

BencHEIT survey 2020

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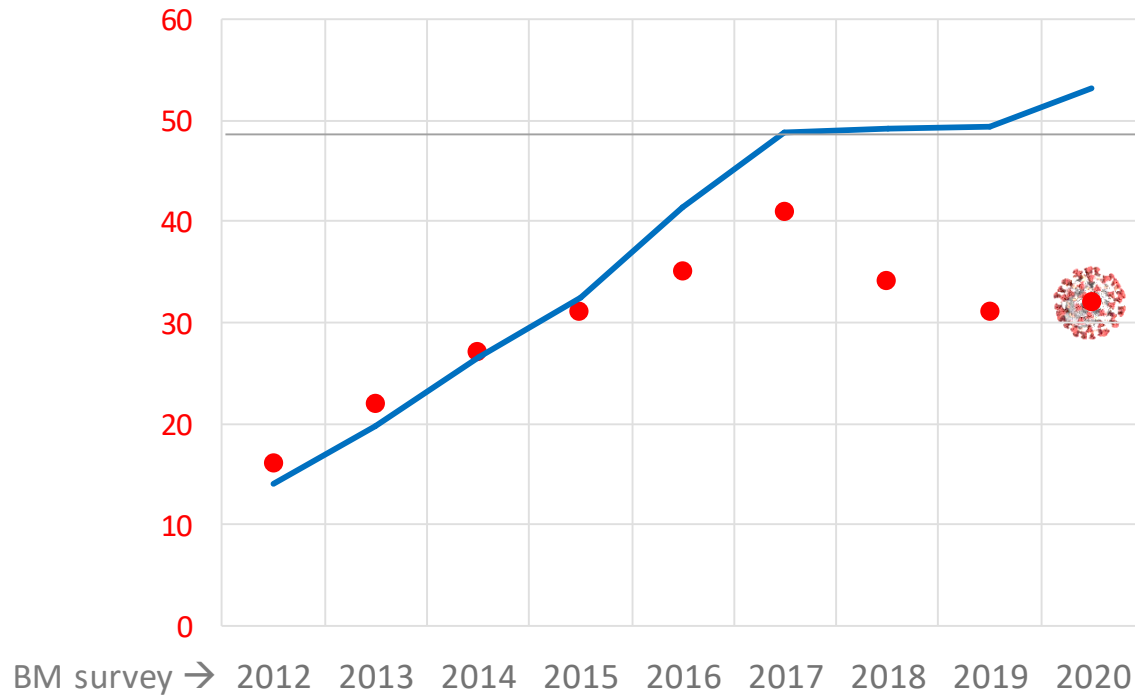
Special questions on Covid 19

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BencHEIT Survey / Survey statistics

BM2020: 45 participating organisations

University participants



IT costs in million € ex-VAT





BM2020 – Special questions on Covid 19

1a. University employees' technology was ready for distant work/teaching.

- Users had laptops, headsets, secure mobile connections etc. at their disposal.

1b. University employees were ready to distant work/teaching

- Users knew how to use network tools, cloud and network storages, web meeting tools etc.

2a. Students' technology was ready for distant learning.

- Users had laptops, headsets, secure mobile connections etc. at their disposal.

2b. Students were ready to distant learning.

- Users knew how to use network tools, cloud and network storages, web meeting tools etc.

