

## “Higher education IT benchmarking 2013”

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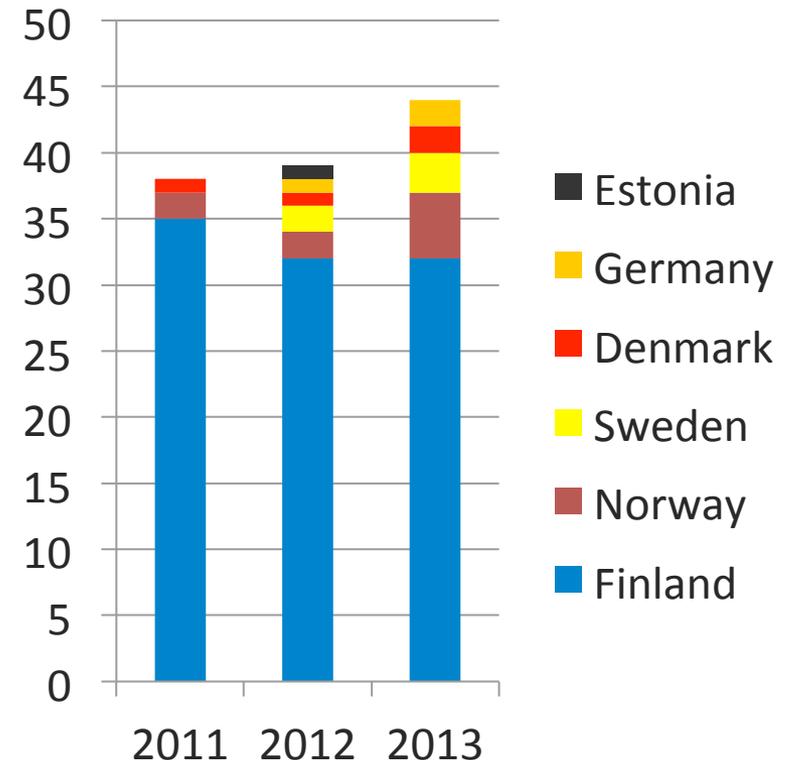
## BencHEIT - History

- Originally a Finnish activity (based on earlier Swedish work)
- We tried using a commercial benchmarking consultancy, but it doesn't work well
  - vocabulary is odd for university people (customers/employees etc.)
  - comparison data was anonymous and not very relevant
  - “garbage in – garbage out”
- It was decided that we have to design the questions ourselves
  - university specific
  - you **HAVE** to know what other universities you are comparing yourself with -> openness is a **MUST**
- After initial piloting within Finland only, BencHEIT is now a Europe wide activity, all in English

