

# BENEFITS OF BENCHEIT - A CASE STUDY MODEL

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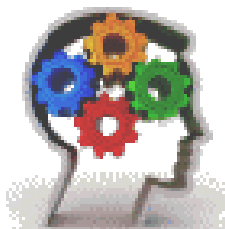
**I can't see the forest because of all the trees!**  
**Pursuing the purpose of Benchmarking**

# Benchmarking must be a marriage of qualitative and quantitative information.

You can't rely of what you find when you compare benchmarking results. You need to bring in the knowledge of the business you want to investigate or transform!

IT-Benchmarking is supposed to be the starting point of:

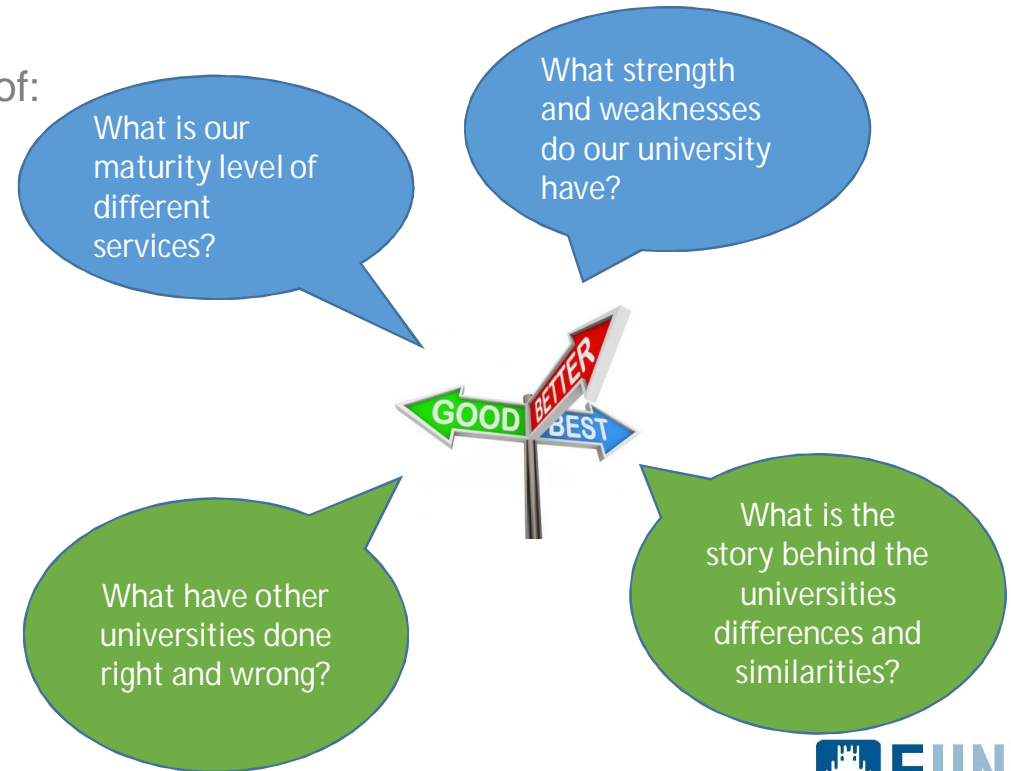
- § Rationalizations of your present IT-services.
- § Digitalization of your business processes.
- § Creating completely new business and services



