“Higher education IT benchmarking 2013”

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Chairman, BencHEIT steering group
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

- Estonia
- Germany
- Denmark
- Sweden
- Norway
- Finland

2011 2012 2013
Benchmark – Survey / The process

1. Learning curve: Gathering information within organisation

2. Learning curve: Peer review → Behind differences of numbers

Preparation for next round + Historic comparison

BM-project group revision and check + Analysis
Benchmark – Survey / Dimensions

Services / Sub Services
- Infrastructure
- Workstations
- Printing
- IT Service Desk
- Data networks: LAN & WAN
- Voice services
  - Telephony
  - Phone calls
- Business applications
  - Finance
  - Human resources
  - Facilities
- Communications
- Student administration systems
- Research administration
- Library
- Teaching
- Other
  - Unspecified
  - IT management
  - Audiovisual services
  - Other or unspecified

Volumes
- CostAndFTE

Background info
- Account groups
- Other or unspecified
- Outsourcing
- Facilities
- Software
- Hardware
- Staff
- Workstations
- Printing
- Other or unspecified
BM2013 – Survey / Sizes of organisations by IT-costs
BM2013 – Survey / Sizes of organisations by total staff FTE

- Maximum
- Median
- Average
- Minimum

Denmark    Finland    Germany    Norway    Sweden
BM2013 – Survey / *Allocation of the IT-costs*

<table>
<thead>
<tr>
<th>Country</th>
<th>12 t€</th>
<th>16 t€</th>
<th>9 t€</th>
<th>31 t€</th>
<th>20 t€</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denmark</td>
<td>56%</td>
<td>55%</td>
<td>45%</td>
<td>47%</td>
<td>34%</td>
</tr>
<tr>
<td>Finland</td>
<td>20%</td>
<td>16%</td>
<td>23%</td>
<td>21%</td>
<td>17%</td>
</tr>
<tr>
<td>Germany</td>
<td>15%</td>
<td>25%</td>
<td>31%</td>
<td>31%</td>
<td>44%</td>
</tr>
<tr>
<td>Norway</td>
<td>12 t€</td>
<td>16 t€</td>
<td>9 t€</td>
<td>31 t€</td>
<td>20 t€</td>
</tr>
</tbody>
</table>

*costs = no facilities costs included
user = Student + Staff FTE
BM2013 – Survey / Allocation of IT work

- **Denmark**: 87% (IT-centre), 12% (Unspecified), 1% (Distributed), 1% (Other centralized)
- **Finland**: 72% (IT-centre), 17% (Unspecified), 11% (Distributed), 1% (Other centralized)
- **Germany**: 41% (IT-centre), 26% (Unspecified), 26% (Distributed), 11% (Other centralized)
- **Norway**: 55% (IT-centre), 31% (Unspecified), 14% (Distributed), 0% (Other centralized)
- **Sweden**: 63% (IT-centre), 26% (Unspecified), 11% (Distributed), 0% (Other centralized)
BM2013 – Survey / IT costs* by services

*costs = no facilities costs included
BM2013 – Survey / IT costs* by business applications

- Teachers: 3.8%
- Research administration: 3.3%
- Student administration systems: 0.6%
- Communications: 3.0%
- Human resources: 1.7%
- Facilities: unspecified
- Library: unspecified
- Other: unspecified
- Finance: unspecified
- Unspecified: unspecified

*costs = no facilities costs included
BM2013 – Survey / Workstations by type

<table>
<thead>
<tr>
<th>Country</th>
<th>Cost</th>
<th>Other</th>
<th>Tablets</th>
<th>Laptops</th>
<th>Workstations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denmark</td>
<td>19 €</td>
<td>14%</td>
<td>6%</td>
<td>43%</td>
<td>42%</td>
</tr>
<tr>
<td>Finland</td>
<td>163 €</td>
<td>6%</td>
<td>28%</td>
<td>65%</td>
<td>65%</td>
</tr>
<tr>
<td>Germany</td>
<td>75 €</td>
<td>3%</td>
<td>16%</td>
<td>81%</td>
<td>81%</td>
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<tr>
<td>Norway</td>
<td>229 €</td>
<td>8%</td>
<td>26%</td>
<td>66%</td>
<td>66%</td>
</tr>
<tr>
<td>Sweden</td>
<td>78 €</td>
<td>4%</td>
<td>27%</td>
<td>67%</td>
<td>67%</td>
</tr>
</tbody>
</table>

78 € = cost per 'user'*

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

several organisations participating
BM2013 – Survey / *IT-personnel and customers*

- **Students / IT personnel (FTE)**
- **Institution staff / IT personnel (FTE)**

<table>
<thead>
<tr>
<th>Country</th>
<th>Students / IT personnel (FTE)</th>
<th>Institution staff / IT personnel (FTE)</th>
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</thead>
<tbody>
<tr>
<td>Denmark</td>
<td>235</td>
<td>25</td>
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<tr>
<td>Finland</td>
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<tr>
<td>Germany</td>
<td>275</td>
<td>30</td>
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<tr>
<td>Norway</td>
<td>210</td>
<td>20</td>
</tr>
<tr>
<td>Sweden</td>
<td>180</td>
<td>15</td>
</tr>
</tbody>
</table>

**EUNIS 2014 / 12th June 2014 / Seesto**
Benchmark survey – **Know your numbers!**

Thank you!

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