

BencHEIT survey 2018 and some results from last 5 years

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BM2018 survey

Content of these slides

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BM Task Force

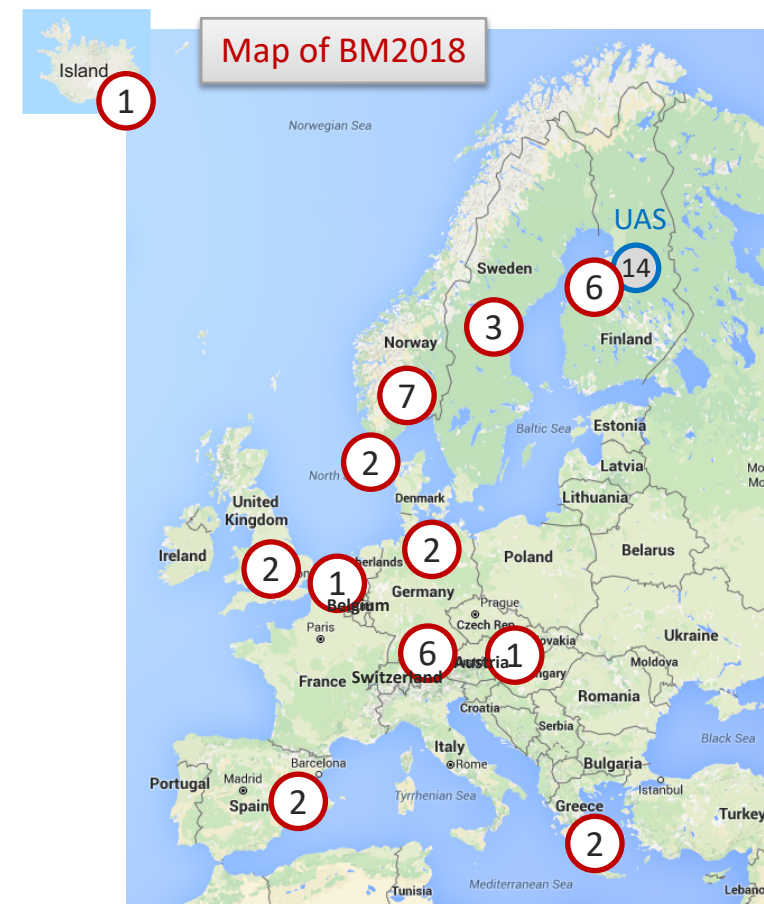
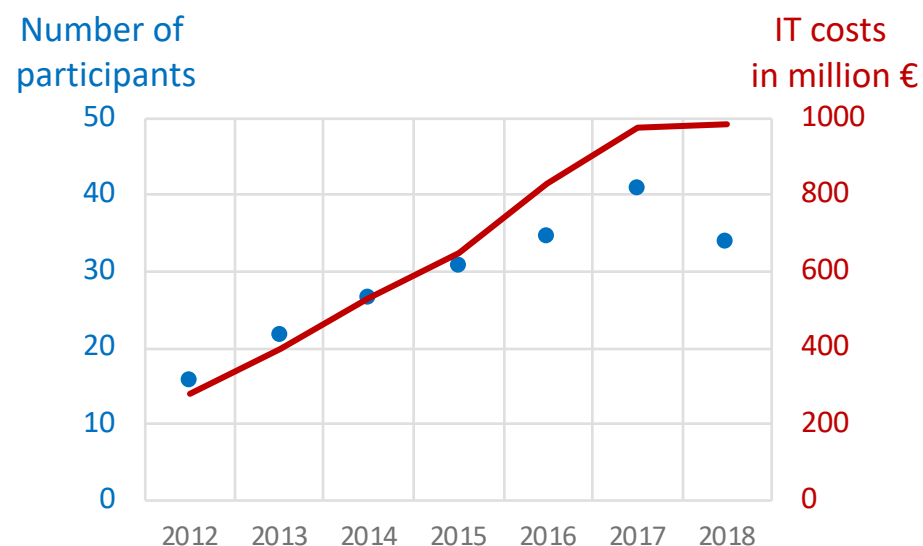
- Mr. Ilkka Siissalo, Chairman, University of Helsinki
- Mrs. Suvi Valsta, Secretary, University of Helsinki
- Mr. Kurt Gammelgaard Nielsen, University of Southern Denmark
- Mr. Ole Langfeldt, Norwegian University of Science and Technology
- Mr. Jussi-Pekka Pispä, Tampere University of Technology
- Mr. 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

BencHEIT Survey / Background on the survey

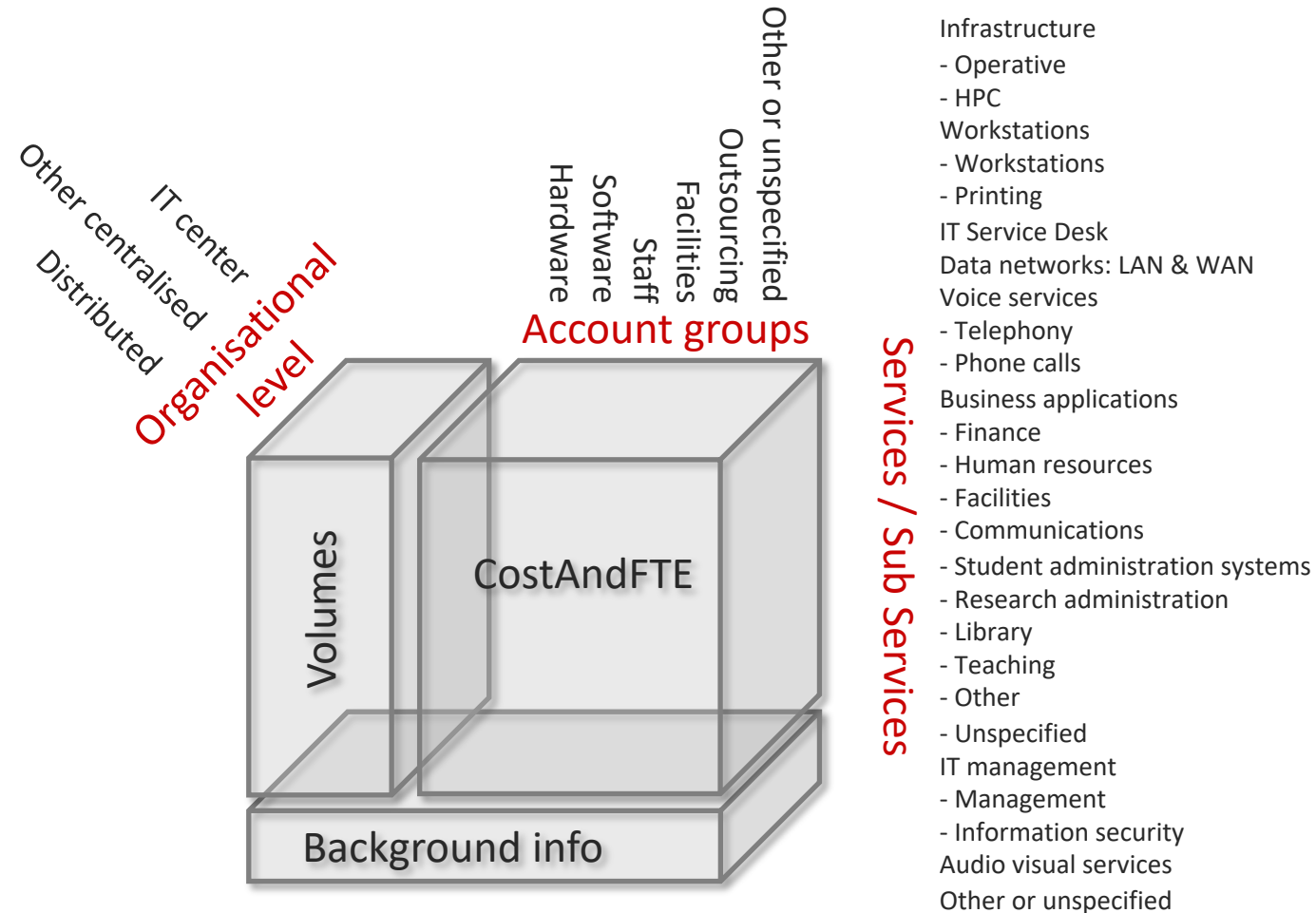
- Free of charge
- A survey on IT costs and volumes of higher education institutes.
- Invented, developed and managed by CIOs (within EUNIS community)
- Participants see the analysis and each others complete data.
- Cash flow based → fluctuation between years especially for one organisation.