Benchmarking results

+

Business knowledge



# A good recipe - Create a case based quality dialogue founded on Bencheit results.

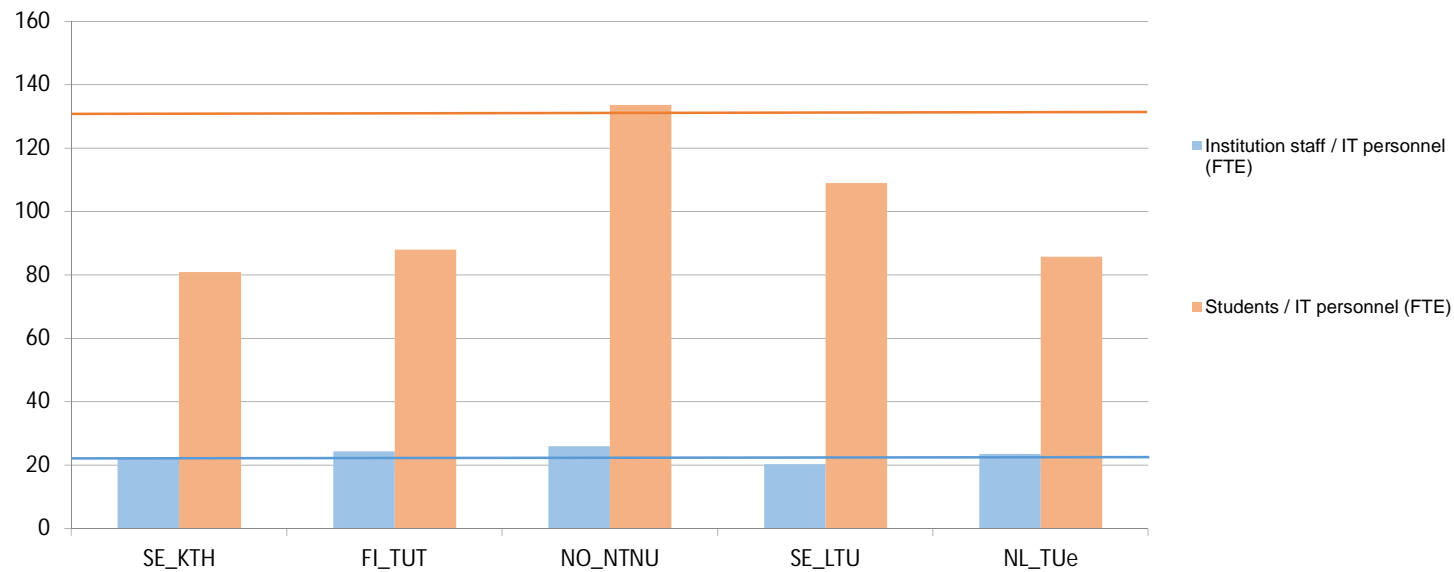
1. Find a group of universities you want to have a long term comparison dialogue with (faculties, maturity, size, ranking or simply trust)
2. Use the Bencheits results and defined view of the business fields in higher education as a base of understanding (Teaching, student administration, research etc.).
3. Choose some areas, a case, that you want to deep dive in. Create complimentary questionnaires or surveys to add information about the areas of interest (ex: Computer Workplace, Teaching..).
4. Analyze the data from the surveys and Bencheit to find patterns in answers and categories described (Service fields and features, volumes etc.).
5. Visualize your results by plotting the patterns and categories of the service features in relation to the Bencheit cost and volume results per university (Use spiders charts or other tools).
6. Conduct a peer review workshop where each university describes obstacles and success stories about where they are.
7. Build up a common knowledge from the dialogue about your experiences in yearly reviews

