



BencHEIT survey 2017 and some results from 2013-2017

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BM project group

BencHEIT – BM Survey

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BencHEIT Task Force

Mr. Ilkka Siissalo, Chairman, University of Helsinki,
Ms. Suvi Valsta, Secretary, University of Helsinki,
Mr. Kurt Gammelgaard Nielsen, University of Southern Denmark
Mr. Ole Langfeldt, Norwegian University of Science and Technology
Mr. Jussi-Pekka Pispä, Tampere University of Technology
Mr. Tuomo Rintamäki, Helsinki Metropolia University of Applied Sciences
Mr. Yiannis Salmatzidis, Aristotle University of Thessaloniki
Mr. Teemu Seesto, FUCIO - Network of Finnish Universities' Chief IT Officers
Mr. Thomas Sutter, University of Zürich
Mr. Raimund Vogl, University of Münster
Mr. Hans Wohlfart, KTH Royal Institute of Technology

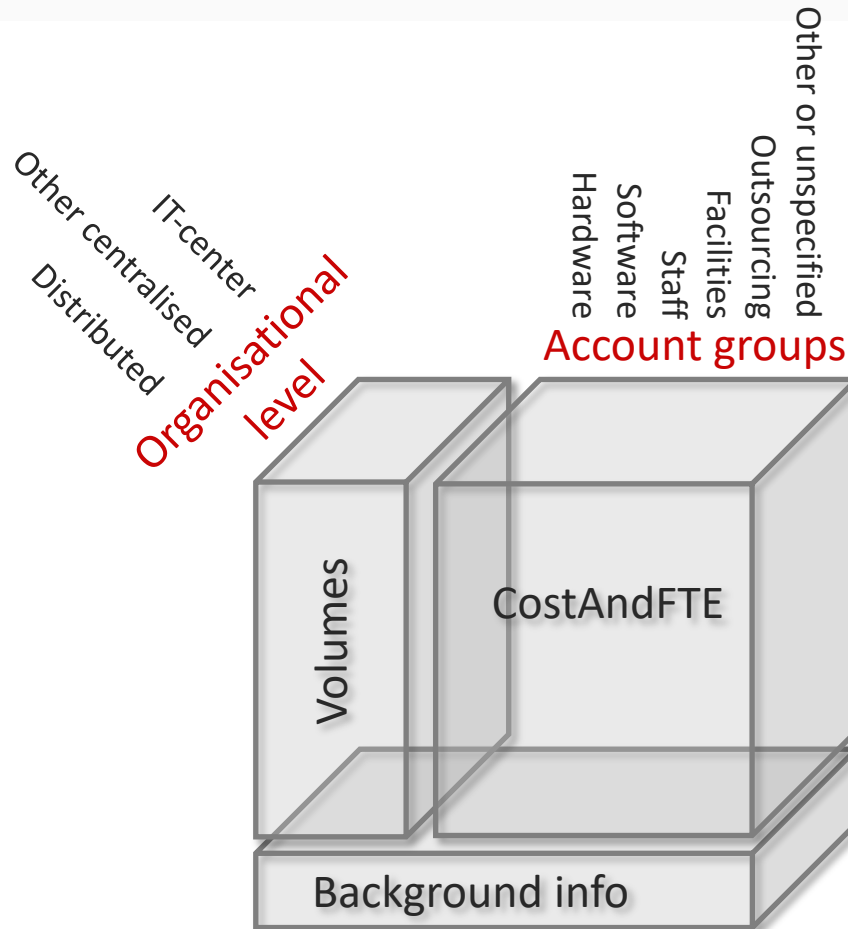
BM Survey – Introduction and principles

- EUNIS task force
- Free of charge but requires around 10 working days
- Emphasis on costs and volumes of technology
- Cash flow based → fluctuation between years especially for one organisation
- Participants see each others' complete data
- Data and analysis is for participants only

You may look at the survey results of those participants which gave permission to publish their data on BencHEIT website:

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

BM Survey – Dimensions



Infrastructure

- Operative
- HPC

Workstations

- 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

- Management
- Information security

Audio visual services

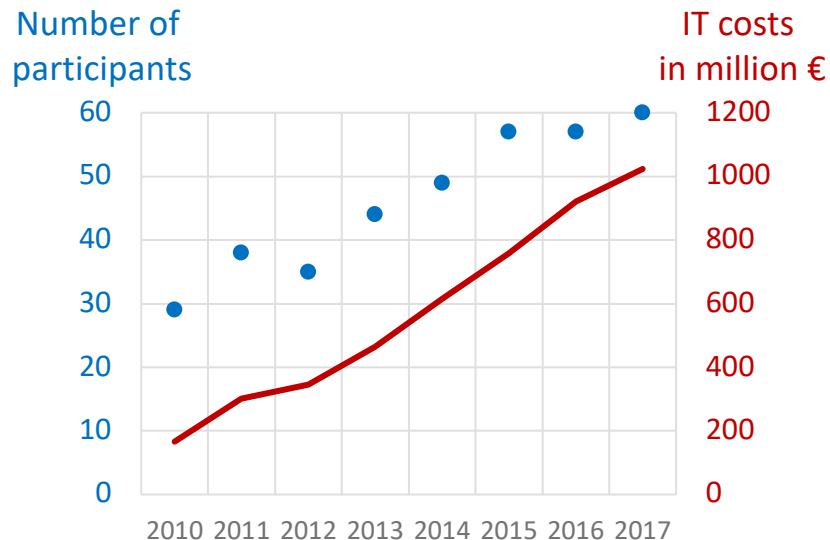
Other or unspecified

See example
CIO Summary
here:

[www.eunis.org/
bm2017/](http://www.eunis.org/bm2017/)