BencHEIT Survey / Survey statistics

Universities	2017	2018
Participation	41	35
Publicity	83 %	25 %
Average IT cost (€)	23,2 M€	27,3 M€



BencHEIT Survey / Dimensions



BencHEIT Survey / New features



Value added tax

- You can choose either you in/exclude VAT to your financial data. Also analysis gives this choice

[Data is saved as VAT0% and converted back if needed]



Publicity of indicators

- Sharing HEI indicators (i.e. IT Staff / Total Staff %) to create public EUNIS database on HEI indicators

[Only few HEI allowed this, even less than previously]



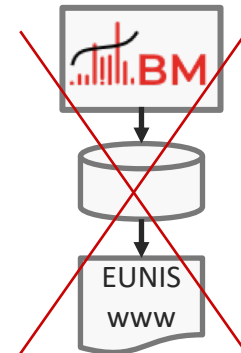
Microsoft & Google services

- “Our HEI is providing licenses to these users types”

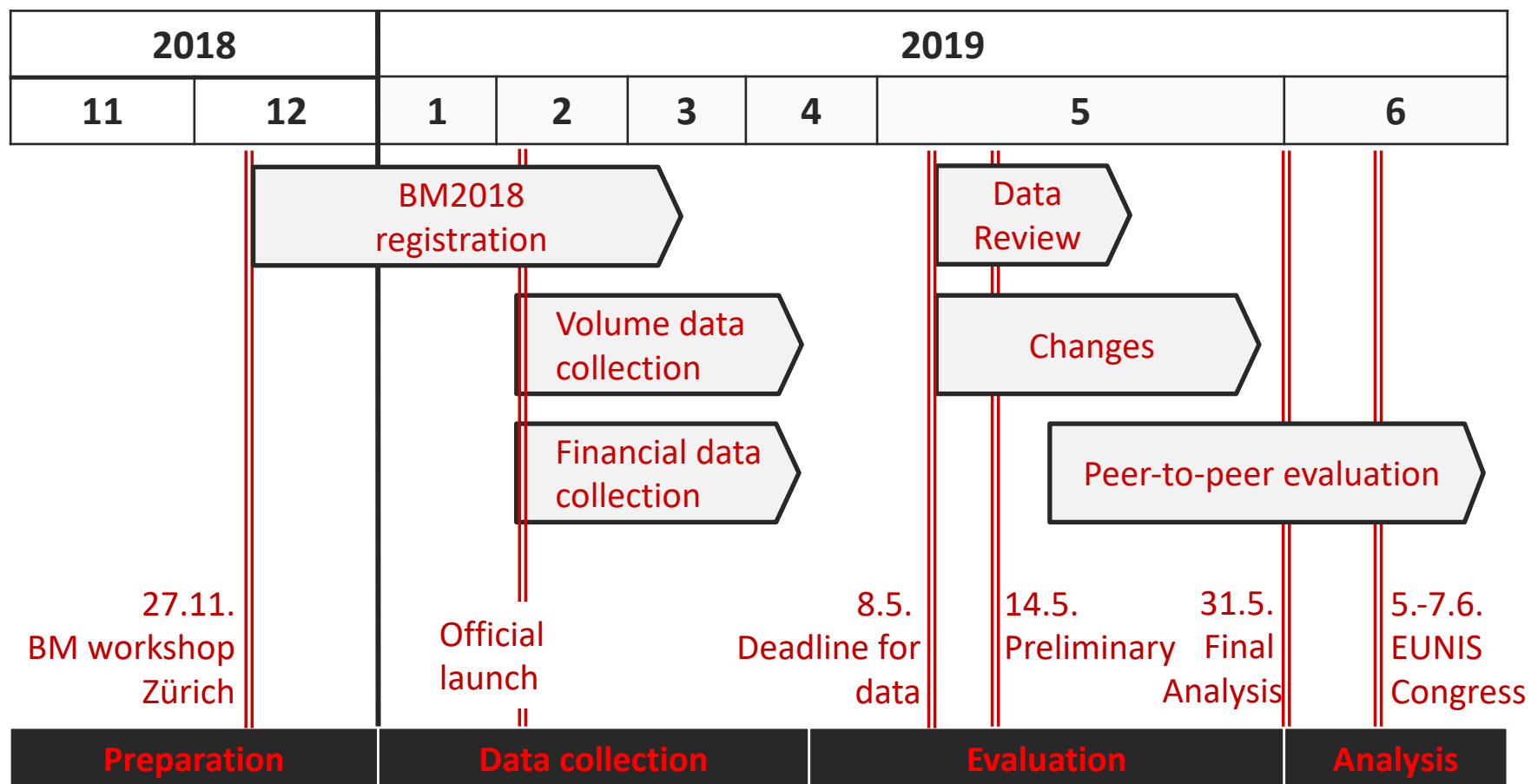


Digitalization

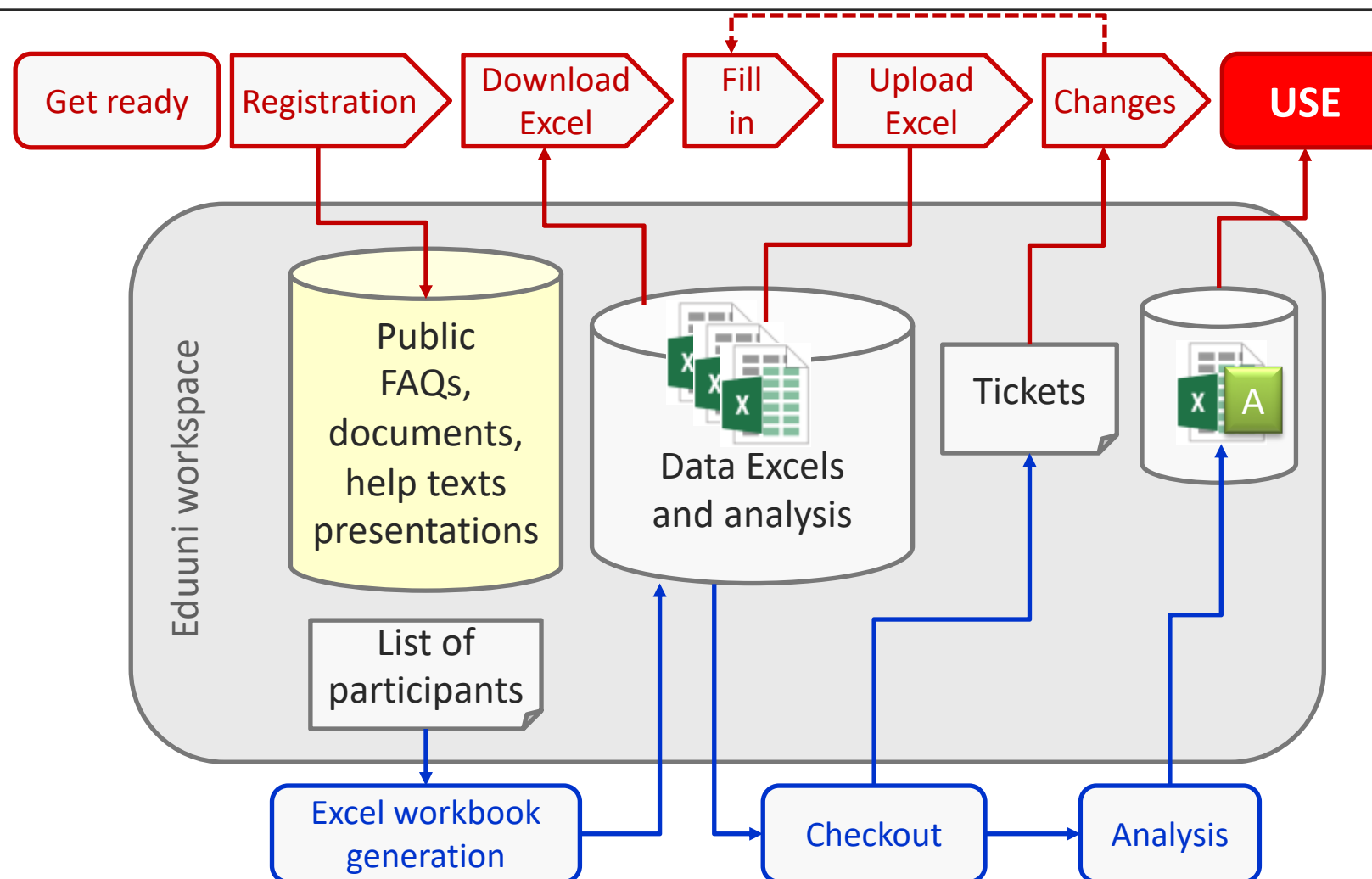
- Do you have a digitalization strategy?
- How much are you going to spend on this 2019



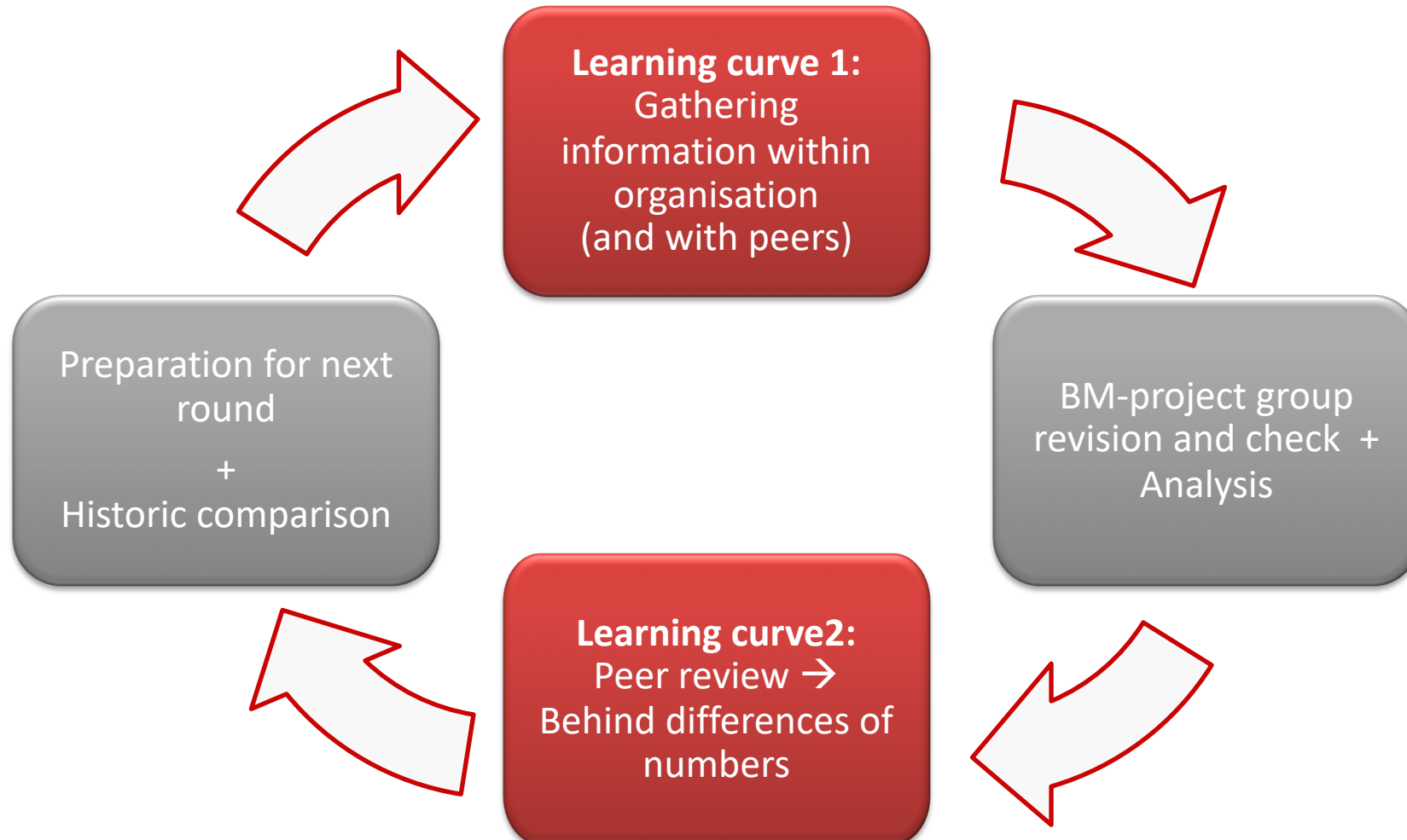
BM2018 Survey / Timetable



BM2018 Survey / How it works?