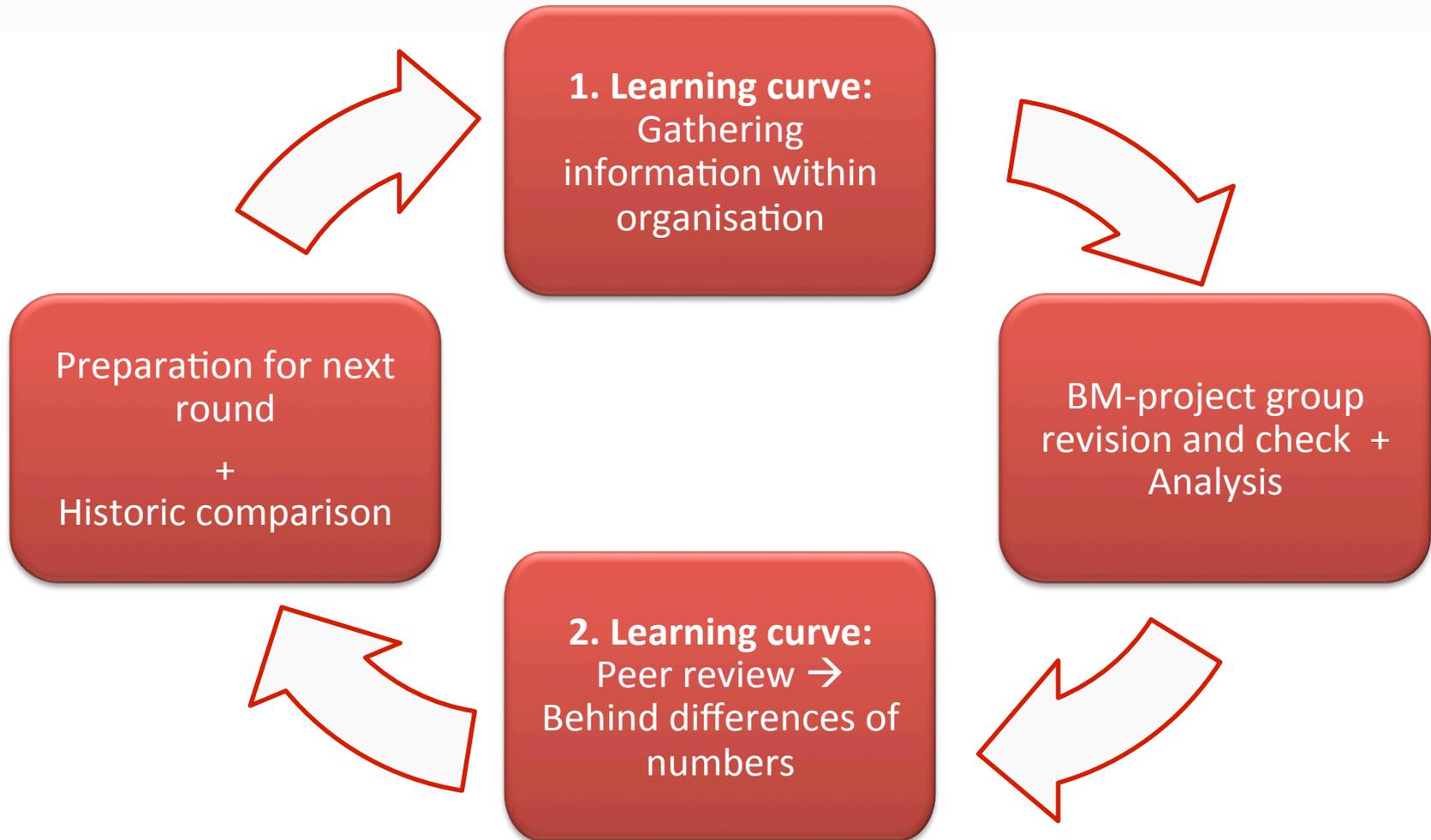
## Benchmark – Survey / Principles

- Voluntary participation
- Free of charge
- Emphasis on costs and volumes of technology
- Sum of costs is not the total cost of HEIs.
- Cash flow based  
 → fluctuation between years especially for one organisation.