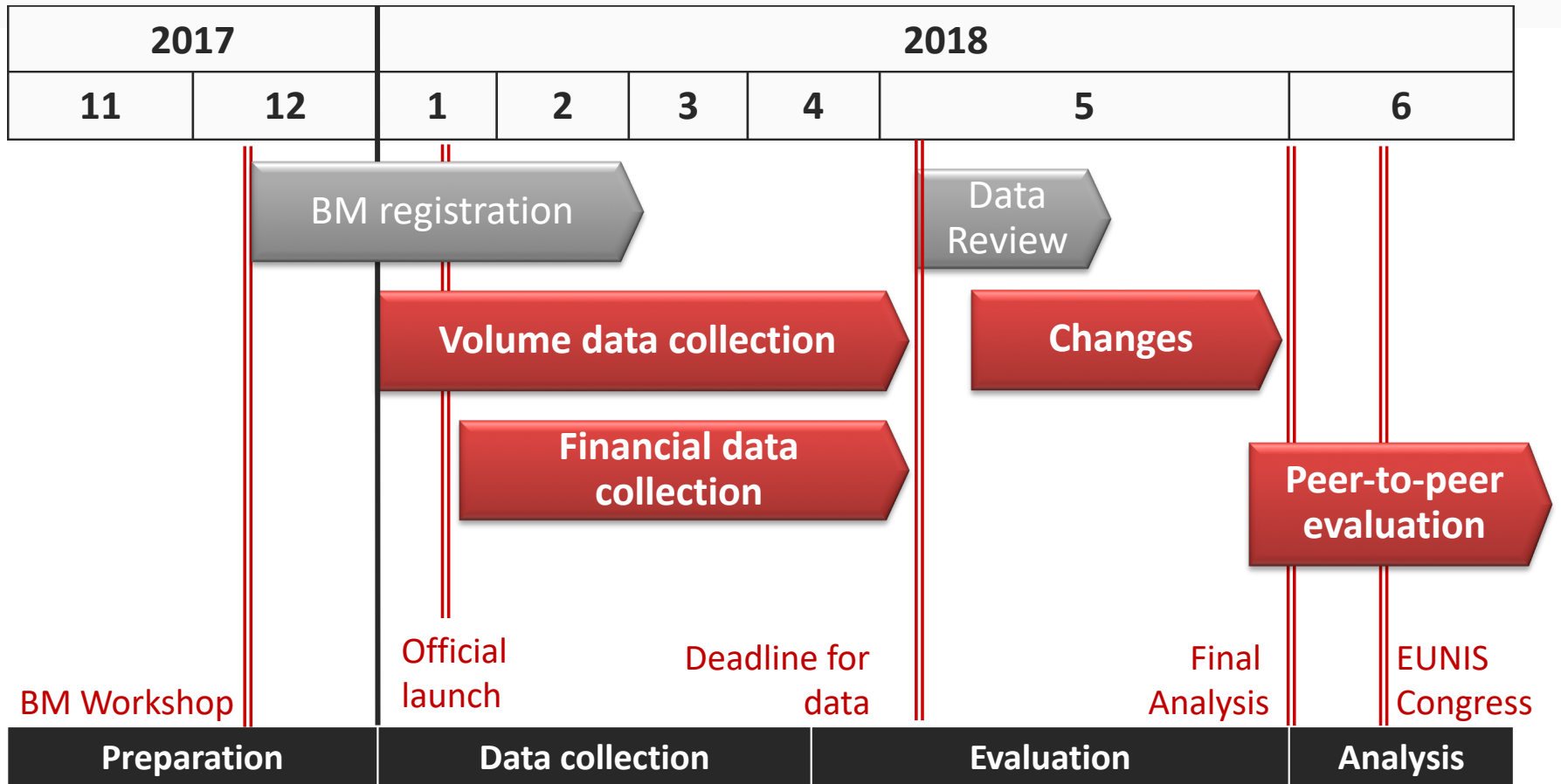
BM Survey – 60 participants

- Universities 41
- Universities of applied sciences 19
- New countries:
Iceland, United-Kingdom