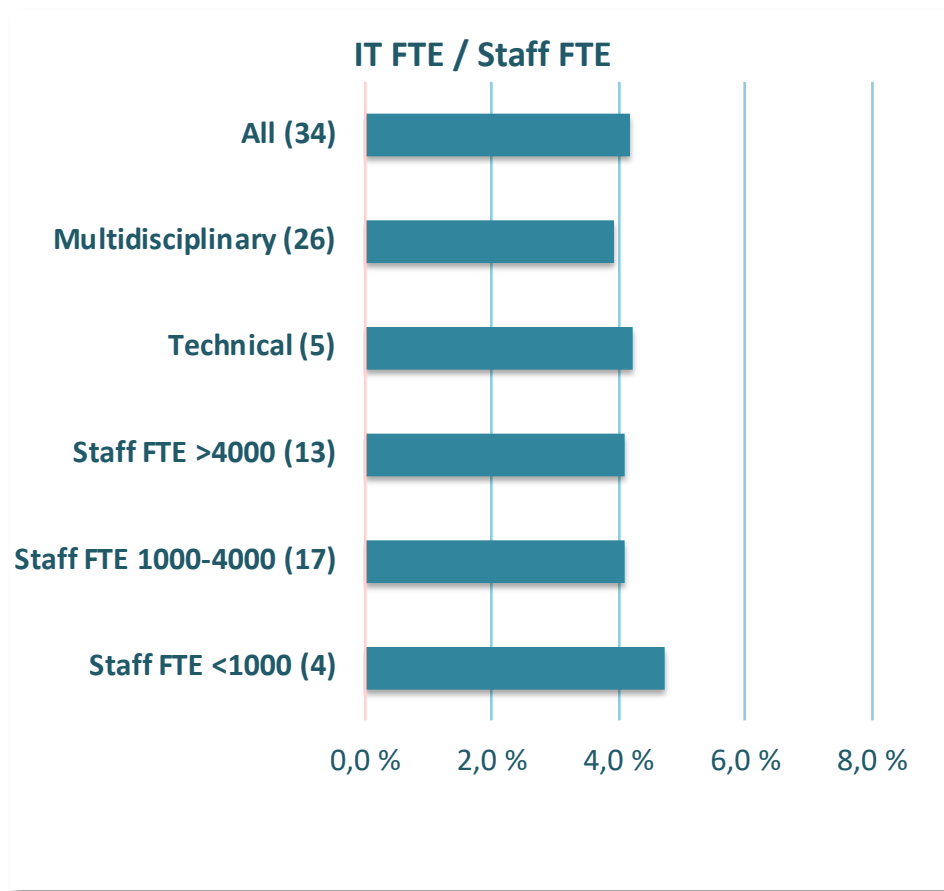
BencHEIT Survey / The process



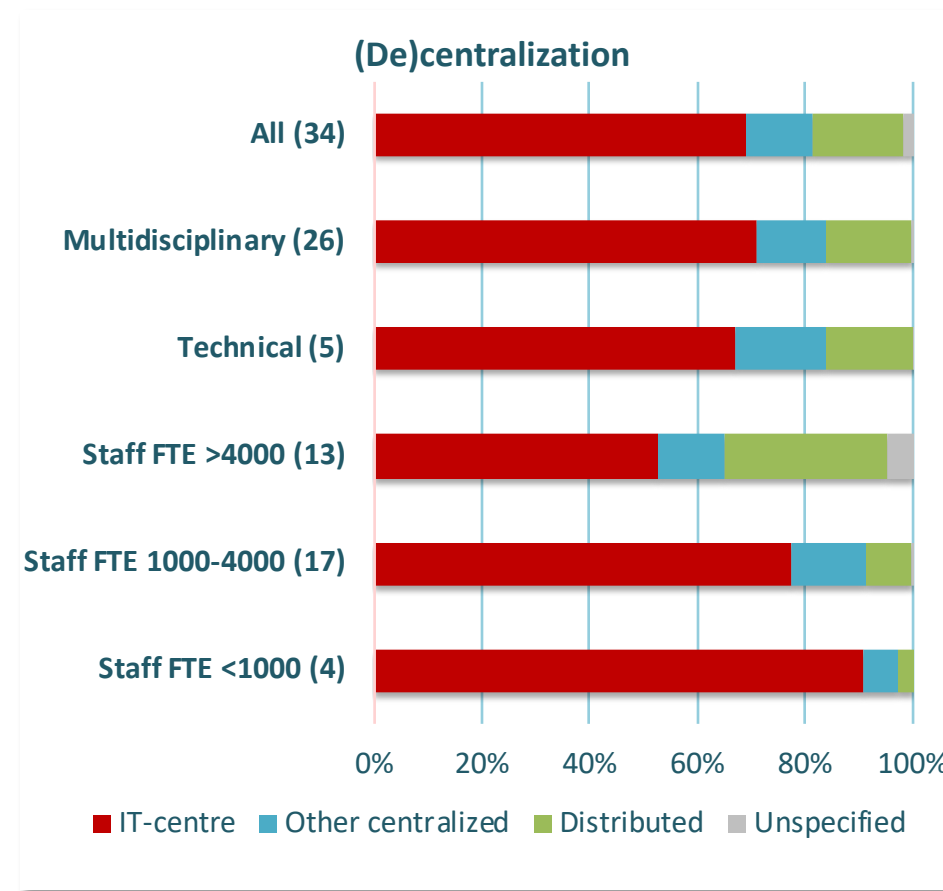
BM2018 – Some findings about process

- Insufficient documentation → Person changes → Method of collection changes → Longitudinal analysis inconsistent (or even drop out form process)
- Out of 34 participating universities, IT costs...
 - 9 use “same salary” for each service i.e. no division between help desk or specialist’s FTE costs.
 - 6 has no facilities cost at all
 - 3 has more than 10% in unspecified account group
 - 4 has more than 10% in unspecified organizational group
 - 10 / 34 has more than 10% in unspecified service group