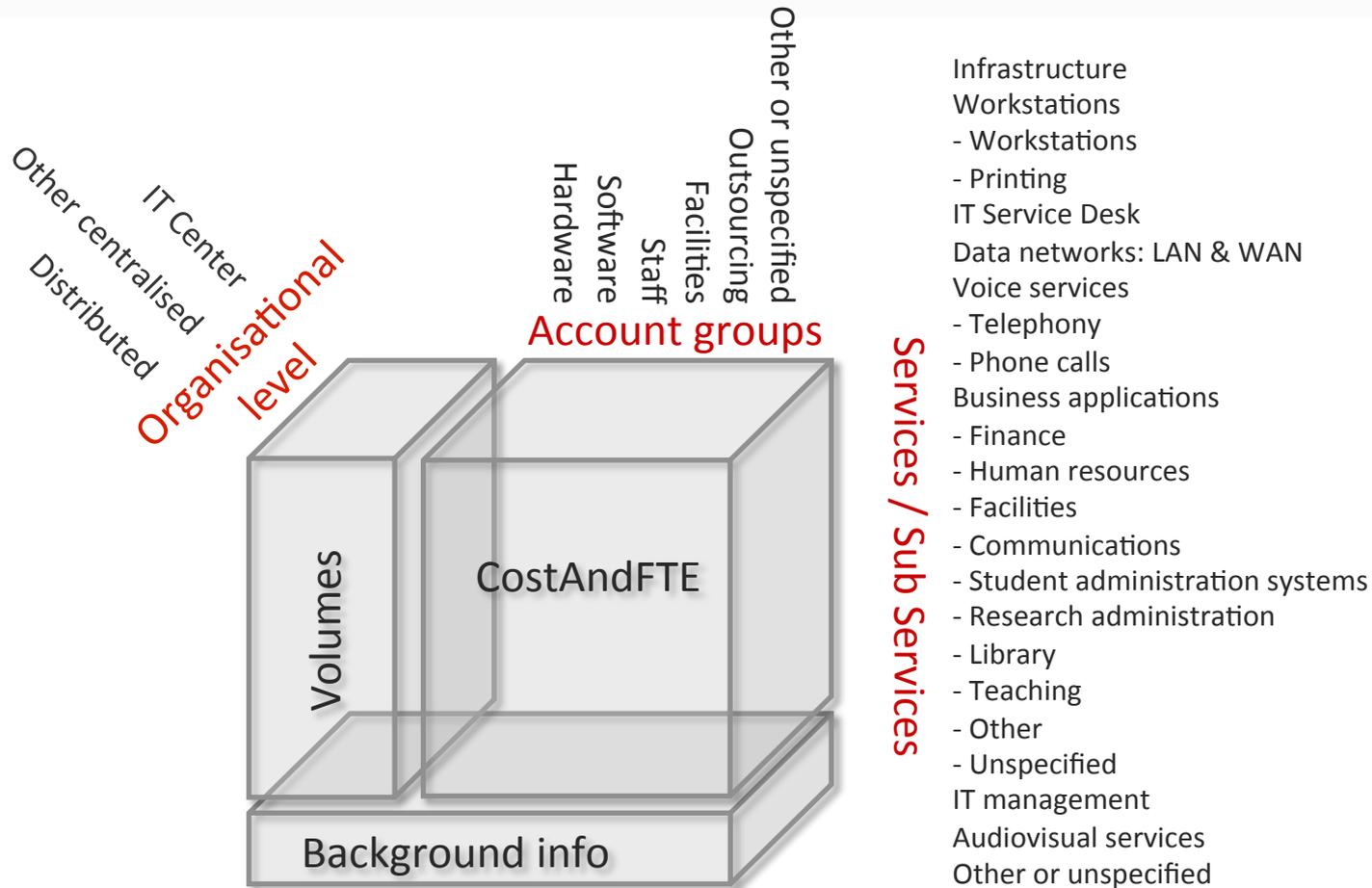
# of participants



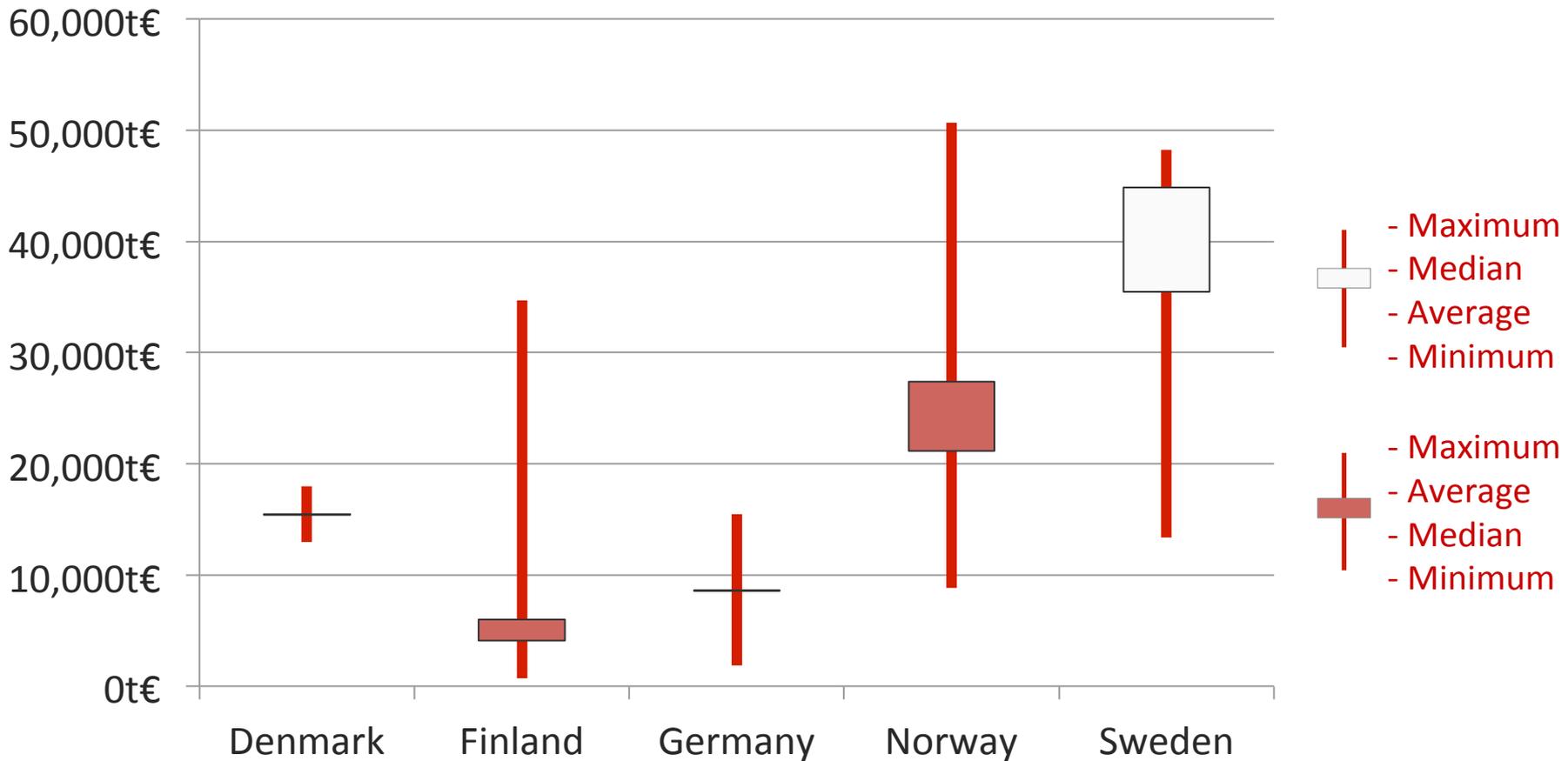
## Benchmark – Survey / **The process**



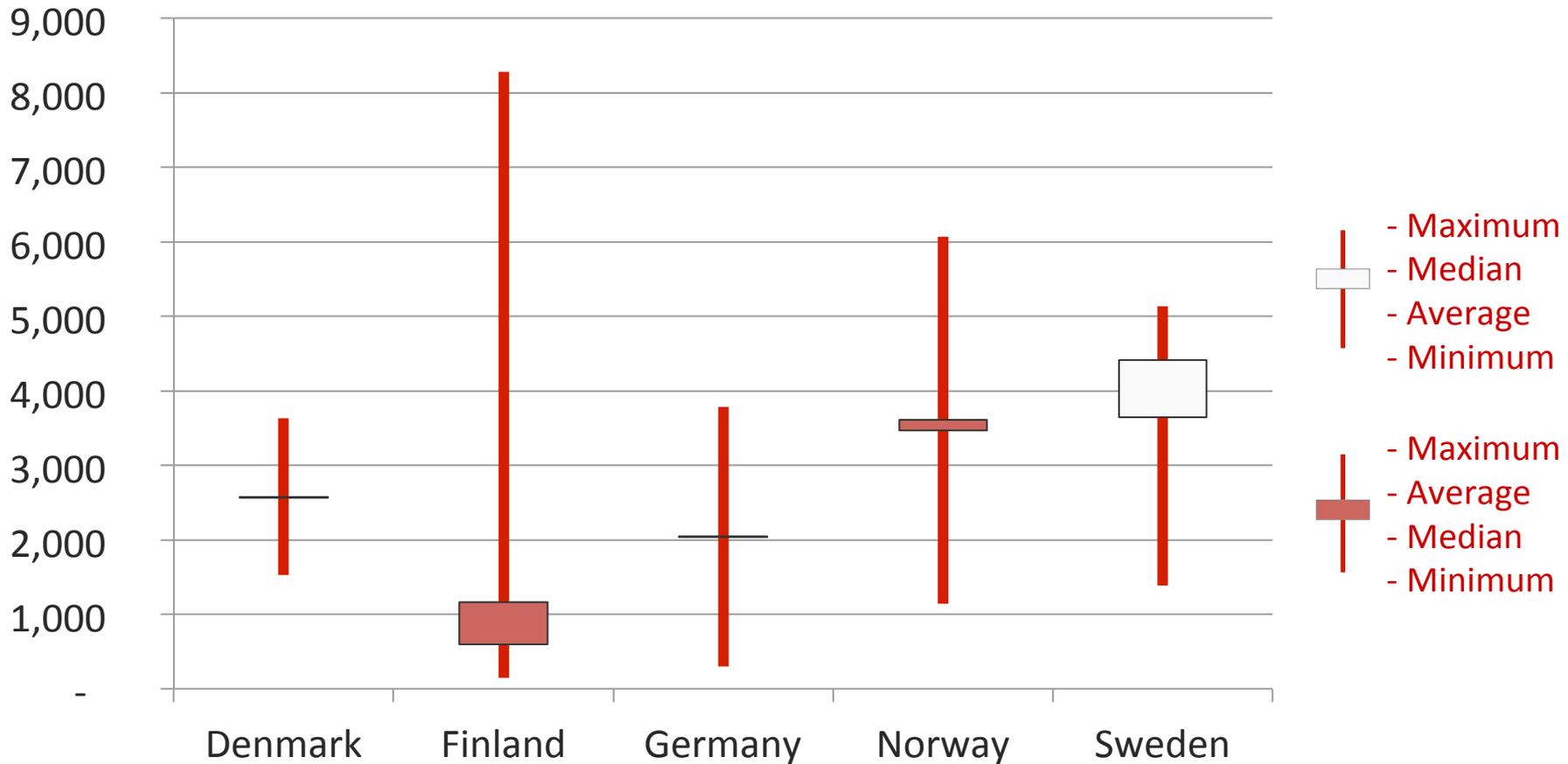