## Our case study example

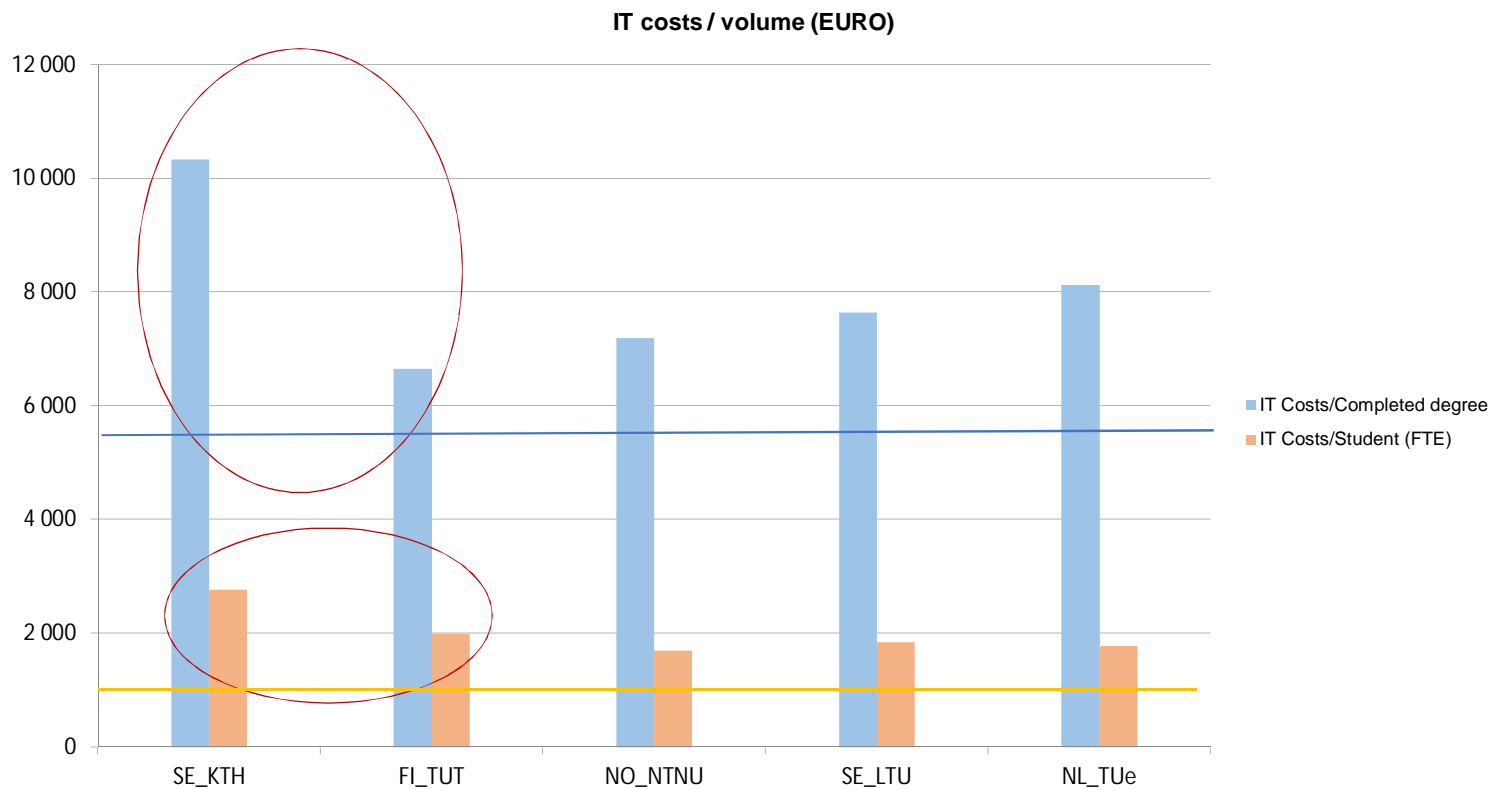
- q Five technical universities from Finland, Norway, Sweden and Netherlands
- q A case study about the computer workplace services in Swedish universities.
- q Experiences from long term comparison