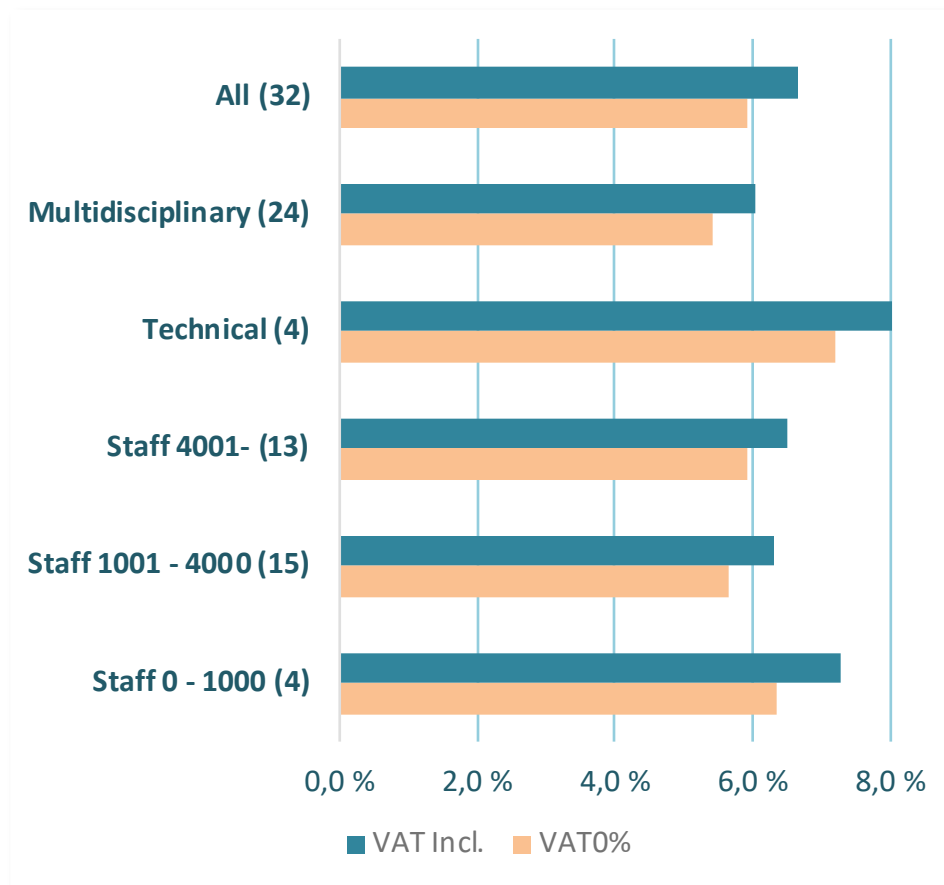
BM2018 – IT personnel



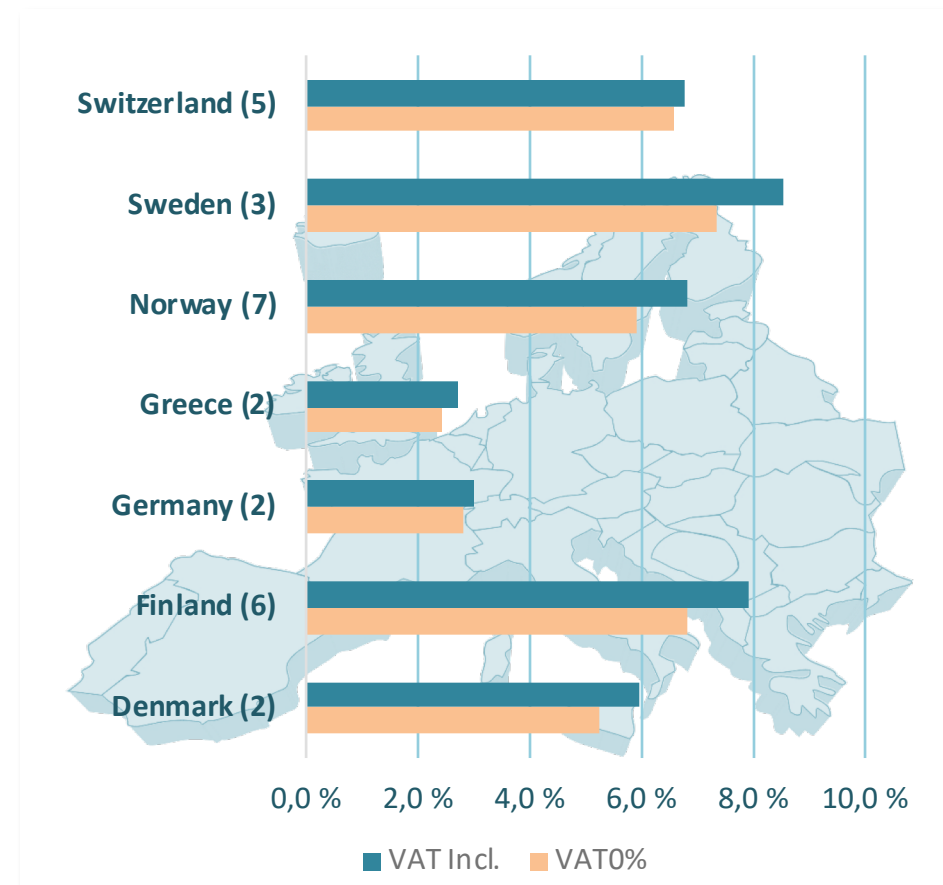
Universities only



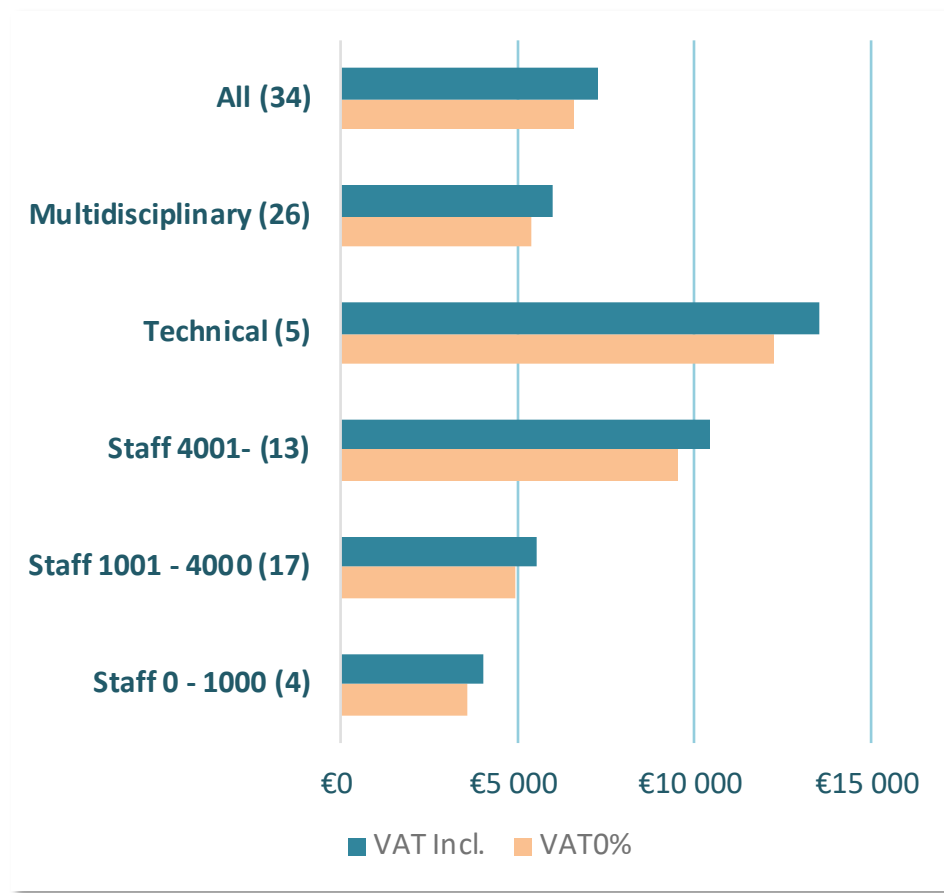