# Benchmark – Survey / Dimensions



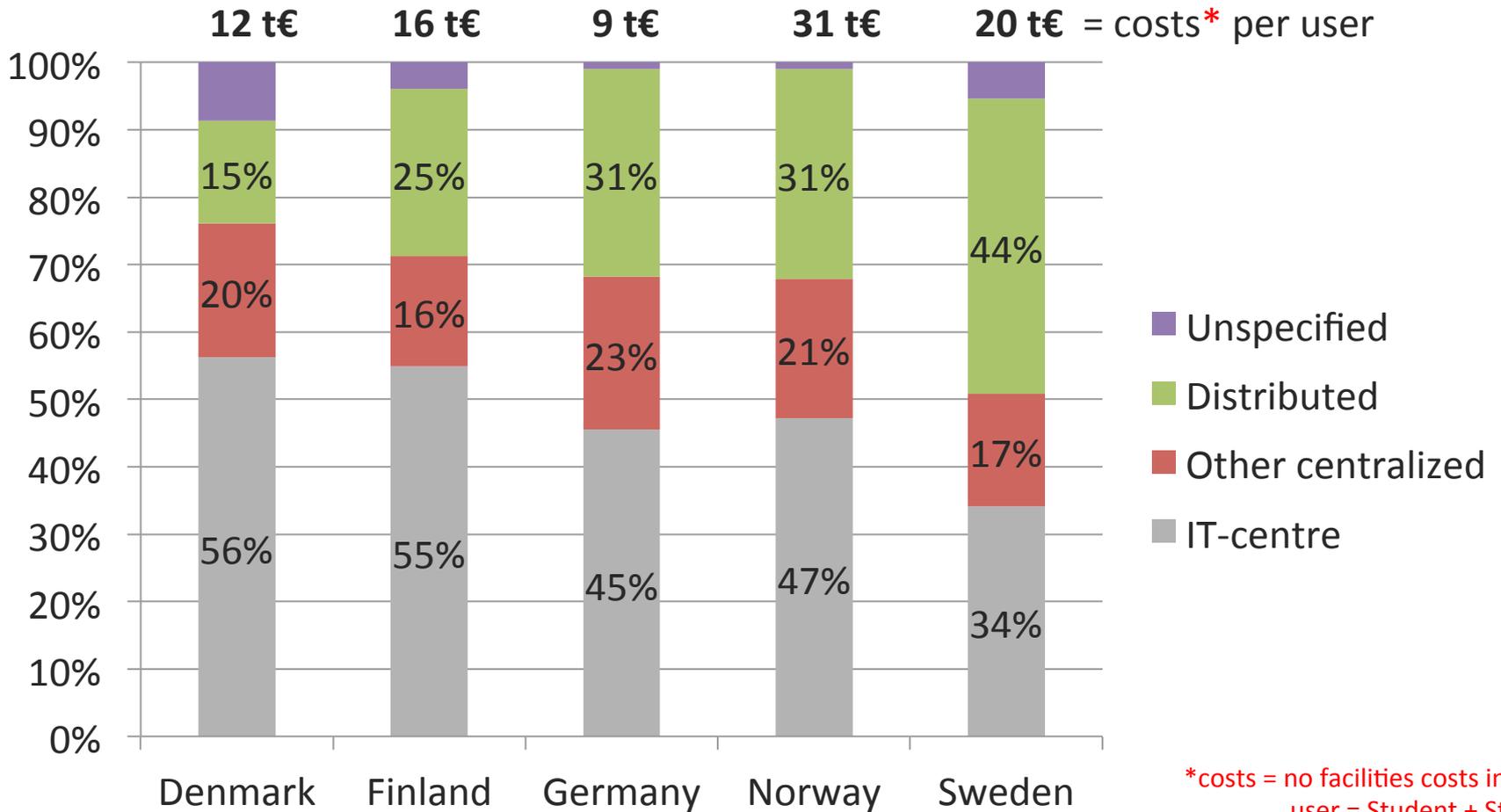
## BM2013 – Survey / *Sizes of organisations by IT-costs*