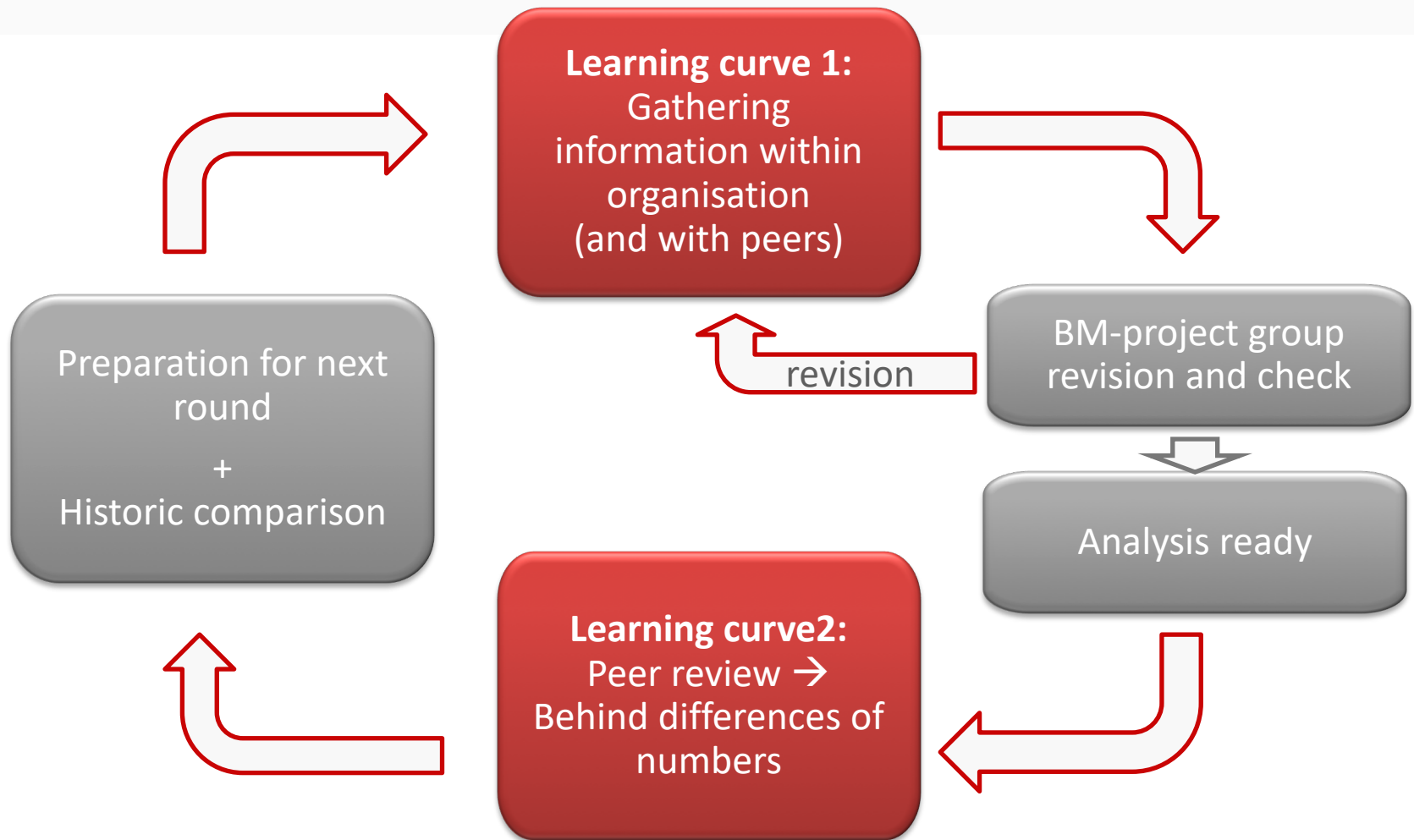


*total list of participants is at the end of this presentation

BM Survey – Timetable

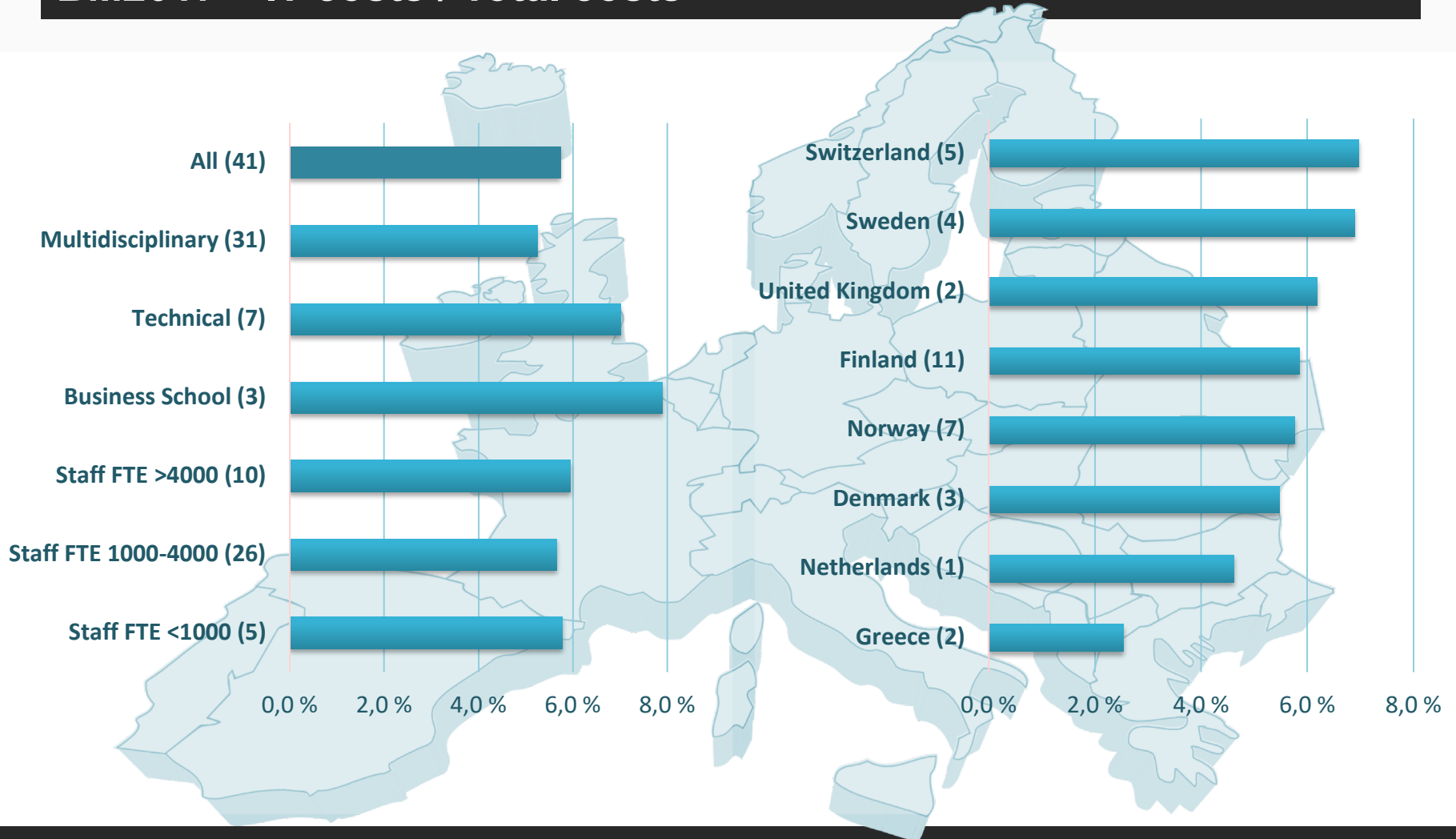


BM Survey – The process