BM2018 – IT costs / Total costs



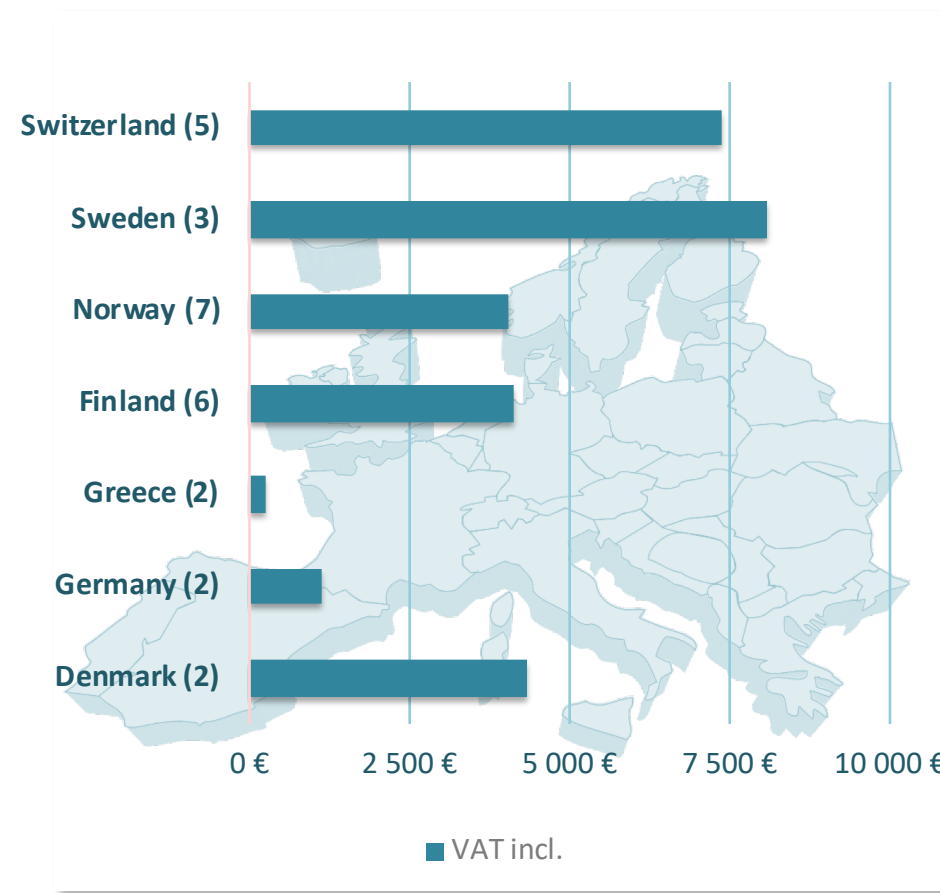
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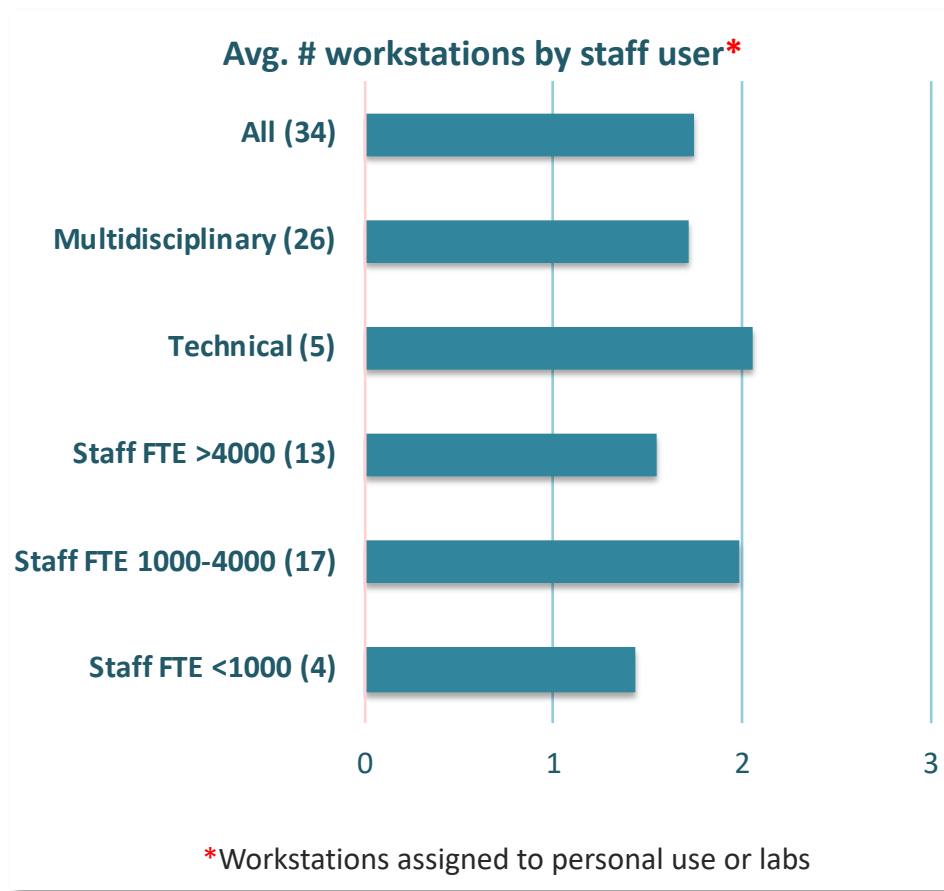
BM2018 – IT costs per degree