## BM2013 – Survey / *Sizes of organisations by total staff FTE*

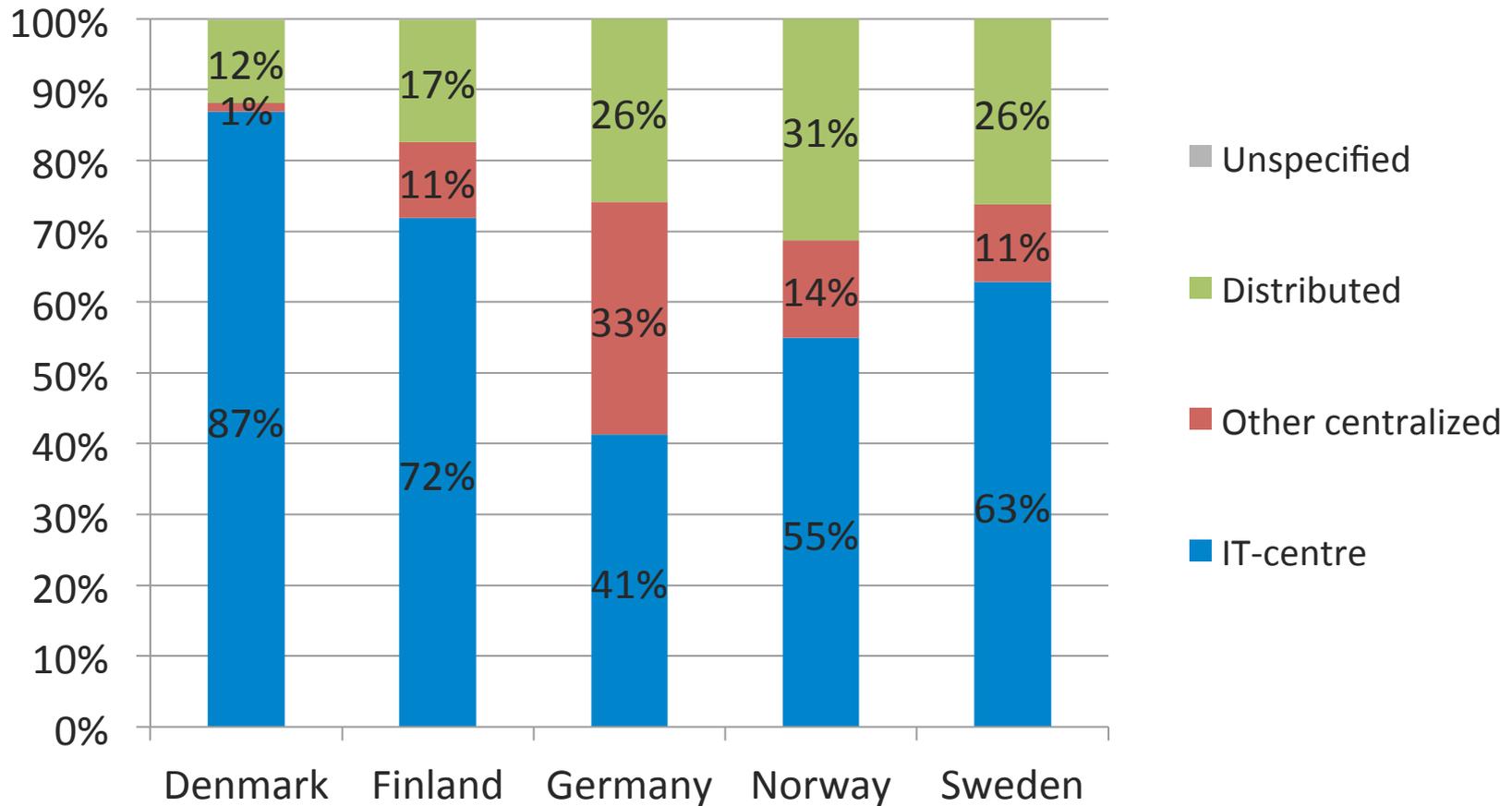


## BM2013 – Survey / *Allocation of the IT-costs\**

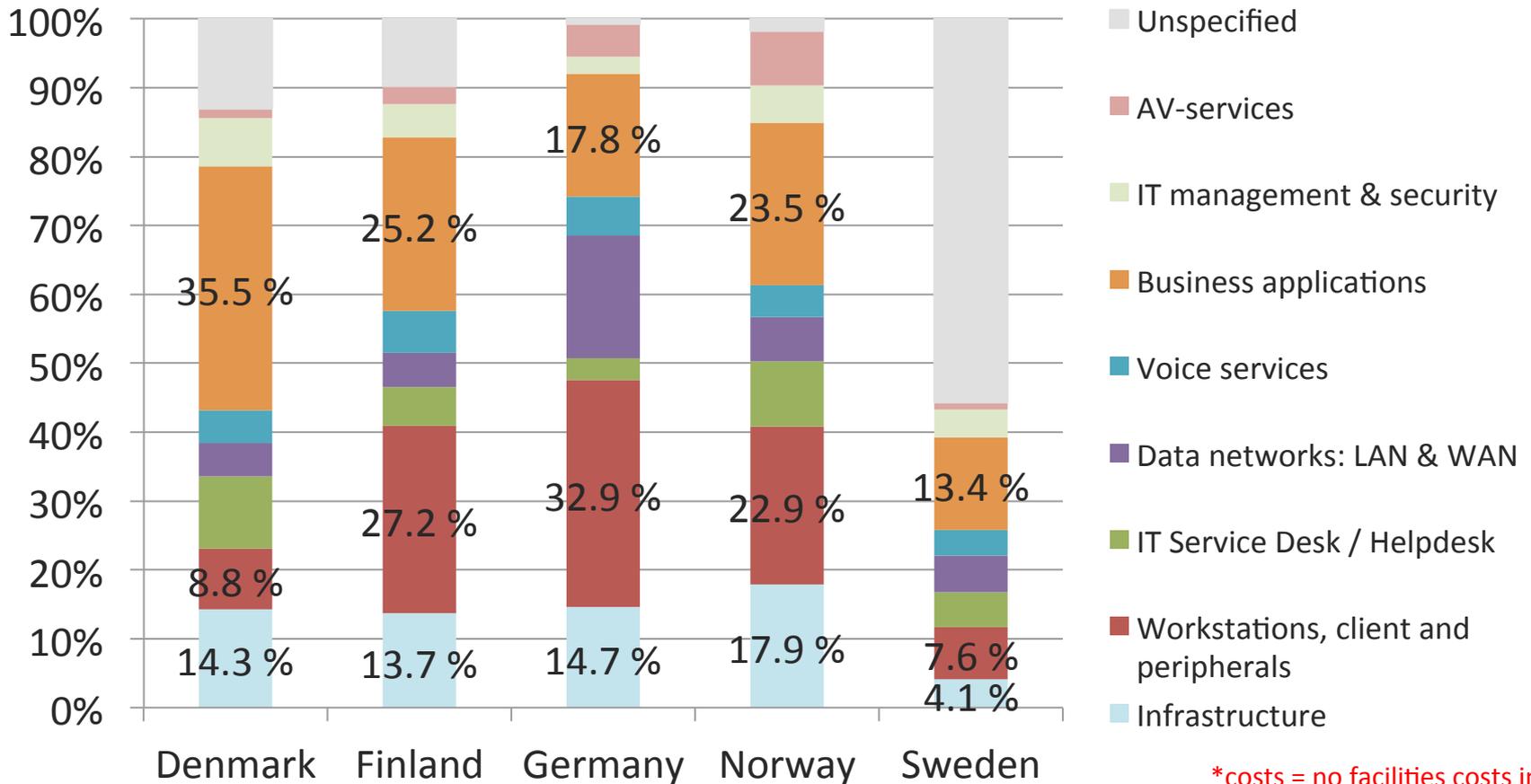