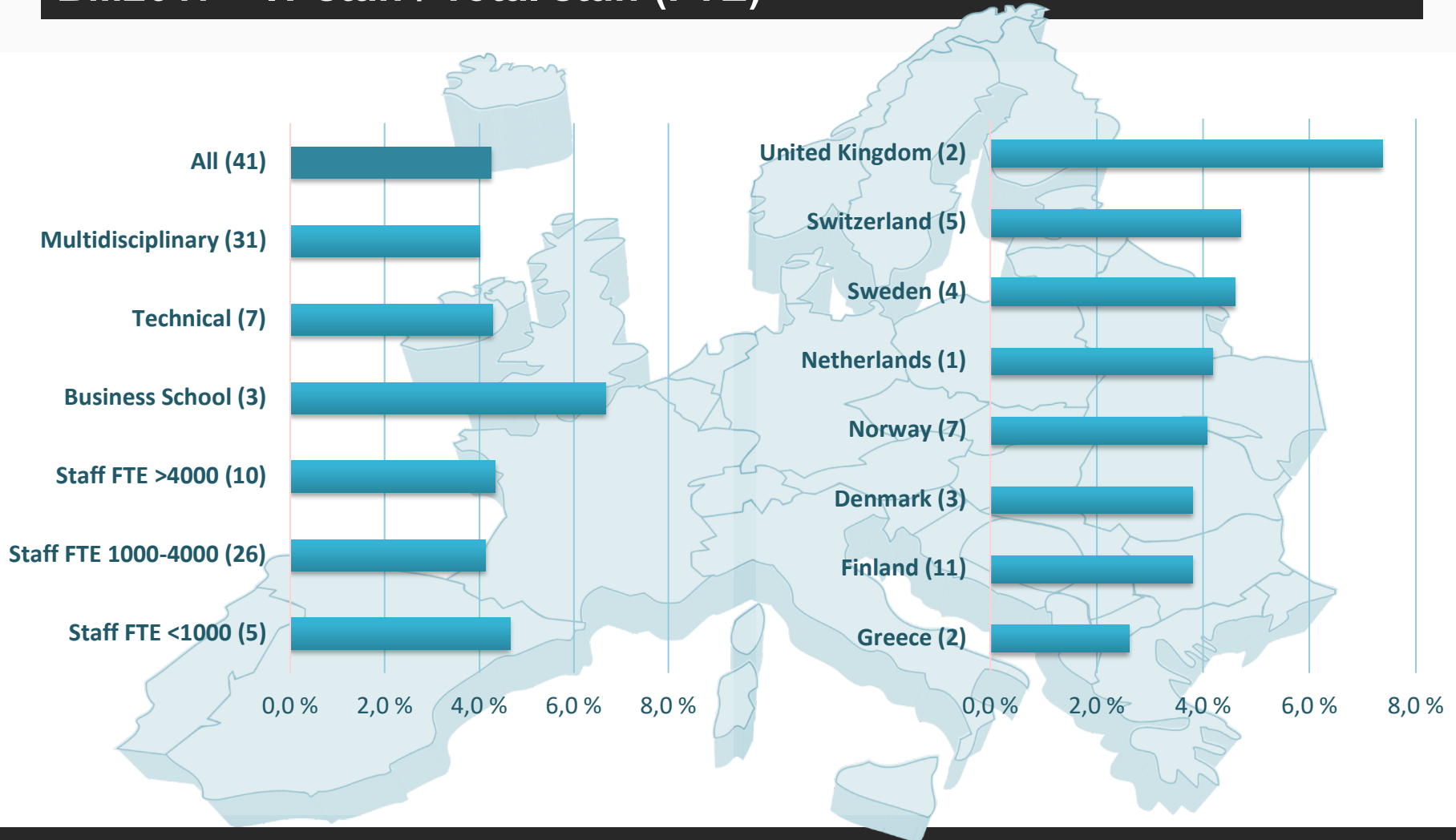


Only universities. Facilities costs not included

BM2017 – IT costs / Total costs

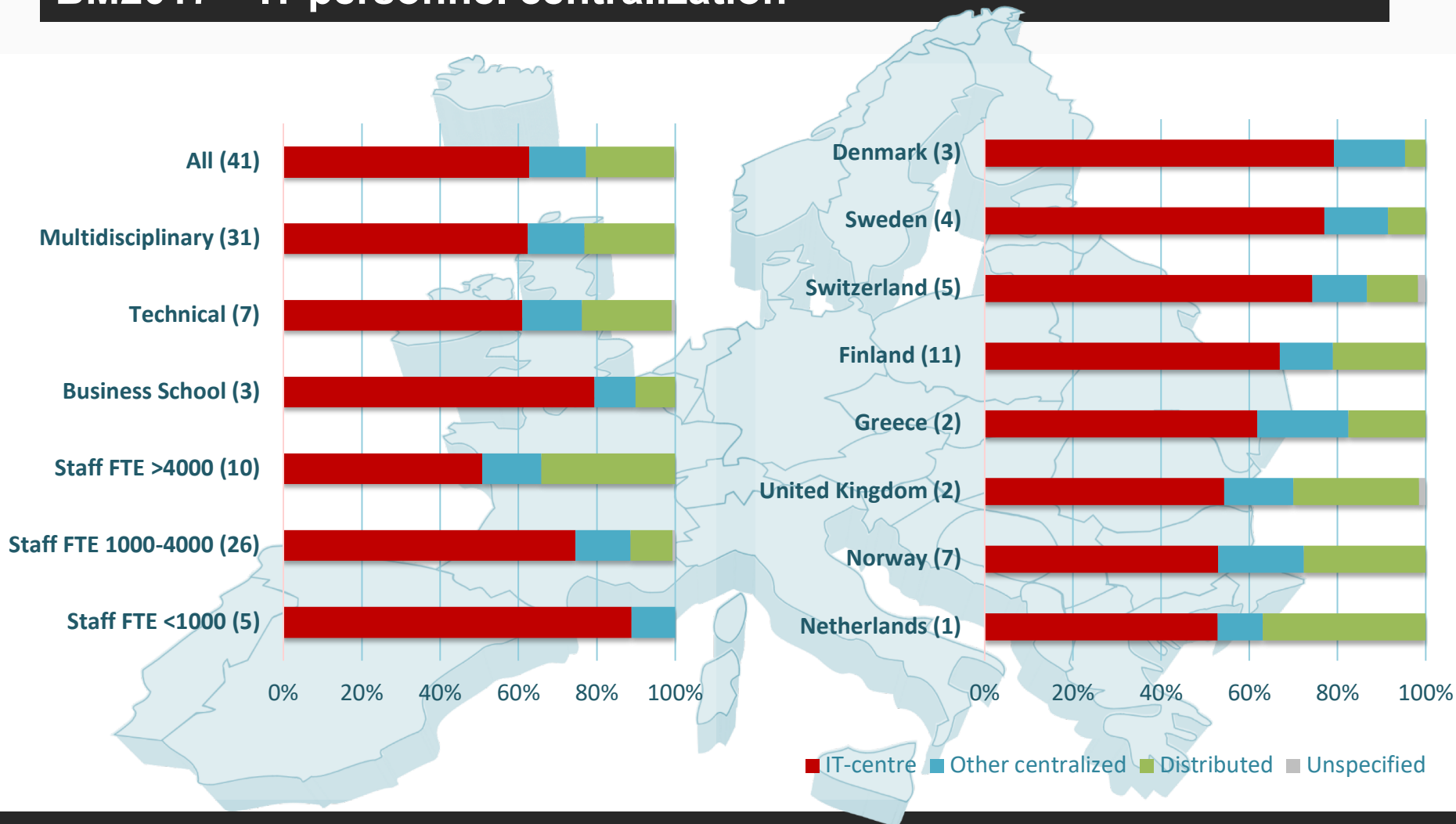


BM2017 – IT staff / Total staff (FTE)