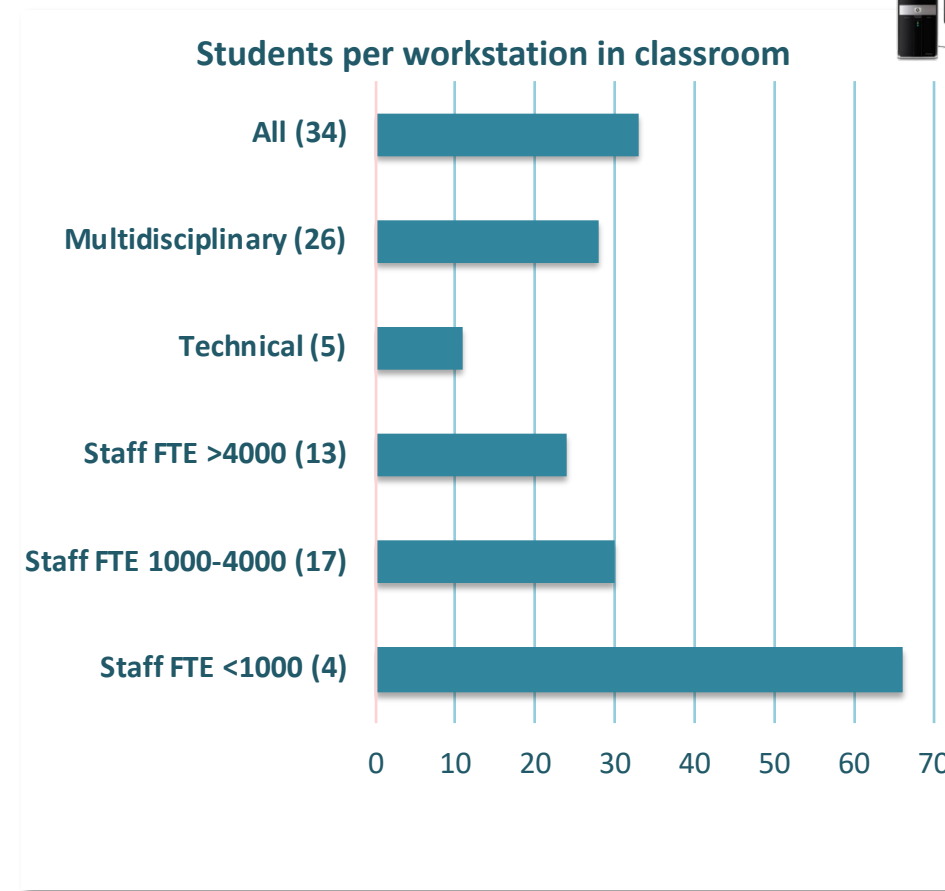
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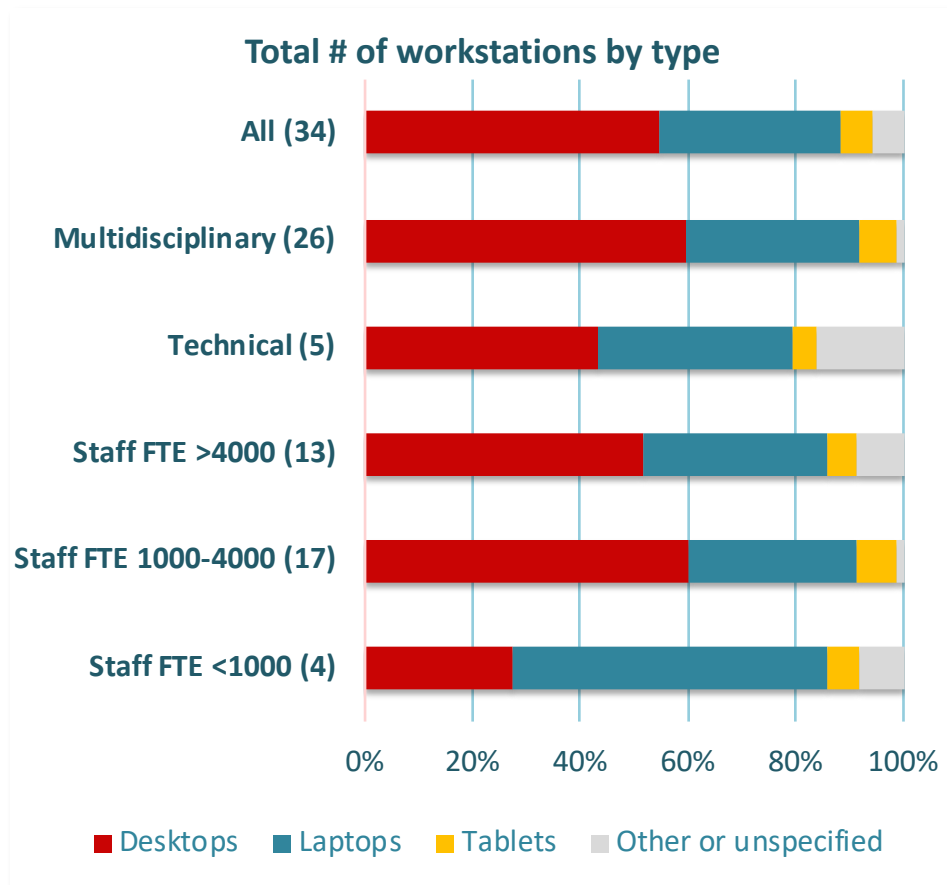
BM2018 – Workstations by use



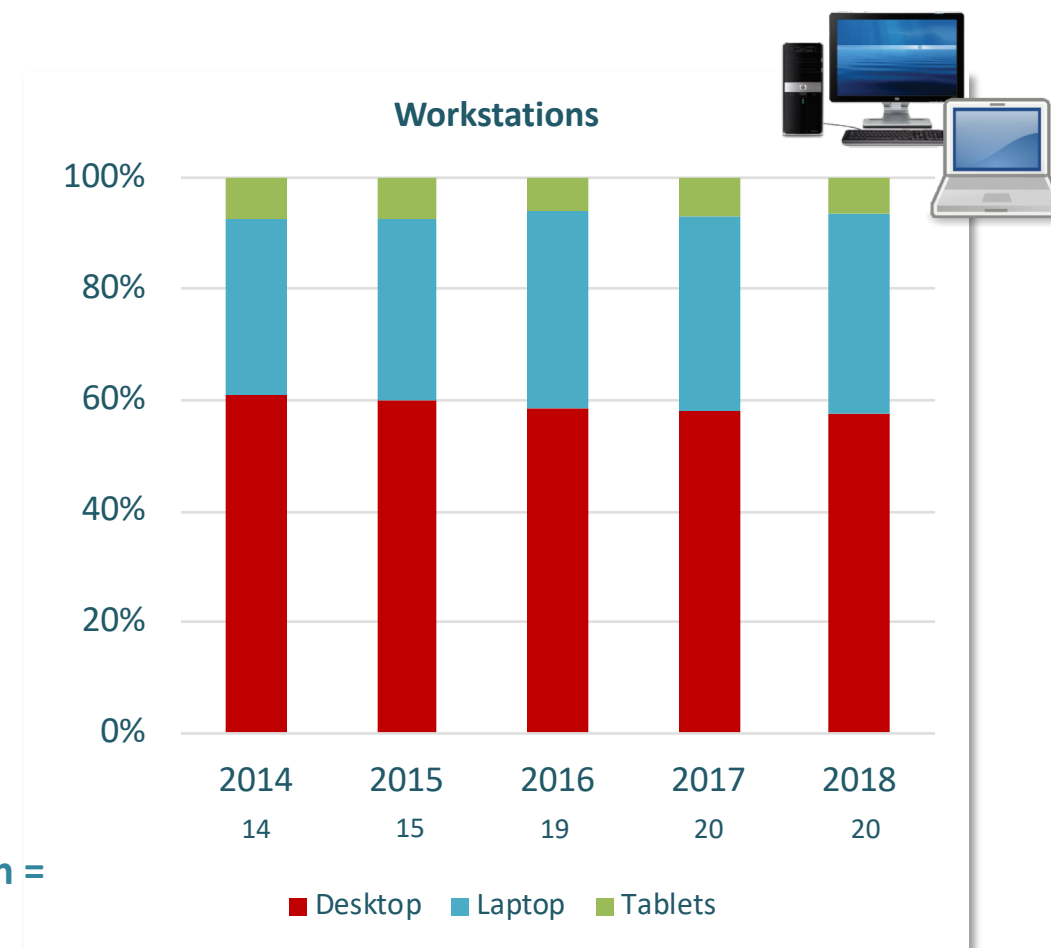
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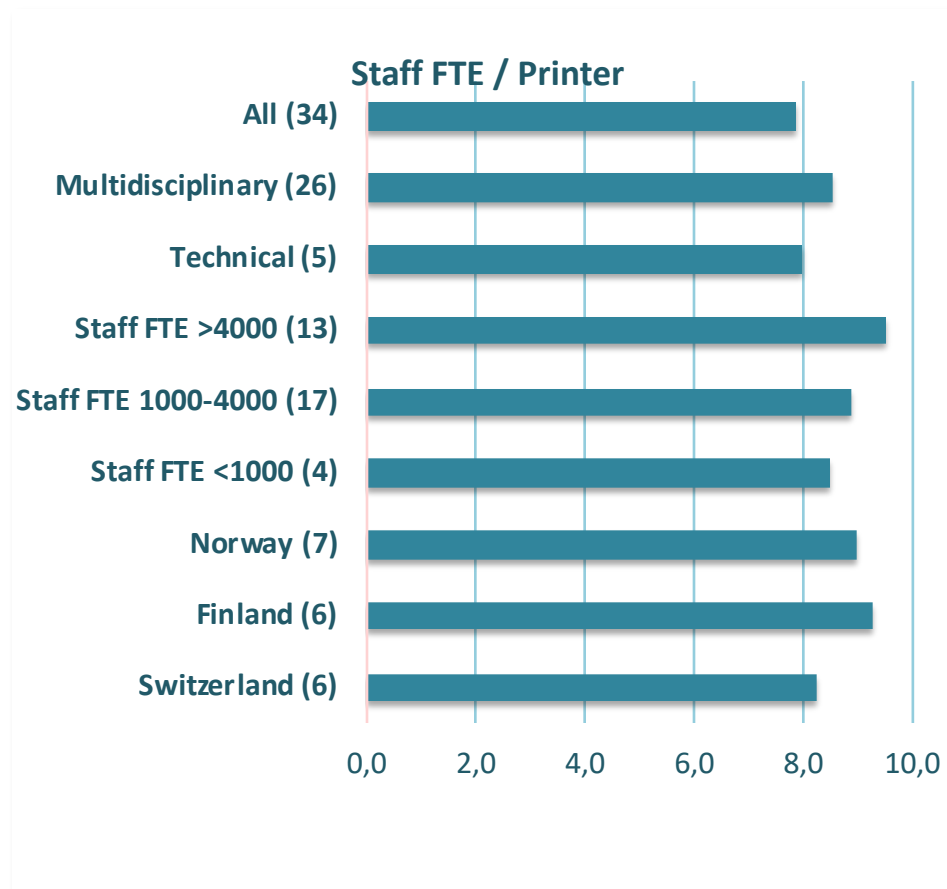
BM2018 – Workstations by type