3. Centralized IT's services were ready to support users with their technology and help with problems.

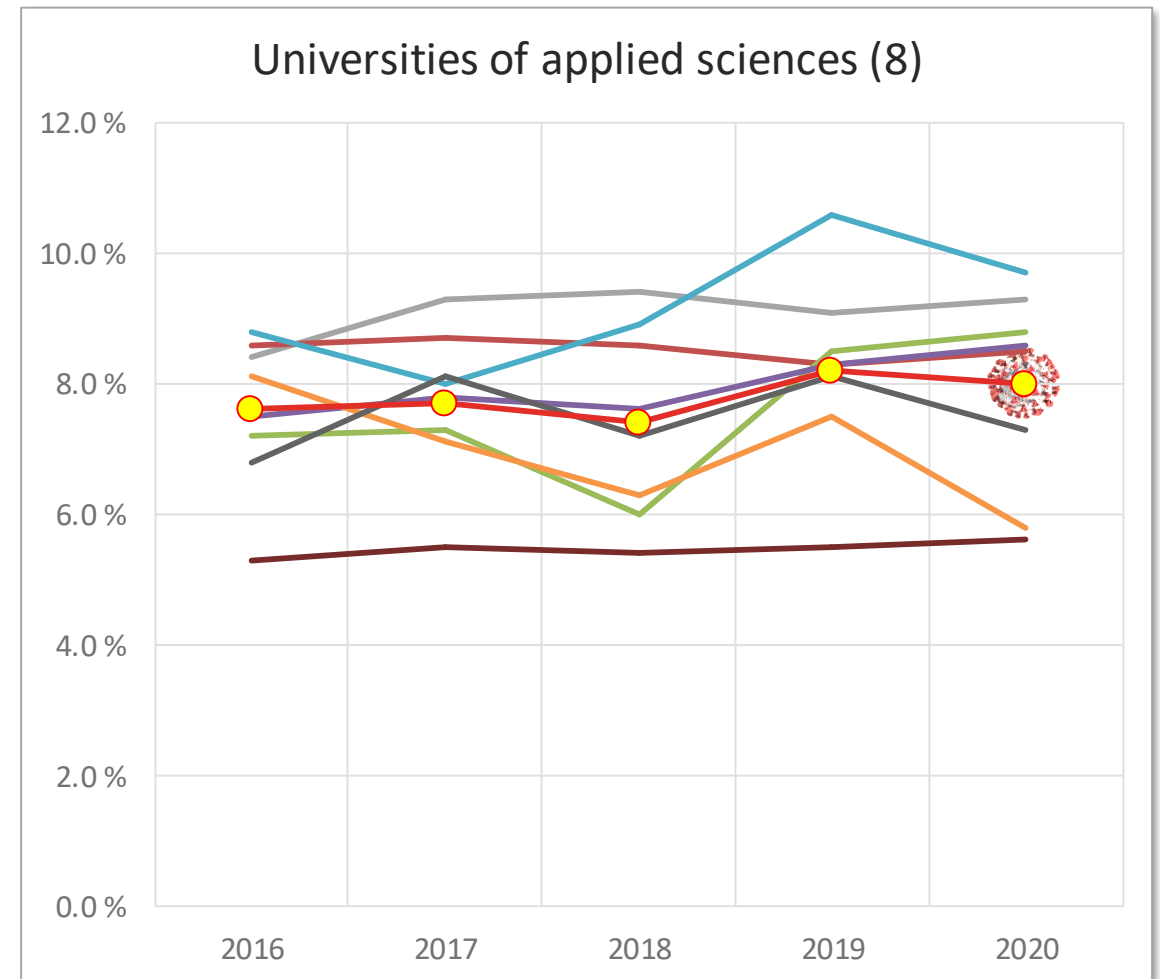
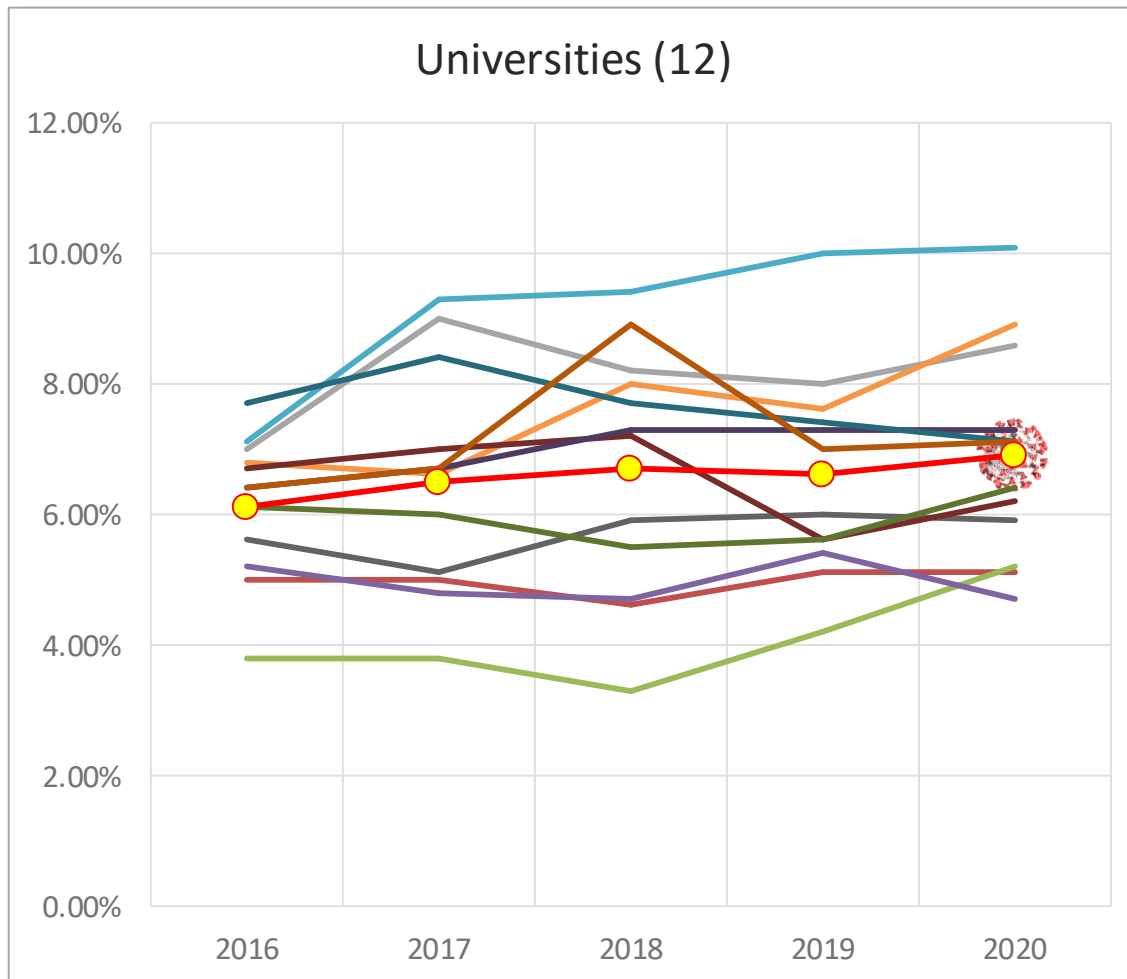
- HelpDesk could handle tickets, university had enough licenses e.g. for VPN, users had ready-made advice how to use Zoom or other tools, digital workflows were at use e.g. electronic signature etc.)