# Ratio: IT / institution (FTE)

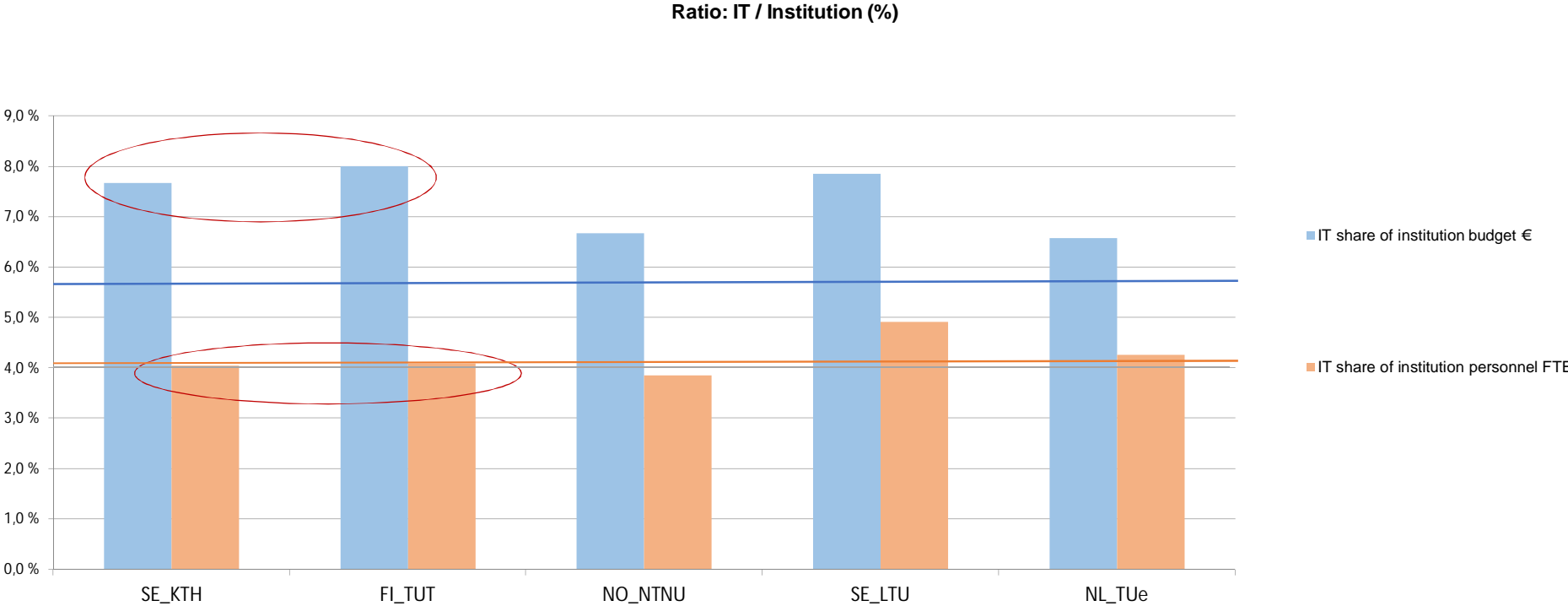
Ratio: IT / Institution (FTE)



# IT-costs / volume (€)



# Ratio: IT / institution (%)





# Bencheit findings

IT-costs in universities of technology are higher

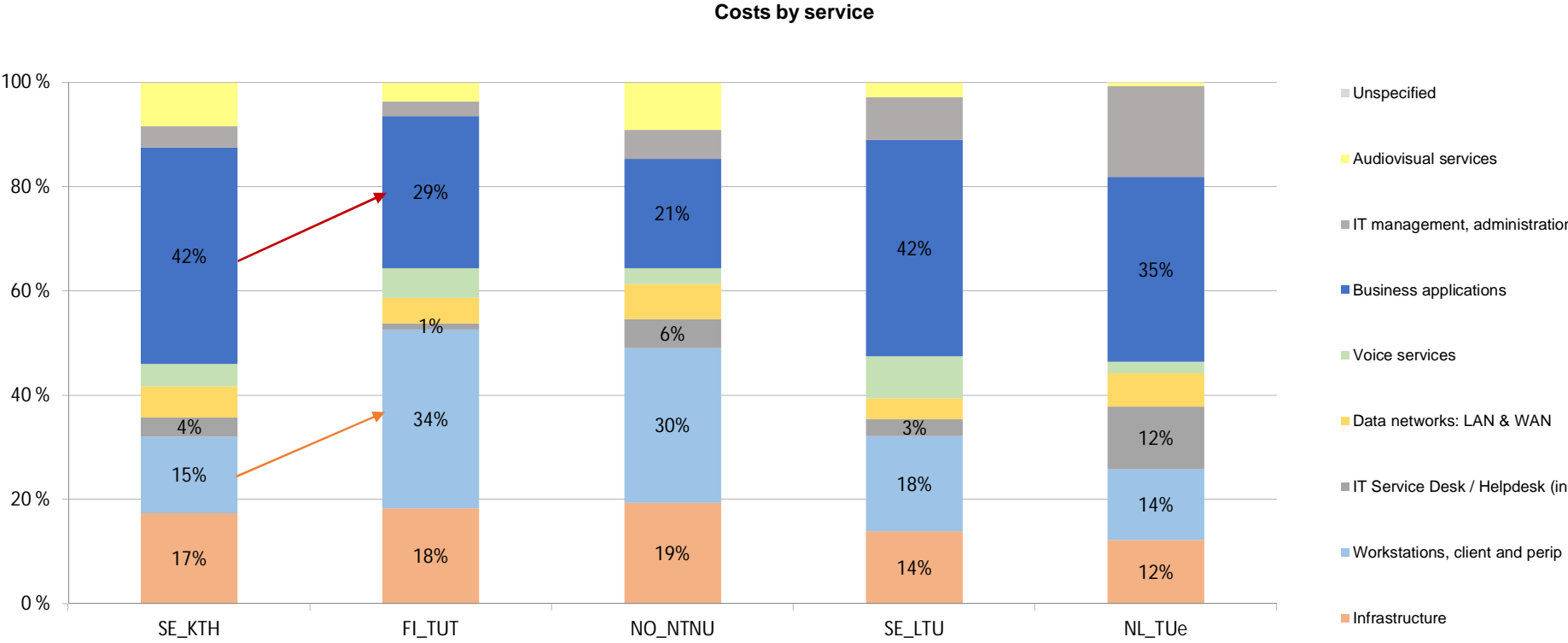
- All departments use IT in research
- Infrastructure costs are higher than average
  - Large server environments, big storage usage etc
- Data-analysis, hadoop-databases,...
- Special needs for Computing science: version management, Github, Jira,...
- More Applications -> more IT-support needed