\*costs = no facilities costs included  
user = Student + Staff FTE

## BM2013 – Survey / *Allocation of IT work*

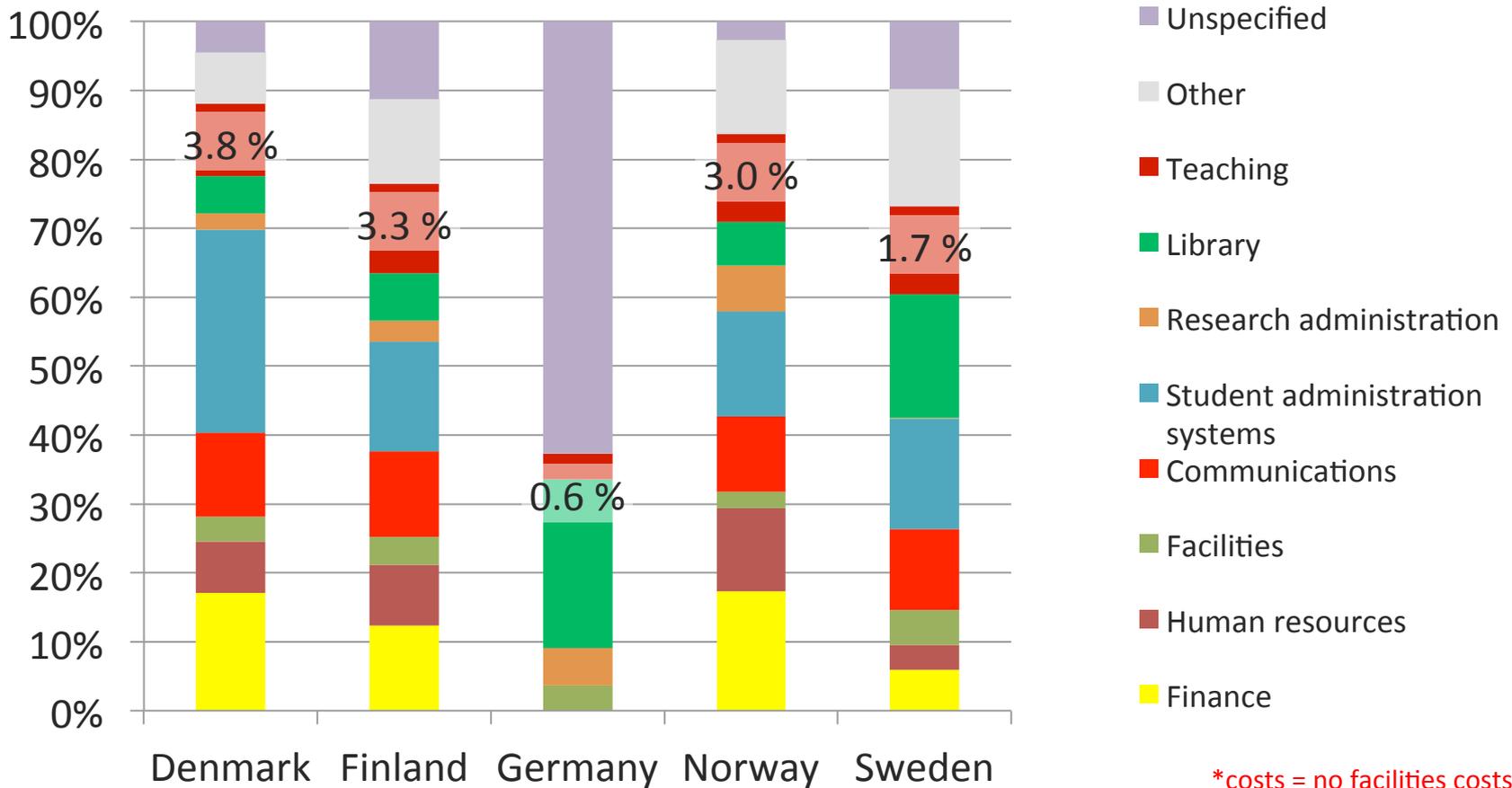


