



Summary of Bencheit survey 2016

Organisation: University of Helsinki

Reporting currency: EURO

Facts	BM2016	BM2015
Total students (FTE)	21843	22532
Total personnel (FTE)	6853	7681
Total operational costs in millions EURO	690,6 M	704,1 M

Costs	1000 EURO	%	1000 EURO	%
Centralised IT costs	14 928 k	42,5 %	16 253 k	43,4 %
IT costs in other central units	11 287 k	32,1 %	10 821 k	28,9 %
IT costs in academic units	8 289 k	23,6 %	9 533 k	25,4 %
Unspecified	660 k	1,9 %	875 k	2,3 %
Total IT costs	35 164 k	100,0 %	37 482 k	100,0 %
IT share of institution budget	5,1 %		5,3 %	

Personnel	FTE	%	FTE	%
Centralised IT personnel	174,5	60,5 %	211,6	62,1 %
IT personnel in other central units	69,0	23,9 %	71,0	20,8 %
IT personnel in academic units	45,0	15,6 %	58,0	17,0 %
Unspecified	0,0	0,0 %	0,0	0,0 %
Total IT personnel	288,5	100,0 %	340,6	100,0 %
IT share of institution personnel	4,2 %		4,4 %	

Institution staff / IT (FTE)	23,8	22,6
Students / IT personnel (FTE)	75,7	66,2
User accounts / IT Personnel	258,9	227,9

Cost indicators		
IT Costs/Completed degree	5 695	6 076
IT Costs/Completed credit (ECTS)	32	33
IT Costs/Student (FTE)	1 610	1 697
IT Costs/Staff (FTE)	5 131	4 978
IT Costs/Active user account	471	493

Costs by account	1000 EURO	%	1000 EURO	%
Hardware	5 379 k	15,3 %	5 767 k	15,1 %
Software	4 270 k	12,1 %	4 172 k	10,9 %
Staff	15 865 k	45,1 %	18 732 k	49,0 %
Facilities	2 100 k	6,0 %	2 100 k	5,5 %
Outsourcing	7 549 k	21,5 %	7 465 k	19,5 %
Unspecified	1 k	0,0 %	1 k	0,0 %
Total IT costs	35 164 k	100,0 %	38 237 k	100,0 %