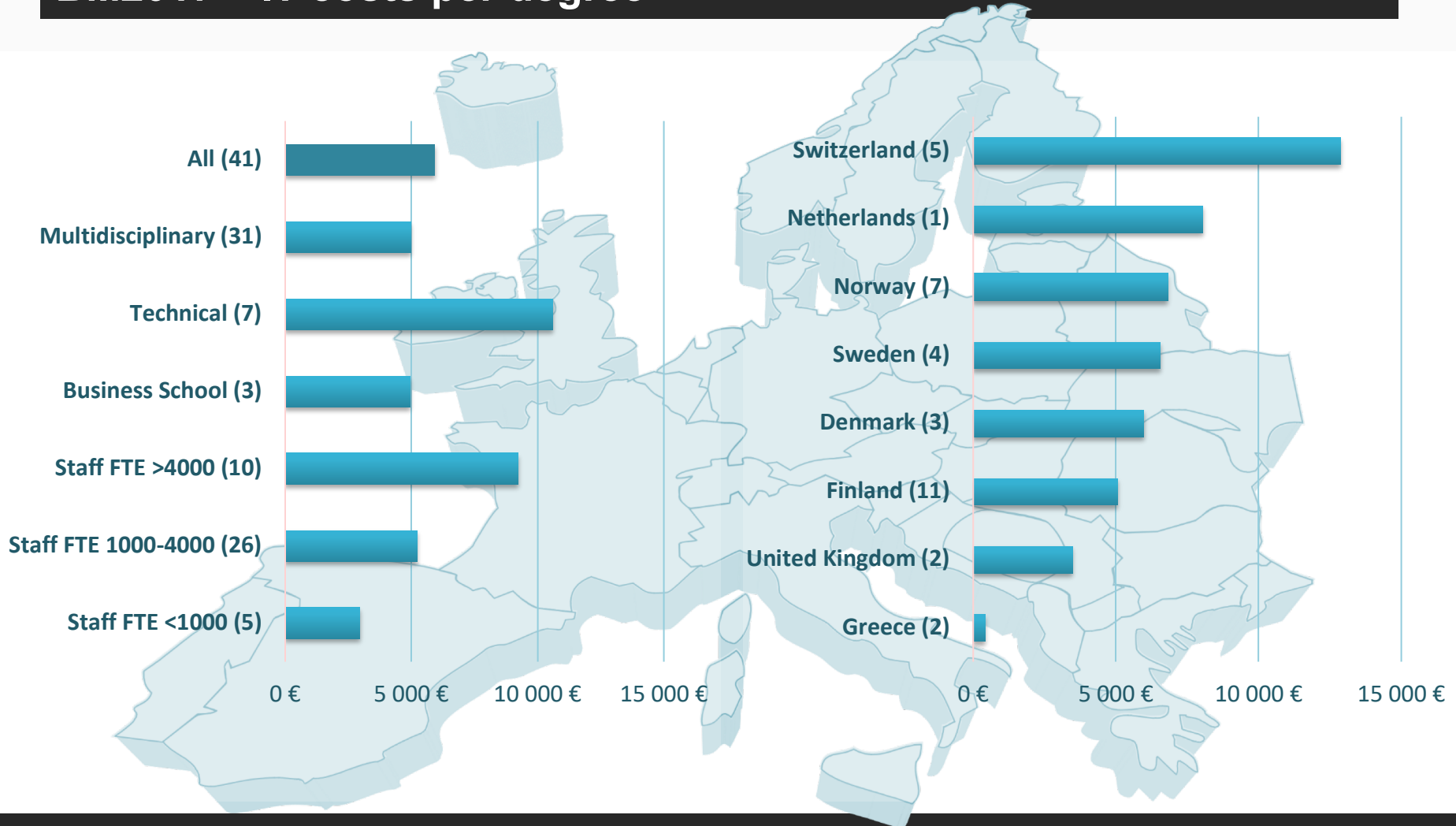
Only universities

BM2017 – IT personnel centralization



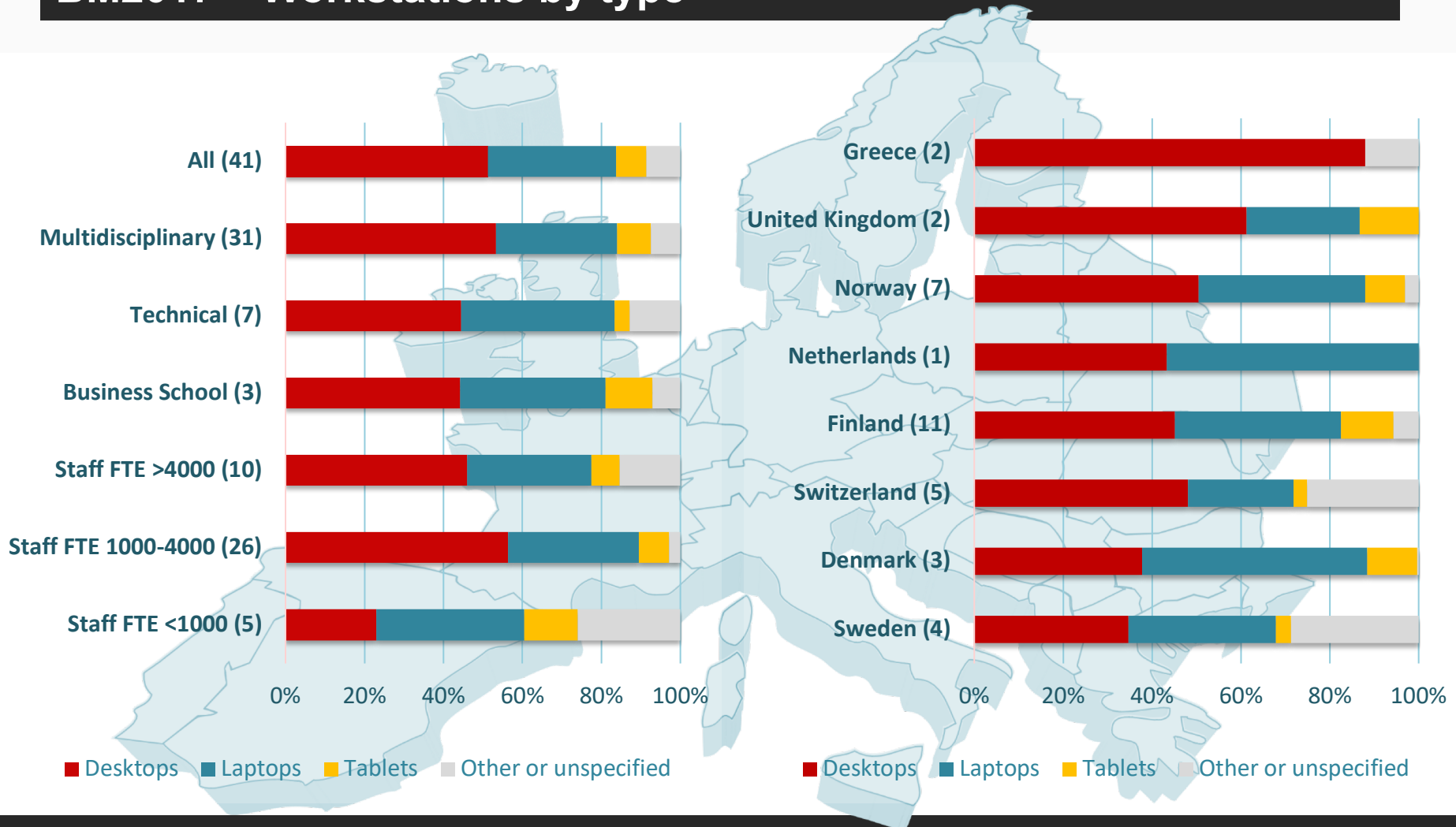
Only universities. Facilities costs not included