## BM2013 – Survey / IT costs\* by services



\*costs = no facilities costs included

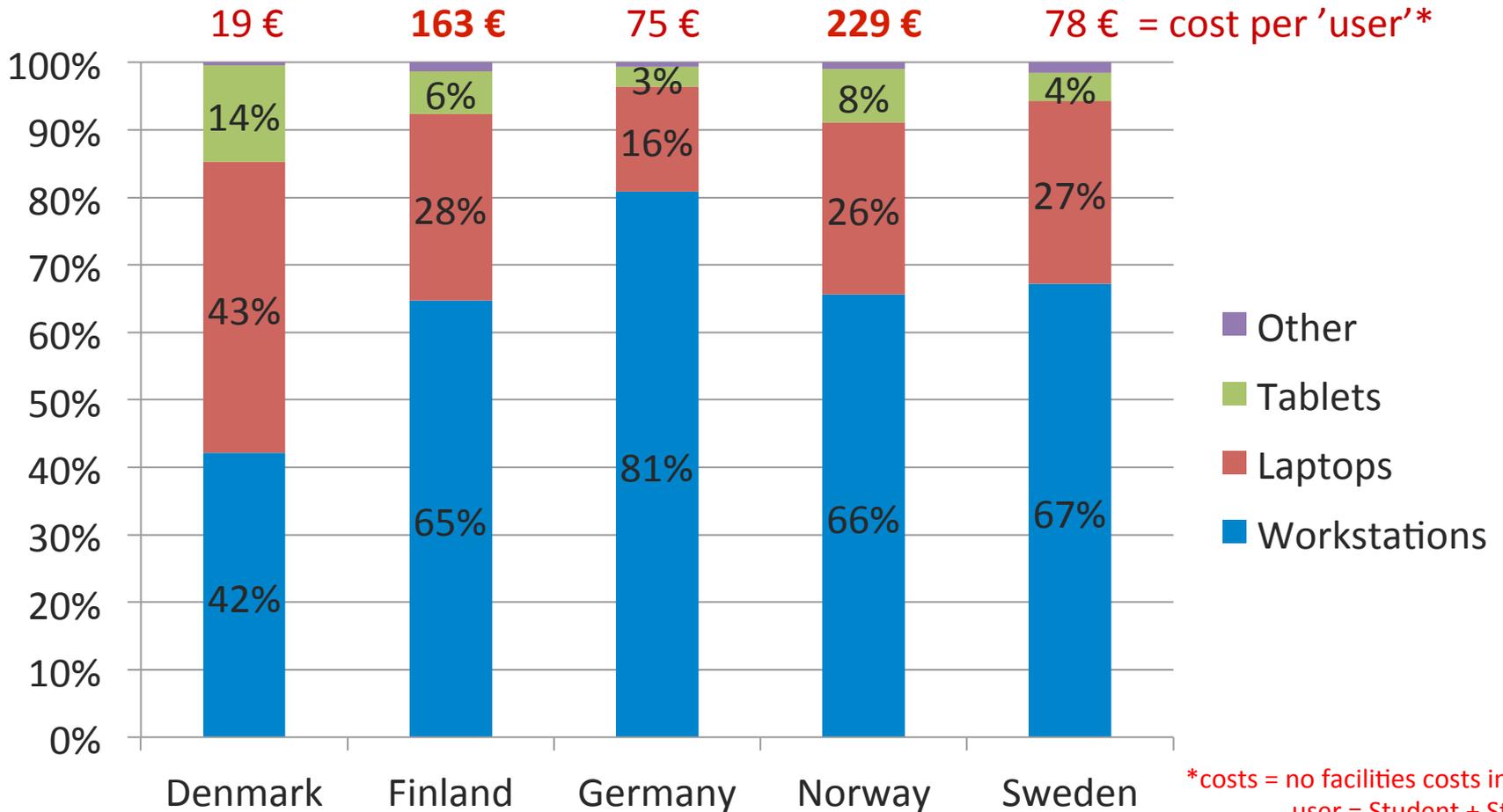
## BM2013 – Survey / *IT costs\* by business applications*