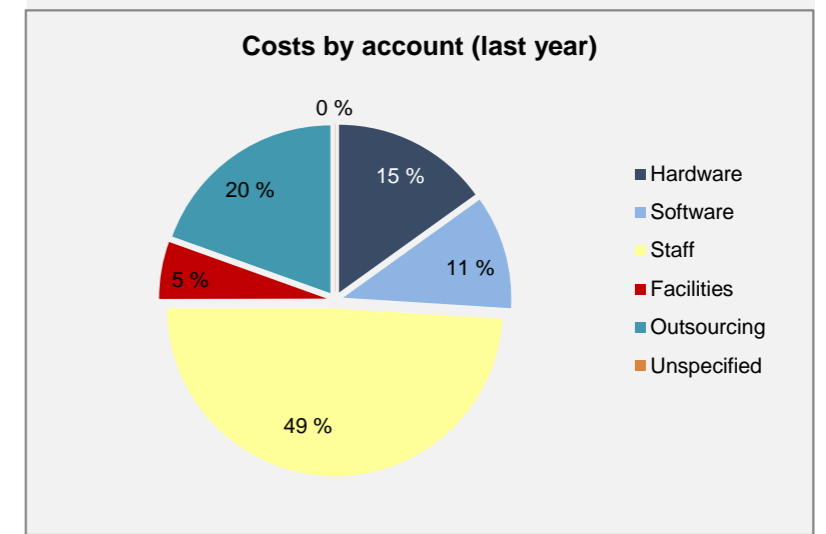
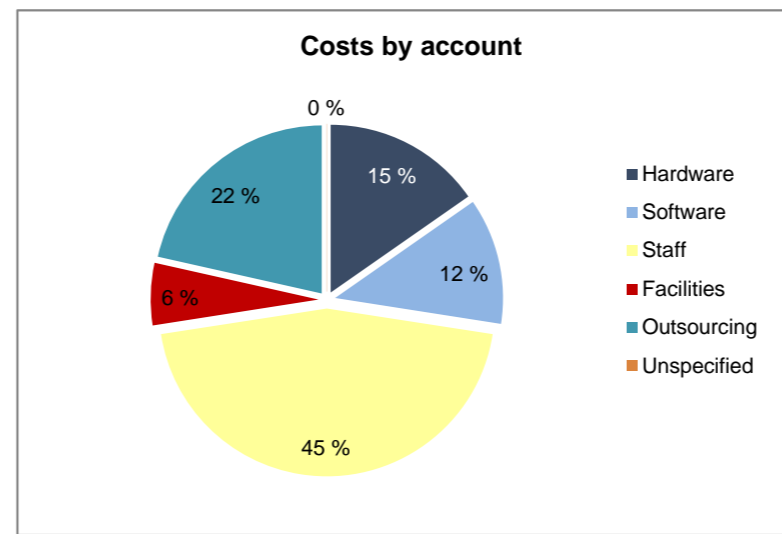
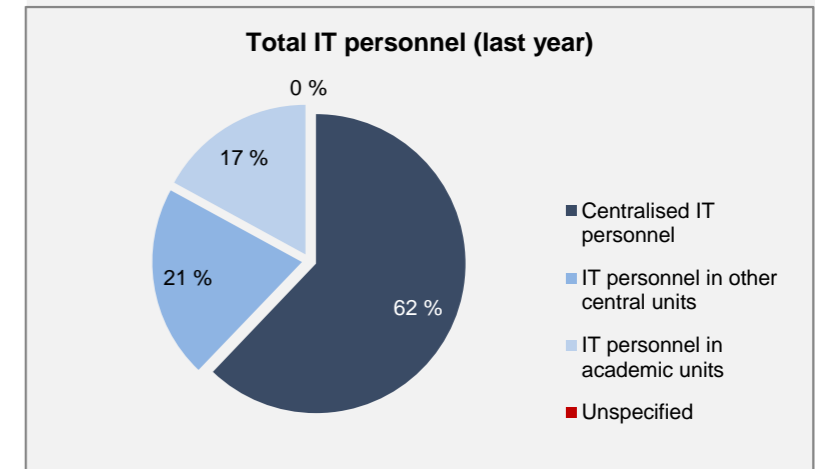
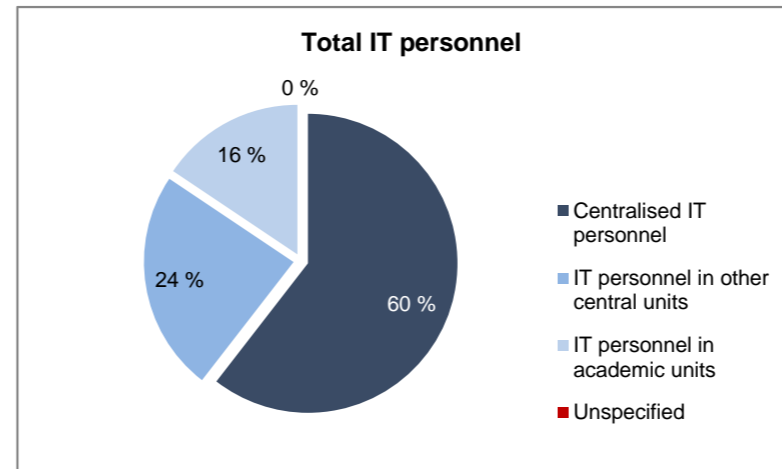
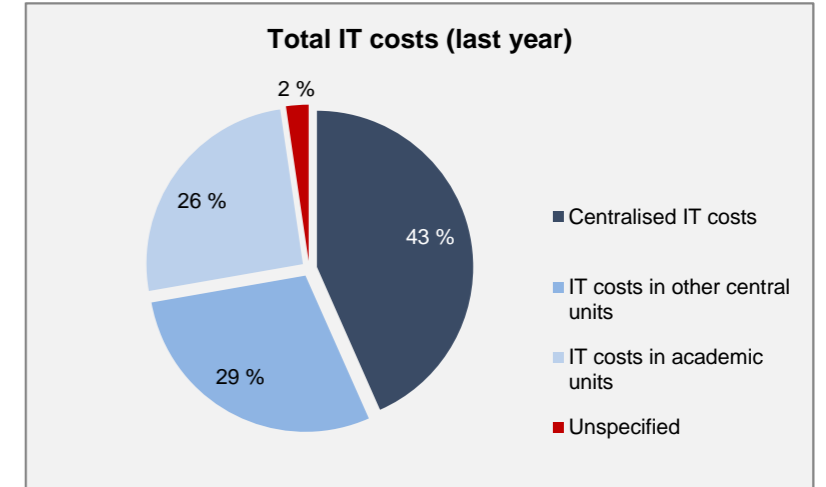
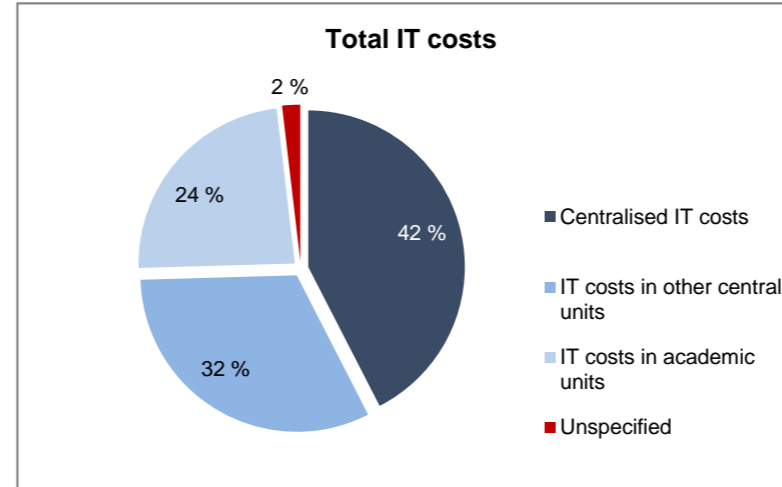
BM 2015		
Min	Avg.	Max
1 577	12 896	43 820
173	2 113	7 658
17,6 M€	215,1 M€	917,3 M€