How well did your institution cope with **1st wave** of Covid-19-virus at a general level?

Scale is: **Poor – Fair – Neutral – Good - Excellent**

IT cost share from HEI budget

Participation 5 years a row

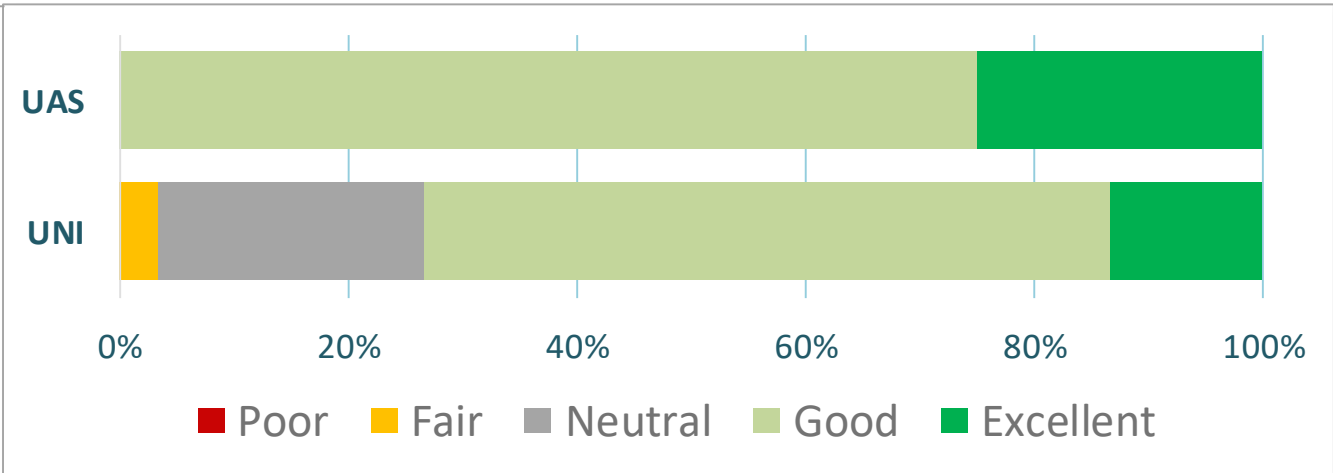




BM2020 – Participant HEI’s employees

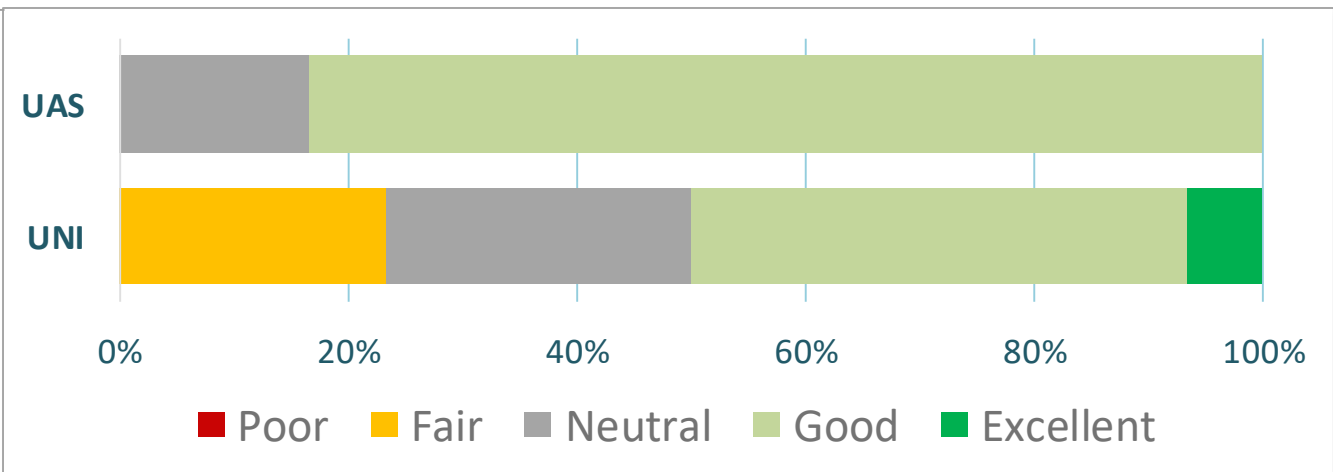
University **employees’** technology was ready for distant work/teaching.

Users had laptops, headsets, secure mobile connections etc. at their disposal.



University **employees** were ready to distant work/teaching

Users knew how to use network tools, cloud and network storages, web meeting tools etc.





BM2020 – Participant HEI's employees

"Distant working model was already in use at our university."

"For most of the employees the transition went smoothly. The great need for headphones and such caused some problems in the beginning."

"Considering the fact to go out and wild in couple of days there were no massive extra work from helpdesk perspective to start working remotely."

"Existing VPN solution and private home connectivity enabled homework setup."

"For the research and educational side we had an easy switch to distance mode. The staff in administrative processes had lack of computers, head sets, cam and so on."

"Workshops were held for teachers, which also dealt with digital pedagogy."

Laptops or workstations
were ready, but
headsets and cameras
not.

On-line teaching
difficult.