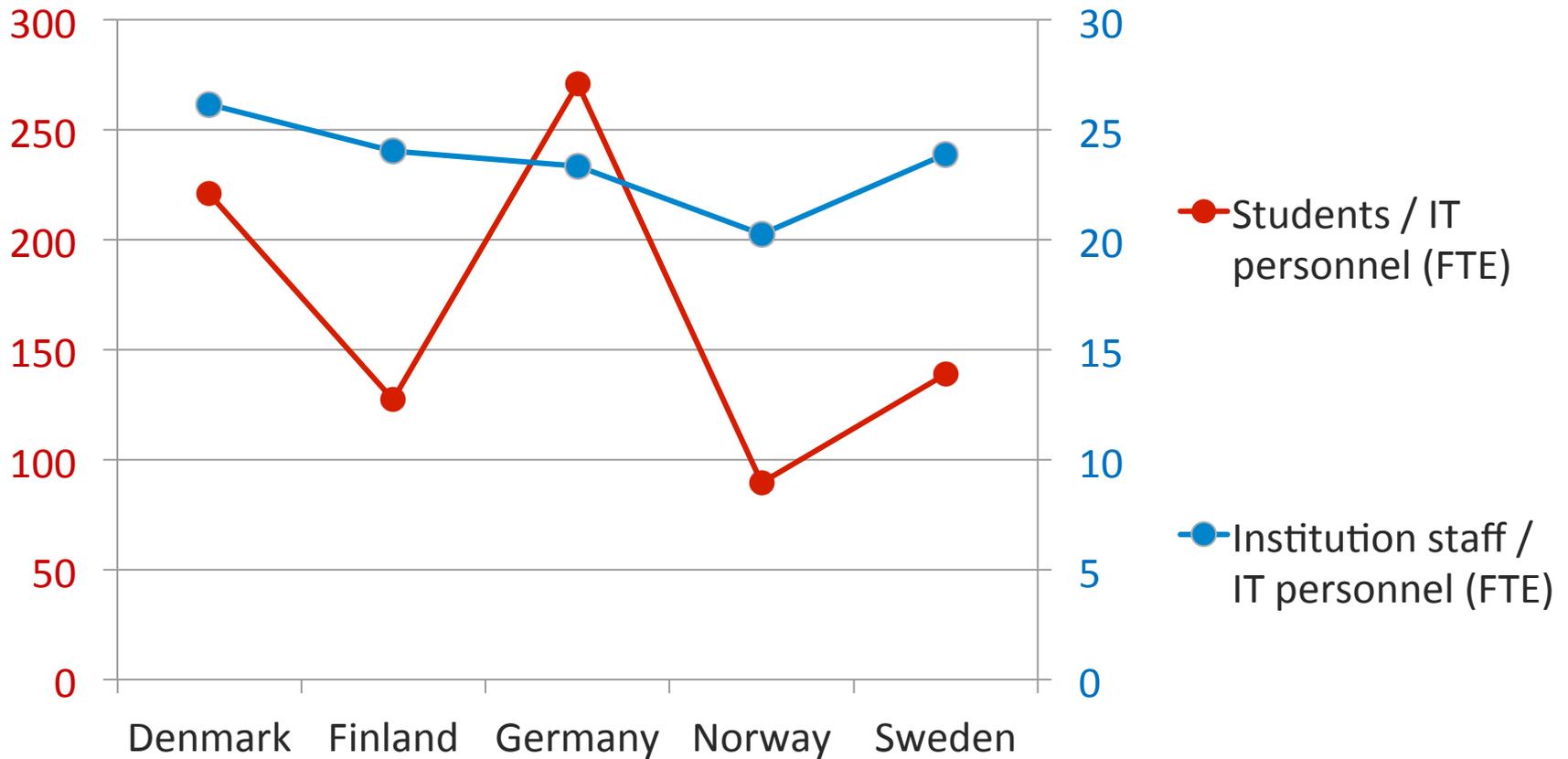
\*costs = no facilities costs included

several organisations participating

## BM2013 – Survey / Workstations by type



## BM2013 – Survey / *IT-personnel and customers*



## Benchmark survey – **Know your numbers!**

Thank you!

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