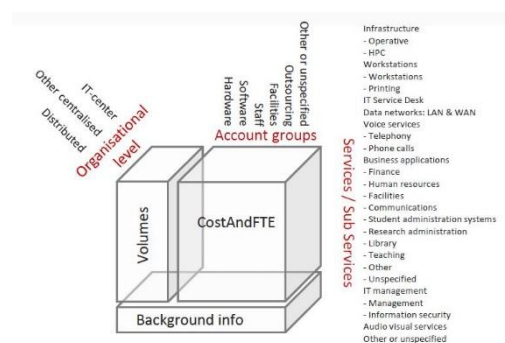
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1. Summary

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, but in the year 2012 it was opened to all European HEIs that were interested. The number of participants have increased every year since the project started in its current form in 2012. In the last round there were 57 participants from 11 countries.

For the past five years, the Task Force has hosted workshops together with EUNIS. Last December in Trondheim we had about 40 participants talking about different ongoing IT benchmarking projects in Europe. This year the meeting will be in Lisbon on the 13th of December. We will also have a session after the presentation at the EUNIS congress, where we go deeper into the results. We also hope that everyone who is interested in participating in the future, would come and talk to us and hear more about what we are doing, and how their organization could benefit from the exercise.

BencHEIT is one of the EUNIS official task forces. This presentation aims to be both a short summary of what the BencHEIT aims and benefits are, but also to give a glimpse of what new results have been obtained during the latest benchmarking round during January-April 2017.

In our presentation we will present the project and the process. As the analysis will be ready in late May 2017, the EUNIS Congress is the first time we reveal some of the results and key findings from the last round. We will also show historical development of a few indicators during last six years of benchmarking process.

There is a new voluntary part of the survey concerning the EU General Data Protection Regulation. In May 2016 EU regulation for privacy data was published and it should be applied in year 2018. BM2016 survey aims to obtain a view of the readiness of organizations to fulfill this regulation. Based on these questions we can find out what the overall status of preparing to GDPR is.

2. AUTHORS' BIOGRAPHIES

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



Teemu Seesto has M.Sc. in economics from Turku School of Economics. He has been a teacher of information systems science for twenty years. Seesto was the CIO of Turku School of Economics during 2006-2010. He is currently the IT general secretary of FUCIO, the Network of Finnish universities' CIOs. Teemu is a member of the BencHEIT steering group



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.