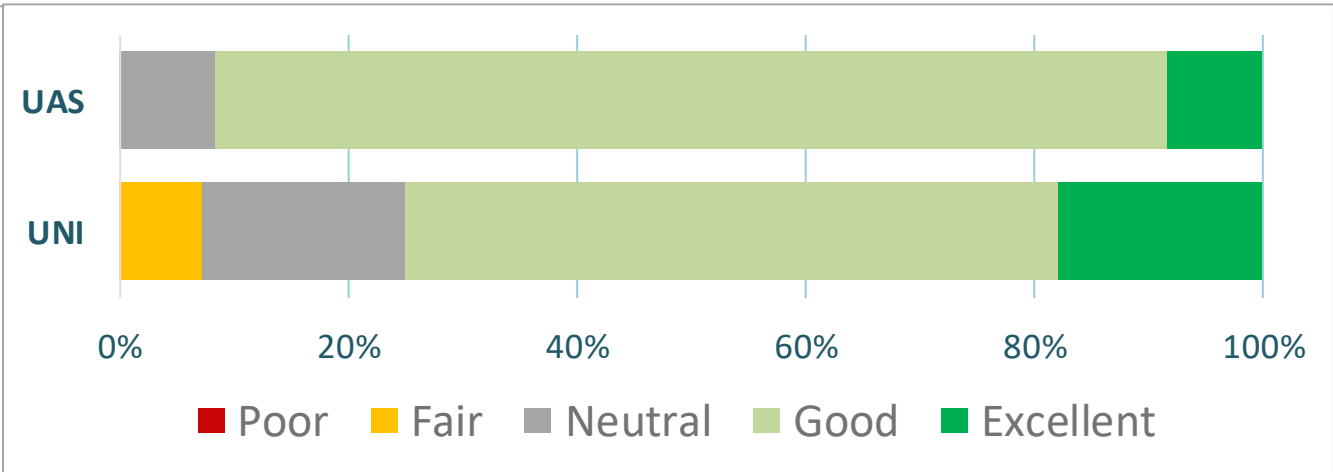
Need for helpdesk
support.



BM2020 – Participant HEI’s students

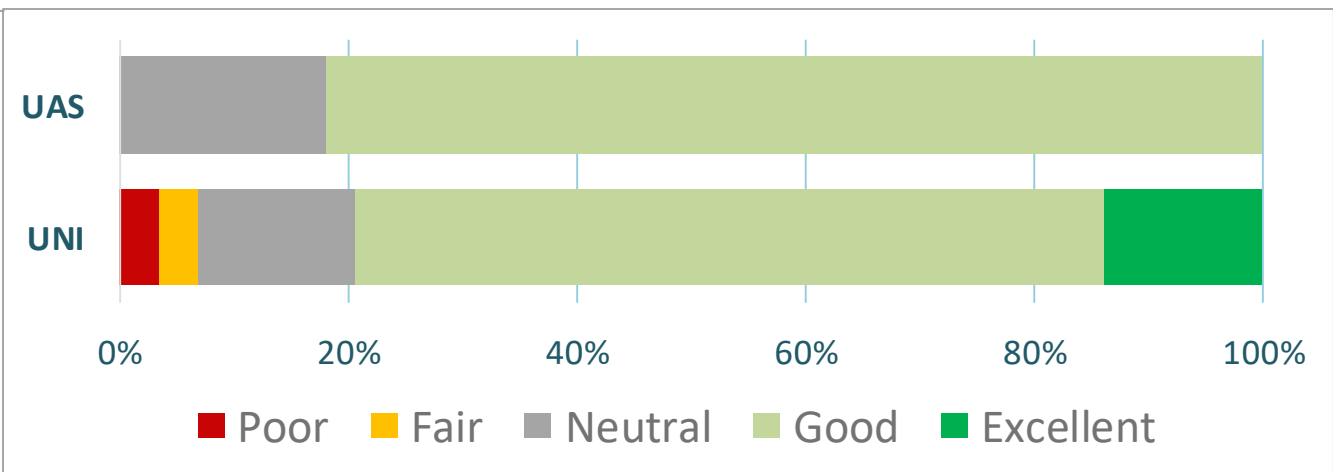
Students’ technology was ready for distant learning.

Users had laptops, headsets, secure mobile connections etc. at their disposal.



Students were ready to distant learning.

Users knew how to use network tools, cloud and network storages, web meeting tools etc.