BM2017 – IT costs per degree

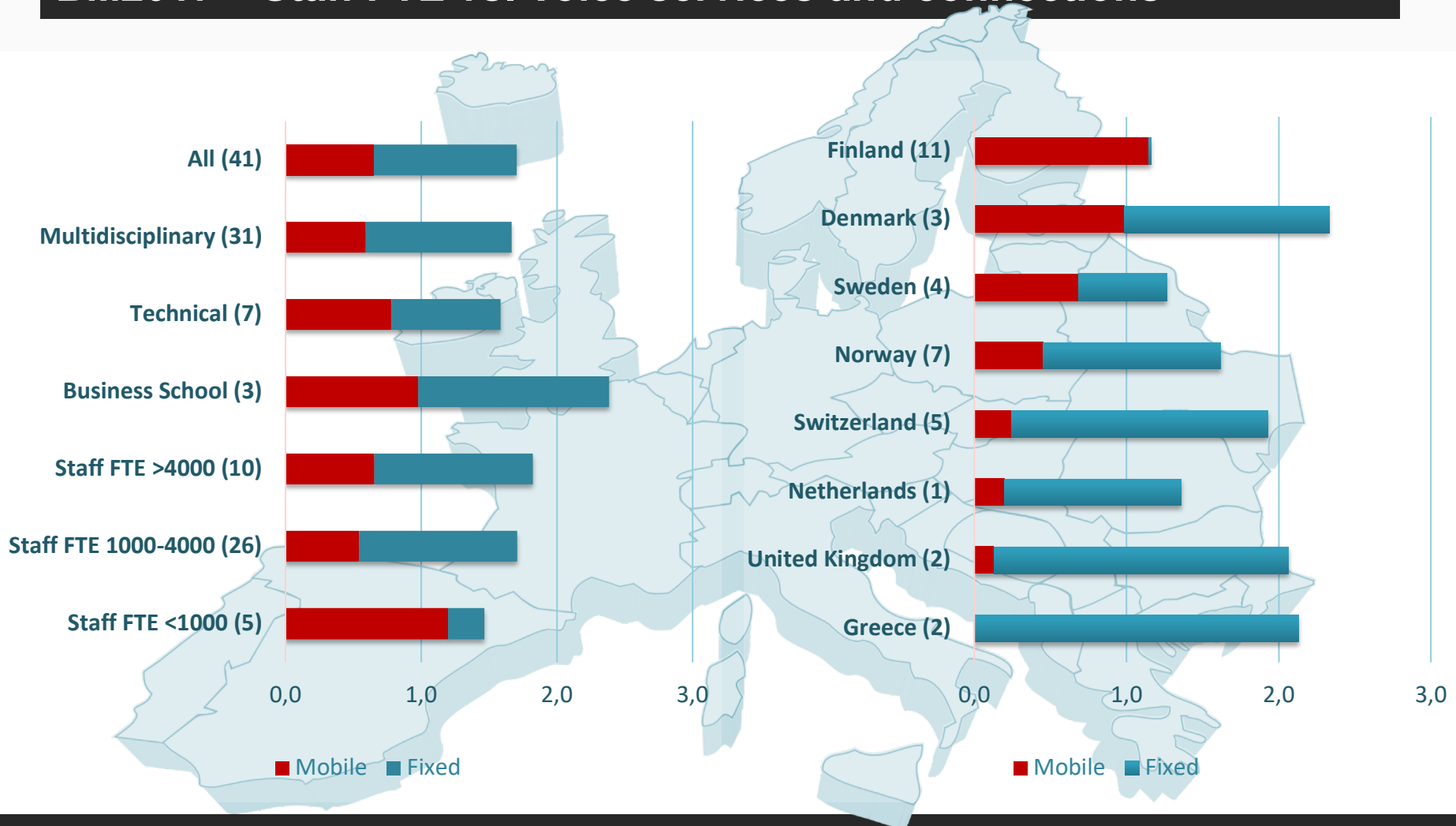


Only universities

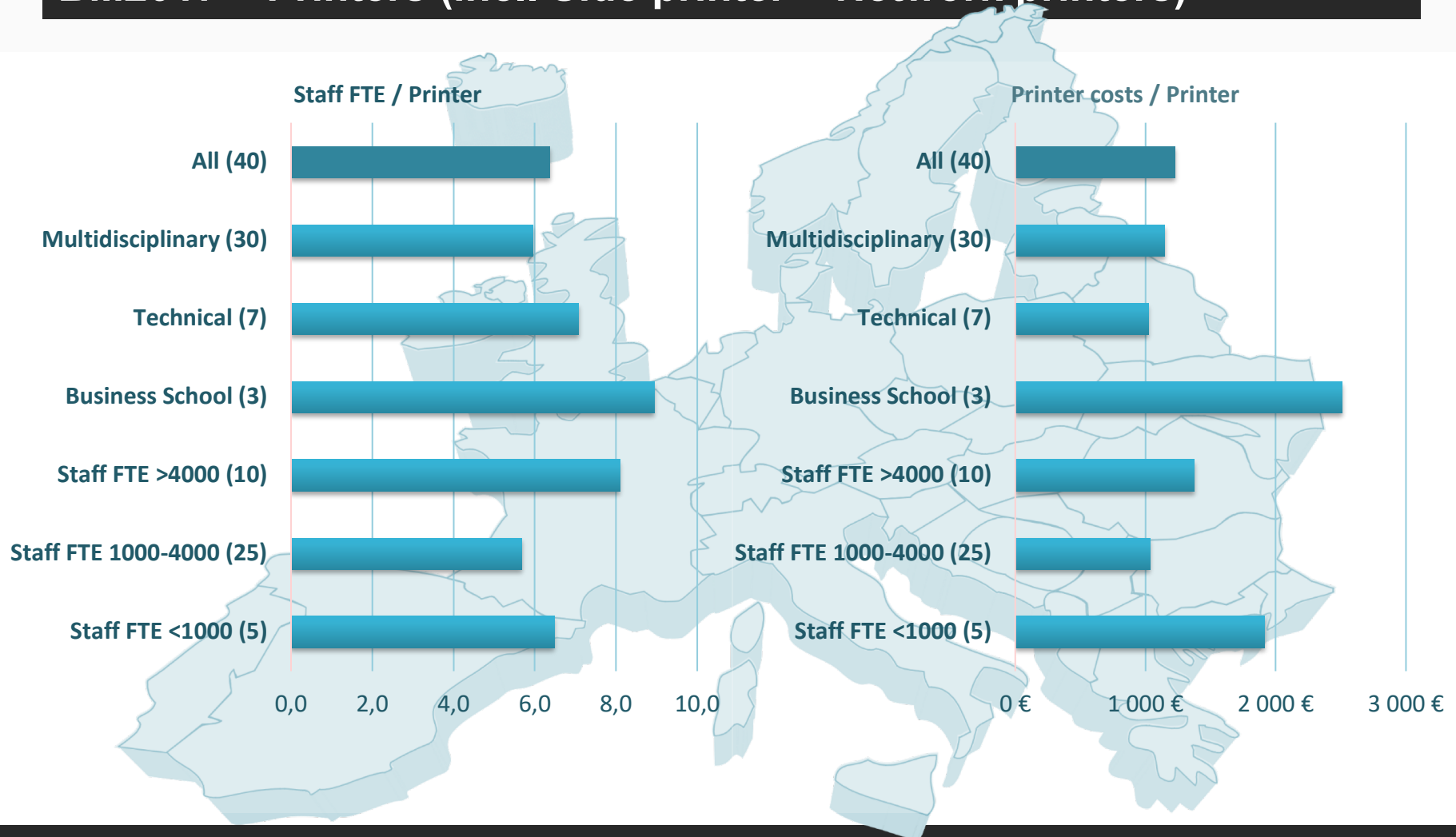
BM2017 – Workstations by type