2,2 %	6,4 %	11,6 %

1,4 %	4,4 %	6,7 %

15	24	74
34	195	579
96	346	815

414 €	4 739 €	18 310 €
2 €	23 €	73 €
80 €	1 040 €	3 237 €
1 003 €	6 591 €	12 627 €
53 €	527 €	1 440 €





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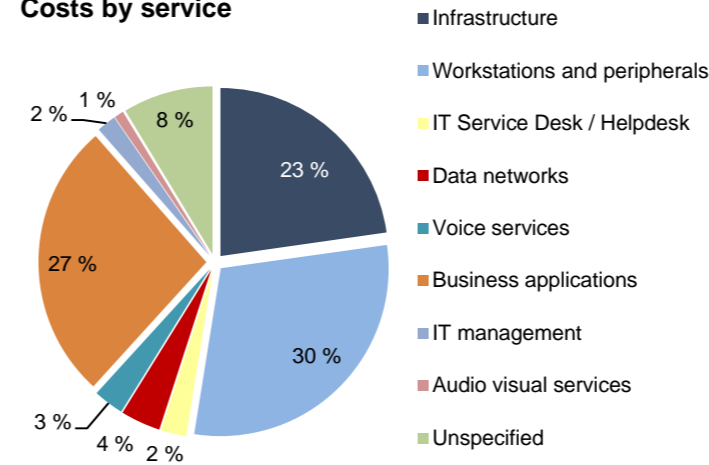
Costs by service	1000 EURO	%	1000 EURO	%
Infrastructure	8 004 k	22,8 %	8 458 k	22,1 %
Workstations and peripherals	10 469 k	29,8 %	11 674 k	30,5 %
IT Service Desk / Helpdesk	868 k	2,5 %	980 k	2,6 %
Data networks	1 354 k	3,9 %	1 354 k	3,5 %
Voice services	1 021 k	2,9 %	1 071 k	2,8 %
Business applications	9 409 k	26,8 %	9 611 k	25,1 %
IT management	657 k	1,9 %	707 k	1,9 %
Audio visual services	322 k	0,9 %	322 k	0,8 %
Unspecified	3 060 k	8,7 %	4 060 k	10,6 %
Total IT costs	35 164 k	100,0 %	38 237 k	100,0 %

Business applications	1000 EURO	%	1000 EURO	%
Finance	679 k	7,2 %	666 k	6,9 %
Human resources	283 k	3,0 %	283 k	2,9 %
Facilities	570 k	6,1 %	561 k	5,8 %
Communications	2 584 k	27,5 %	2 637 k	27,4 %
Student administration systems	1 056 k	11,2 %	1 100 k	11,4 %
Research administration	214 k	2,3 %	214 k	2,2 %
Library	1 270 k	13,5 %	1 240 k	12,9 %
Teaching	2 124 k	22,6 %	2 282 k	23,7 %
Other (BA)	628 k	6,7 %	628 k	6,5 %
Unspecified (BA)	0 k	0,0 %	0 k	0,0 %
Total BA costs	9 409 k	100,0 %	9 611 k	100,0 %