BM2020 – Participant HEI's students

"Technology wise even students were prepared. Generally speaking students are more interested in virtual teaching. 99% had laptops when they start studying."

"It is a requirement that students own their own PC"

"Students used mainly their personal laptops. In minor cases computer labs were made available taking all the necessary COVID-19 safety measures for students not having the necessary equipment to take exams"

"Digital workspaces and platforms were implemented prior to COVID-19."

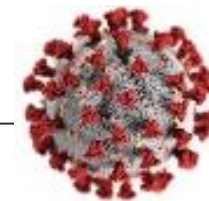
"Students managed well with technology. Loneliness and lack of social contacts caused problems for them"

"According to our surveys we notice that the students were well prepared when it comes to technology and equipment. But the living situation makes it more challenging to have distance studying."

Students' technology
was ready.

e-learning environment
ready, but lack of
on-line learning
culture.

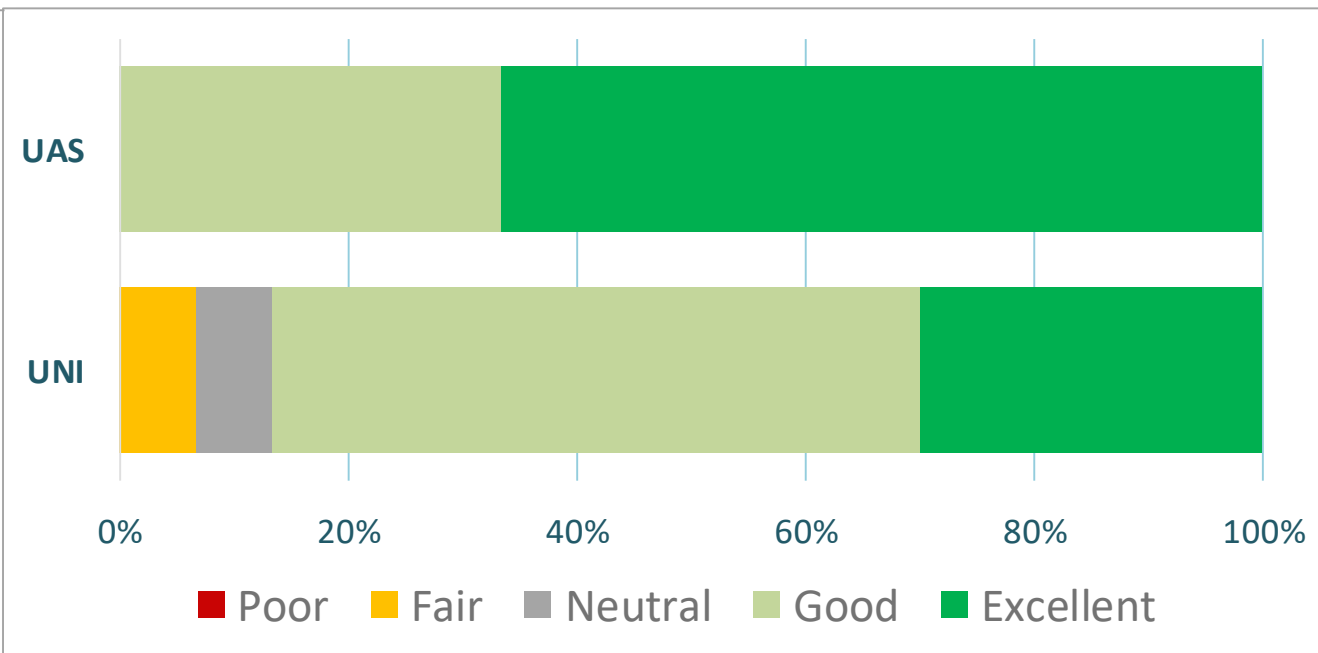
Loneliness



BM2020 – Participant HEI's IT services

Centralized IT's services were ready to support users with their technology and help with problems.

HelpDesk could handle tickets, university had enough licenses e.g. for VPN, users had ready-made advice how to use Zoom or other tools, digital workflows were at use e.g. electronic signature etc.)