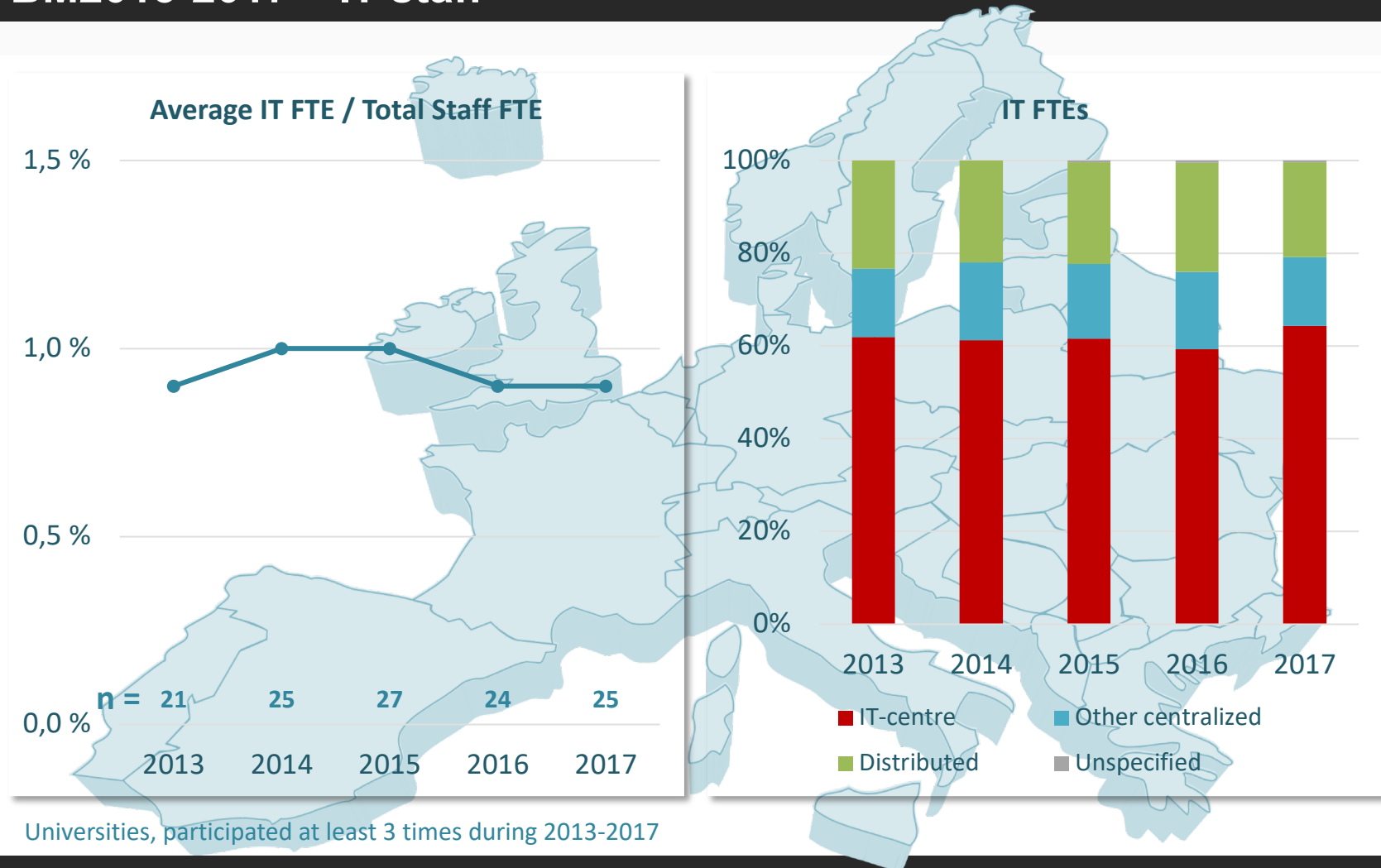
BM2017 – Staff FTE vs. Voice services and connections



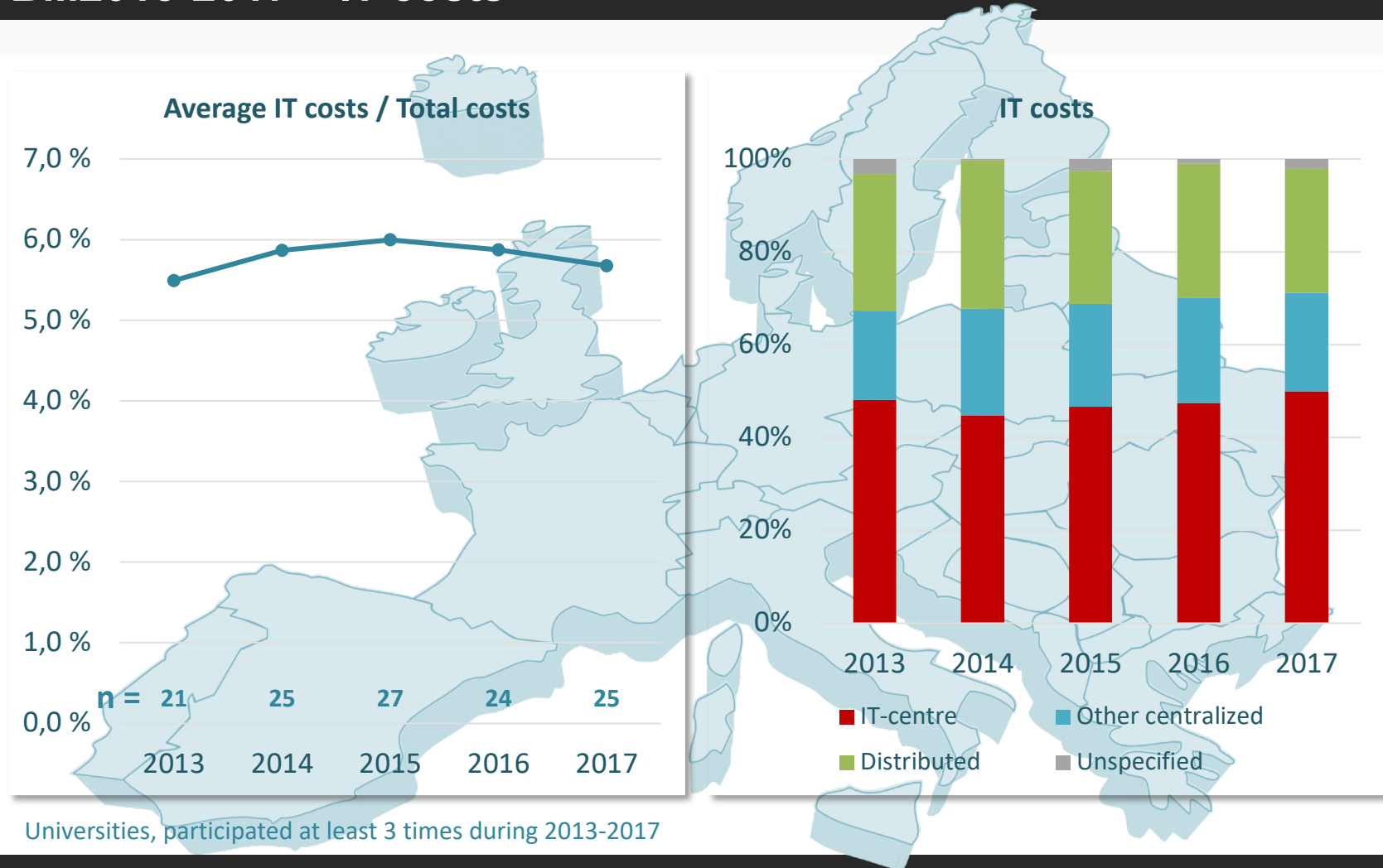
BM2017 – Printers (incl. Side printer + Network printers)