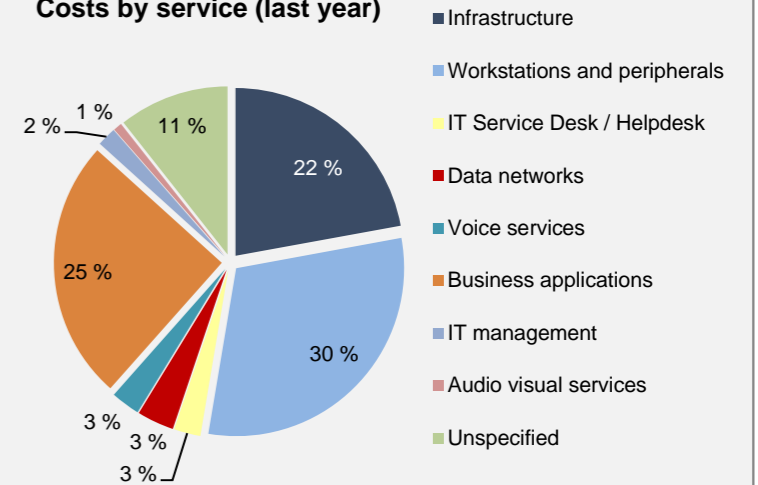
Number of Workstations by Use	#	%	#	%
Personal use	17179	85,8 %	17250	85,8 %
Student classrooms	2150	10,7 %	2150	10,7 %
Research laboratories	700	3,5 %	700	3,5 %
Other	0	0,0 %	0	0,0 %
Total # of workstations	20029	100,0 %	20100	100,0 %

Number of Workstations by Type	#	%	#	%
Workstations	11530	57,6 %	11600	57,7 %
Laptops	6089	30,4 %	6100	30,3 %
Tablets	2110	10,5 %	2100	10,4 %
Other	300	1,5 %	300	1,5 %
Total # of workstations	20029	100,0 %	20100	100,0 %

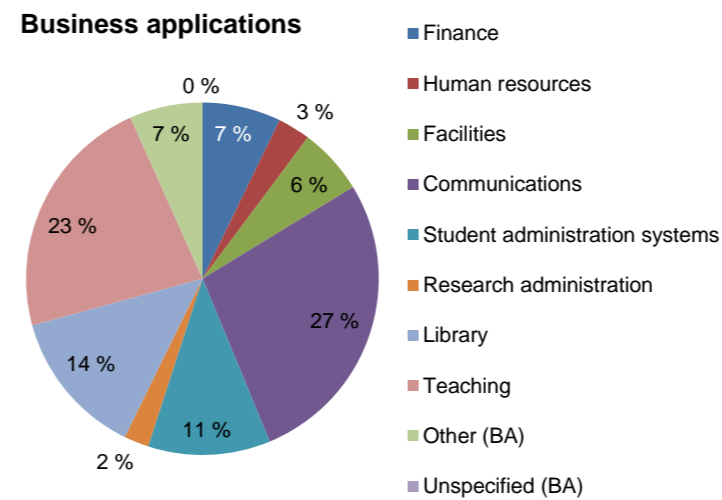
Costs by service



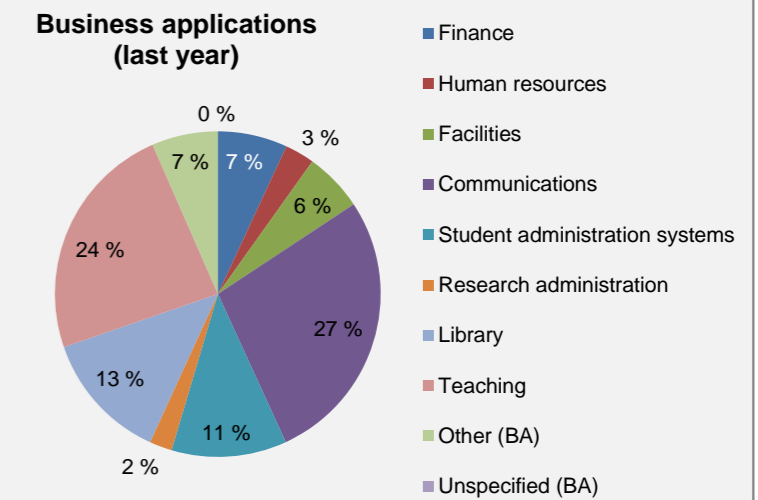
Costs by service (last year)