# Bencheit Findings 2

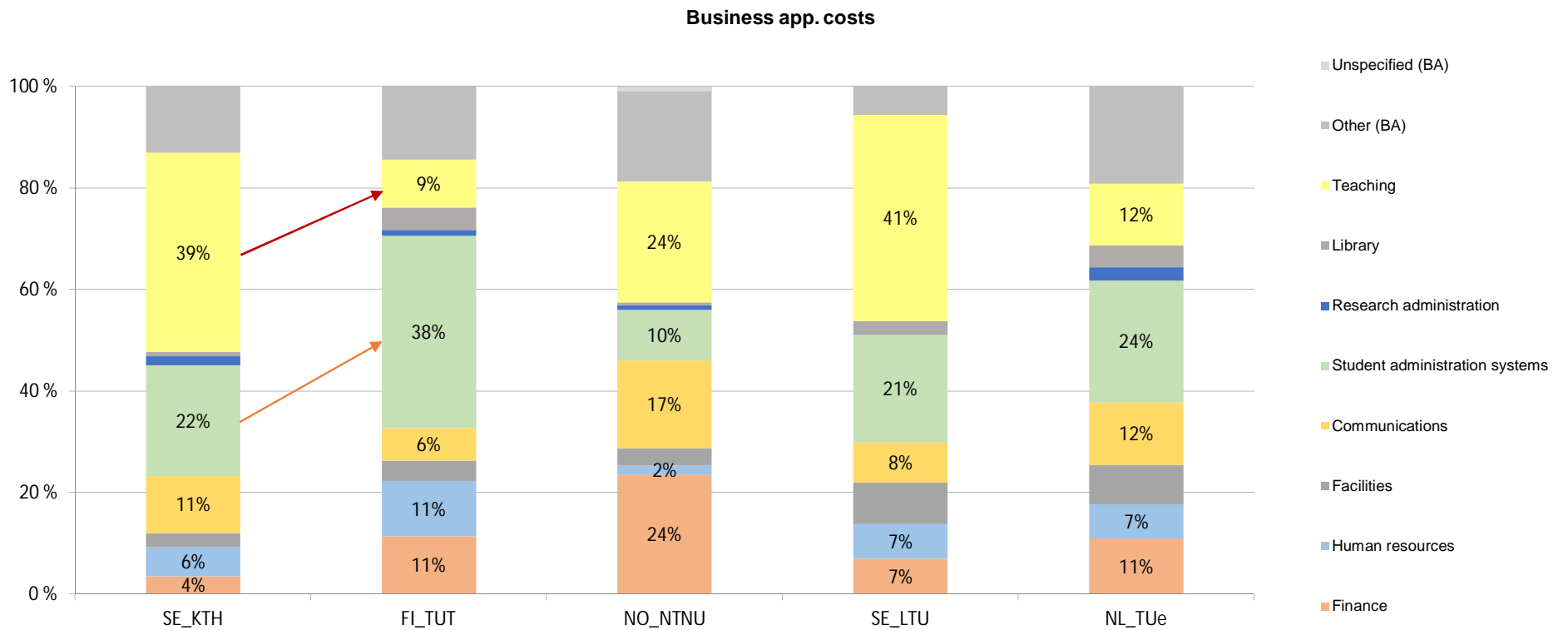
Research intensive universities

- Separate research network
- Researchers have separate research workstations
- Windows, Linux and Mac supported
- HPC
- More scientific help needed

# Costs by service



# Business application costs



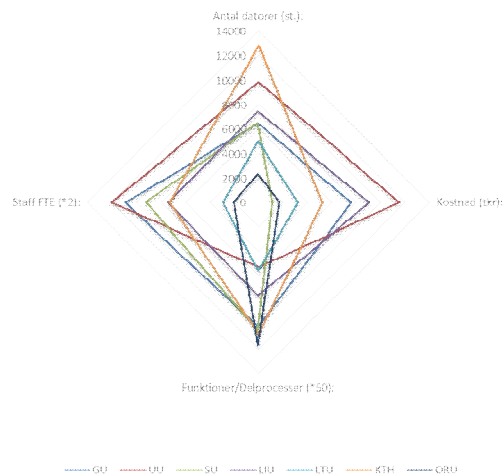
# Findings in cost

- Big variation between years depending investments and projects
- Every time you take apart to Bencheit expense rate raises (learning curve)
- Centralizing increases costs because centralized costs are easier to collect
- Big difference in workstation costs
  - IT-service desk is defined many ways
  - Decentralized cost are often put to workstation costs
- University merger raises costs

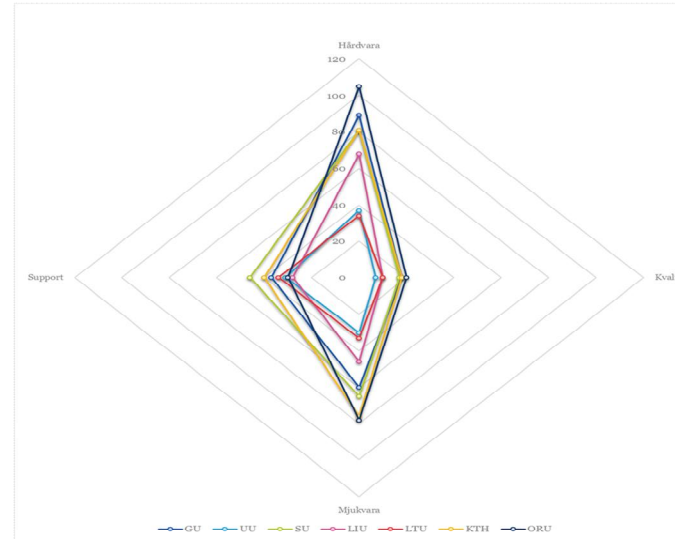
## A service case study

- The Computer workplace services at Swedish universities
- *Teaching & Student administration systems*