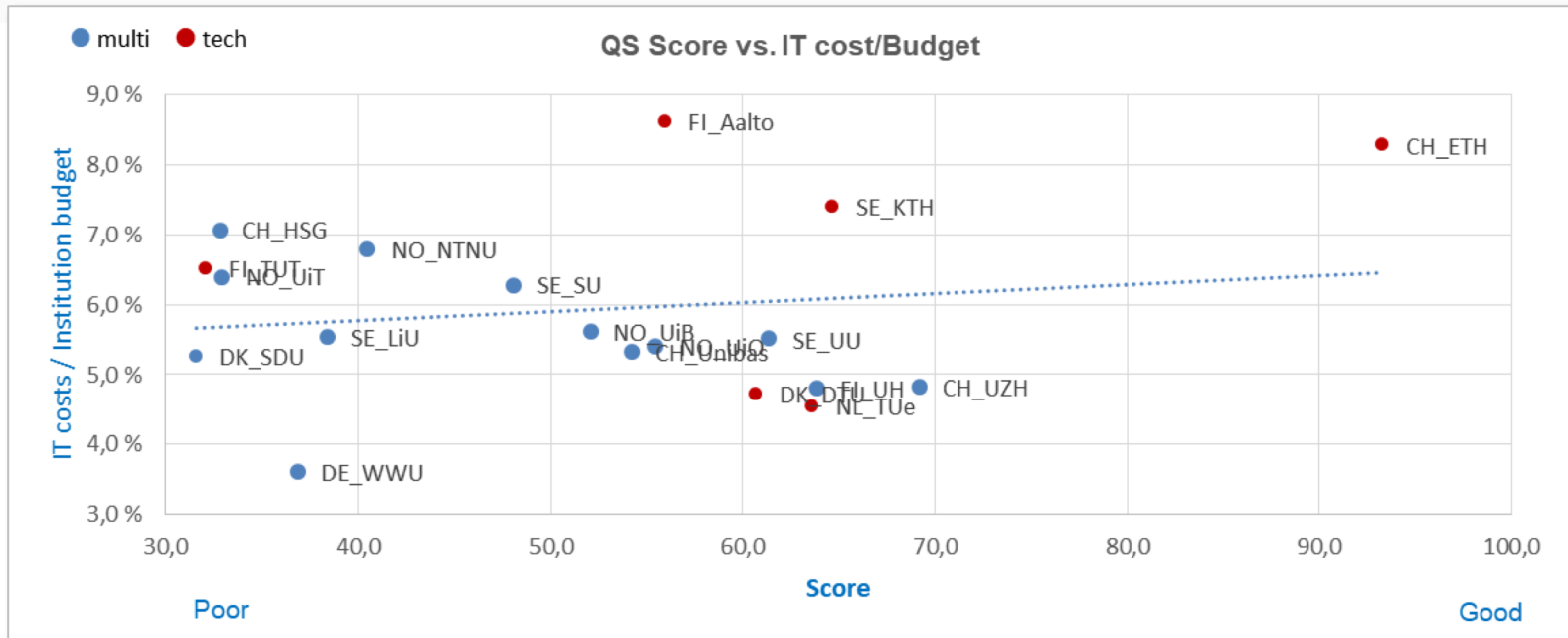
BM2013-2017 – IT staff



BM2013-2017 – IT costs



BM2017 – University ranking and IT



CH_ETH	ETH Zurich
CH_HSG	University of St.Gallen
CH_Unibas	University of Basel
CH_UZH	University of Zürich
DE_WWU	Westfälische Wilhelms-Universität
DK_DTU	Technical University of Denmark
DK_SDU	University of Southern Denmark
FI_Aalto	Aalto Univeristy
FI_TUT	Tampere University of Technology
FI_UH	University of Helsinki

NL_Tue	Eindhoven University of Technology
NO_NTNU	Norwegian University of Science and Technology
NO_UiB	University of Bergen
NO_UiO	University of Oslo
NO_UiT	UiT The Arctic University of Norway
SE_KTH	Royal Institute of Technology
SE_LiU	Linköping University
SE_SU	Stockholm University
SE_UU	Uppsala University

<http://www.topuniversities.com/university-rankings>

BM2017 – Some findings about process

- Insufficient documentation → Person changes → Method of collection changes → Longitudinal analysis inconsistent
- 9/60 use “same salary” for each service e.q. no division between help desk or specialist’s FTE costs.
- Only 4 / 60 has more than 10% of their IT costs in unspecified.

BM Survey → **Know your numbers!**

Come and meet us at BencHEIT workshop
today at 16.40–18.10, room 44-116!

Thank you!

bencheit@eunis.org

BM2017 – Participating organisations

Austria

Vienna University of Economics and Business

Denmark

Aarhus University, Denmark
Technical University of Denmark
University of Southern Denmark

Finland

Aalto University
Åland University of Applied Sciences
Diaconia University of Applied Sciences
Haaga-Helia University of Applied Sciences
Humak University of Applied Sciences
Häme University of Applied Sciences
JAMK University of Applied Sciences
Karelia University of Applied Sciences
Lapland University of Applied Sciences
Lappeenranta University of Technology
Laurea University of Applied Sciences
Metropolia University of Applied Sciences
Oulu University of Applied Sciences
Saimaa University of Applied Science
Satakunta University of Applied Sciences
Savonia University of Applied Sciences
Seinäjäoki University of Applied Sciences

South-Eastern Finland University of Applied Sciences

Tampere University of Applied Sciences
Tampere University of Technology
Turku University of Applied Sciences
University of Eastern Finland
University of Helsinki
University of Jyväskylä
University of Lapland
University of Oulu
University of Tampere
University of Vaasa
Åbo Akademi

Germany

Ernst-Abbe-Fachhochschule Jena
Heinrich Heine University, Düsseldorf
Westfälische Wilhelms-Universität

Greece

Aristotle University of Thessaloniki
National and Kapodistrian University of Athens

Iceland

Reykjavik University

Latvia

University of Latvia

Netherlands

Eindhoven University of Technology

Norway

Norwegian Business School BI
Norwegian University of Life Sciences
Norwegian University of Science and Technology
Oslo Metropolitan University
UIT The Arctic University of Norway
University of Bergen
University of Oslo

Spain

Universitat Rovira i Virgili

Sweden

Linköping University
Royal Institute of Technology KTH
Stockholm University
Uppsala University

Switzerland

ETH Zürich
University of Basel
University of Fribourg
University of St. Gallen
University of Zurich

United Kingdom

Brunel University London
Nottingham Trent University