We are pretty good!
(at least in our own opinion)



BM2020 – Centralized IT services

“Not everything was prepared, but the IT organisation reacted very quickly to new requirements, often within a few days”

“No major disruptions, work continued remotely.”

“A lot of work was done and new services were quickly introduced. Moodle for international entrance exams. Electronic signature. VPN. A lot of instructions were made and updated.”

“Mainly e-learning services are used as SAAS-services. They were scalable and service providers were able to increase service capacity enough.”

“IT prepared on short notice some extra material to assist end users to work at home and access services remotely. Infrastructure was mainly ready for remote work and helpdesk is prepared to assist end users in remote work scenarios.”

“The local support teams had to rethink their ways of e.g. delivering workstations to employees.”

Infrastructure was ready.

More resources to helpdesk.

BM2019 → BM2020 = +9%
Average number of HD tickets increase



BM2020 – Changes*

“COVID-19 will have long lasting effect on the work culture at university with the introduction of tele-working that will subsist, albeit at a reduced level, in most of the departments where it is a viable solution.”

“We spend more money for additional licenses e.g. video conferencing tools and also hardware for users to work at home.”

“All of the measures implemented due to the pandemic, were part of the strategic plan and were on the roadmap for the next 24 months. These measures were only re-scheduled (advanced). Moreover, the required budget was also advanced”

“Savings also from travelling expenses.”

“All digitization goals were achieved much earlier. Some digitization projects were implemented in the university without the necessary evaluation and discussion.”

“IT department - home office as main rule for 2020 after onset of Covid-19.”

Prioritising road-map,
not necessarily change
it.

Additional costs on
telecoms, VPN, VDI,
digital signature and
especially
Zoom, Teams, Webex
licenses.

* Here you can describe what kind of changes Covid-19 caused to your IT-department. Did you have additional expenditures or any savings e.g. no traveling? The effect on road-map: did you postpone or advance projects e.g. digital signature? Any new recruitments or did you use external suppliers because of the pandemic?

BencHEIT Survey → Know your numbers!

BenchHEIT Task Force

<https://www.eunis.org/task-forces/benchmarking/>

BM2021 workshop will be held in Belgium Ghent
November 23th 2021

Thank you!

bencheit@eunis.org

BencHEIT Survey – Participating institutes BM2020

Universities

Austria	Medical University of Innsbruck
Austria	Vienna University of Economics and Business
Belgium	Ghent University
Belgium	Vrije Universiteit Brussel
Switzerland	ETH Zurich
Switzerland	University of Bern
Switzerland	University of Geneva
Switzerland	University of Lausanne
Switzerland	University of Zürich
Germany	University of Bayreuth
Germany	University of Münster
Denmark	Aarhus University Denmark
Denmark	Technical University of Denmark
Denmark	University of Copenhagen
Spain	Universitat Oberta de Catalunya
Finland	Aalto-university
Finland	Åbo Akademi University
Finland	Lapland University Consortium
Finland	LUT univeristies
Finland	Tampere University
Finland	Turku University of Applied Sciences
Finland	University of Helsinki
Greece	Aristotle University of Thessaloniki
Norway	Norwegian University of Life Sciences
Norway	Norwegian University of Science and Technology
Norway	Oslo Metropolitan University
Norway	University of Bergen
Norway	UiT The Arctic University of Norway

Sweden	Karolinska Institutet
Sweden	Royal Institute of Technology
Sweden	Linköping University
United Kingdom	Nottingham Trent University

Universities of applied sciences

Denmark	University college Lillebælt
Finland	Haaga-Helia University of Applied Sciences
Finland	Häme University of Applied Sciences
Finland	Humak University of Applied Sciences
Finland	Jyväskylä University of Applied Sciences
Finland	Kajaani University of Applied Sciences
Finland	Karelia University of Applied Sciences
Finland	Laurea University of Applied Sciences
Finland	Metropolia University of Applied Sciences
Finland	Savonia University of Applied Sciences
Finland	Tampere University of Applied Sciences
Finland	Vaasa University of Applied Sciences
Finland	South-Eastern Finland University of Applied Sciences