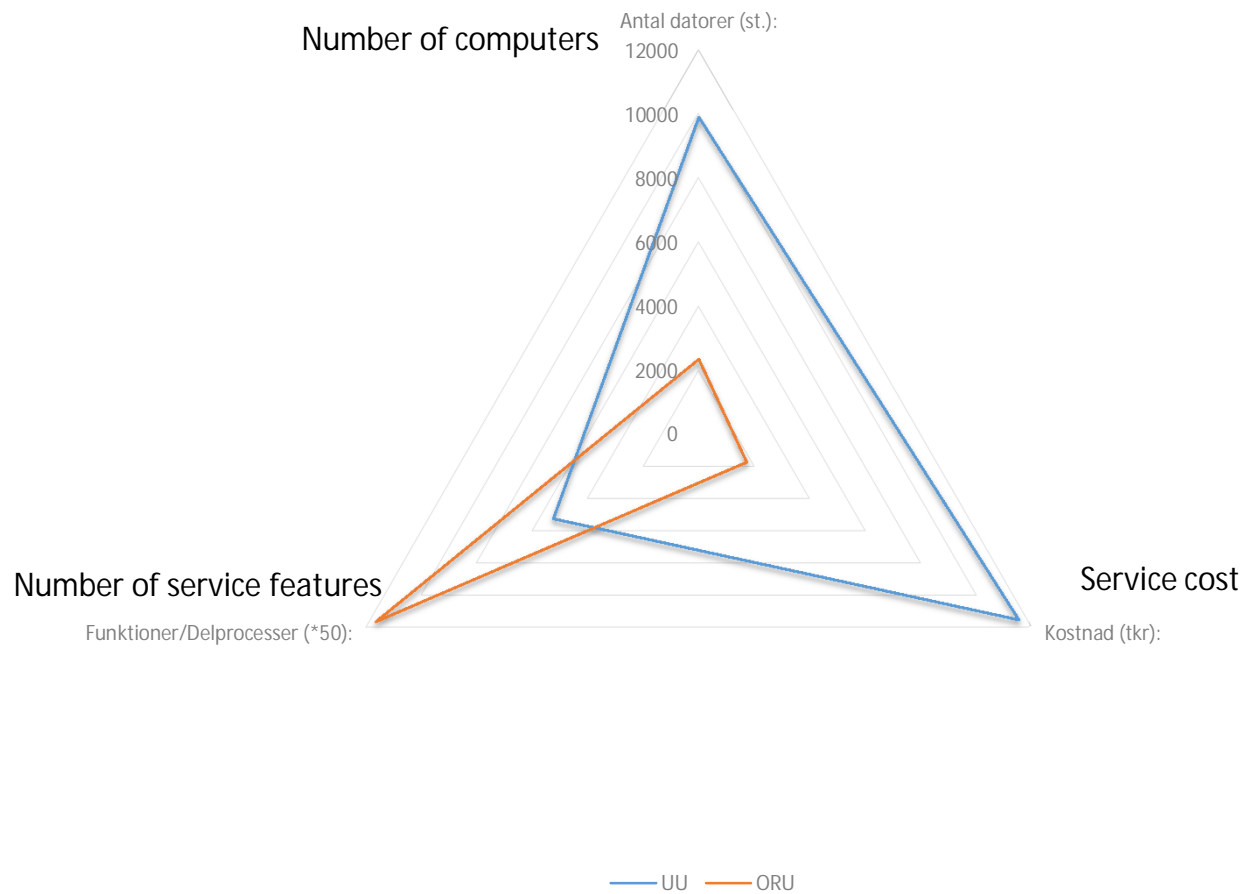
**The relation: users, IT-staff, service features and cost**



**Computer workplace - Overview hardware, software, support and services.**



# Service, cost and number of served computers between the most extreme compared universities.



# Case study findings

- § The University with the most extended service features told their story about what they did and why.
- § All universities had a dialogue about the prerequisites and dynamics of the service features and cost and user satisfaction.
- § We created a workshop setup for the IT-specialist within the field.
- § The IT-specialists shared their experience in a workshop and decided on some common projects.



# Summary

- ü Find a group of universities to build a long-term exchange of experience (Openness and Trust is more vital than country boundaries).
- ü Learn about the Bencheit patterns within the group – Make explanations and challenge them.
- ü Conduct a peer review workshop about the best practices and success stories within different case studies.
- ü Build up a common knowledge from the dialogue about your experiences in yearly reviews.
- ü The CIO should have the advantage of knowing his IT-figures. It makes it easier to talk to the management and the CFO. (You can also share your management arguments among your peers).