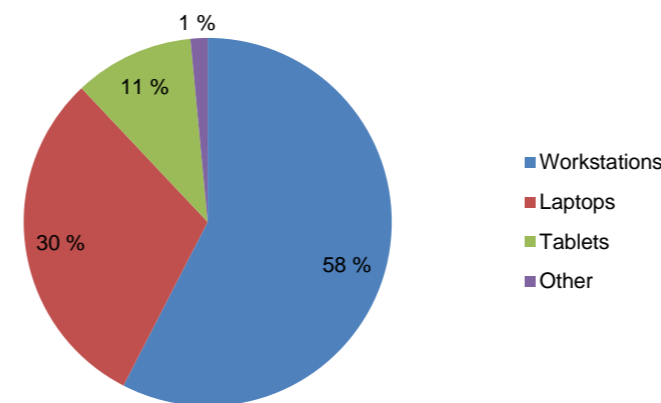
Business applications



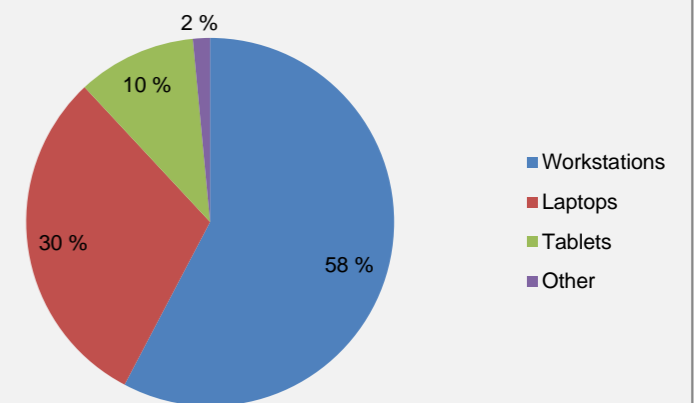
Business applications (last year)



Number of Workstations by Type



Number of Workstations by Type last year





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Workstations in personal use / Staff FTE	2,51		2,25
Student FTE / Classroom workstations	10,16		10,48
Total workstation costs (1000 EURO)	8 124 k		9 422 k
Workstation costs / Workstation / Year	406		469
IT classroom space / Student FTE	0,23 m ²		0,24 m ²

Number of Printers and peripherals	#		#
Side printers attached to workstations	1165		1165
Network printers / multifunction devices	880		880
Other + unknown	0		0
Total # of printers	2045		2045

Total printing costs (1000 EURO)	1 381 k		1 287 k
Printing costs / Printer / Year	675		629
Printing costs / Staff FTE	202		168
Printing costs / Student FTE	63		57

Tickets	#		#
Number of tickets opened	812456		79165
Number of IT personnel handling tickets	158		177
Tickets / Handling person	5142		447
Tickets / Staff FTE	119		10

Servers and network	#		#
Number of physical servers	780		780
Number of virtualised servers	990		990
Virtualisation index	1,27		1,27
Size of raw storage (TB)	4492 TB		4492 TB
Total storage (GB) / Staff+Student FTE	156,5 GB		148,7 GB
Total Storage (GB) / User account	60,1 GB		57,9 GB
HPC related storage volume (TB)	2311 TB		2243 TB
Number of WLAN hot spots	1200		1150
Number of simultaneous WLAN users	6000		6000
Estimated eduroam coverage	90 %		90 %
Staff+Student FTE / WLAN hotspot	24		26

Number of telecoms connections	#		#
Fixed line connections / extensions	50		50
All mobile connections	8580		9230
Mobile connections / Staff FTE	1,25		1,20

	0,9	1,8	3,5
	2,1	10,9	50,0
	100 €	410 €	921 €
	0,05 m ²	0,40 m ²	1,26 m ²

	62 €	1 022 €	4 746 €
	29 €	248 €	803 €
	3 €	37 €	104 €

	25	1 176	5 203
	2	14	34

	1,0	59,2	409,3
	0,7	38,4	285,7

	10	48	173
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	0,1	1,0	1,7
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