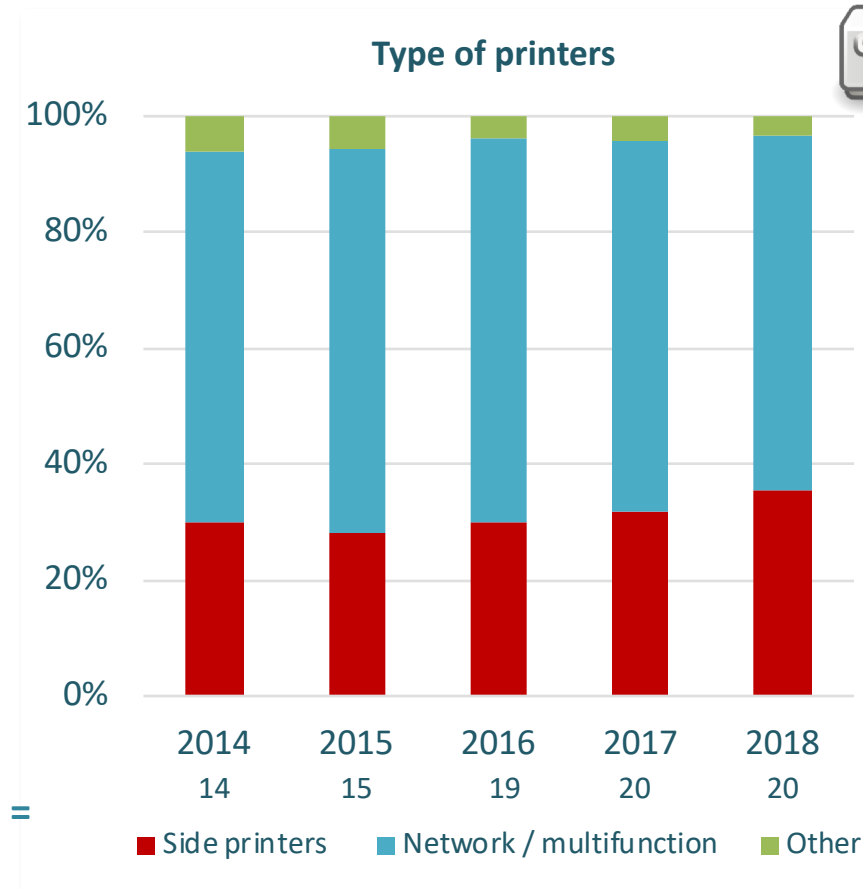
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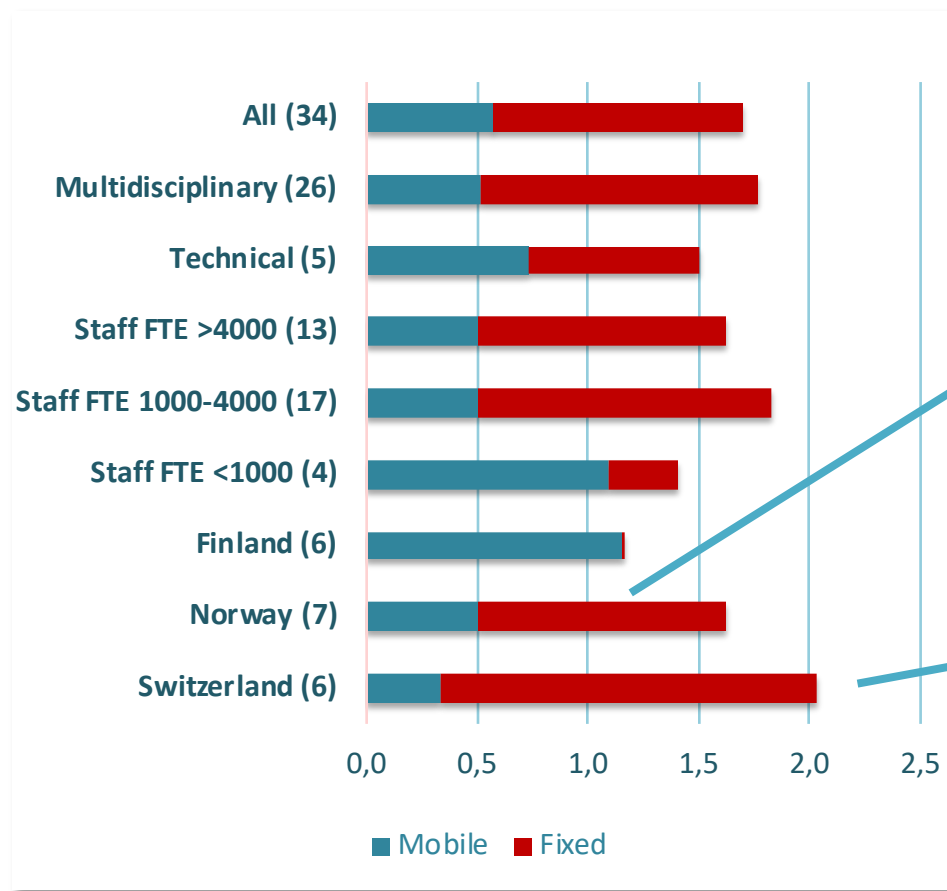
BM2018 – Printers (incl. Side printer + Network printers)



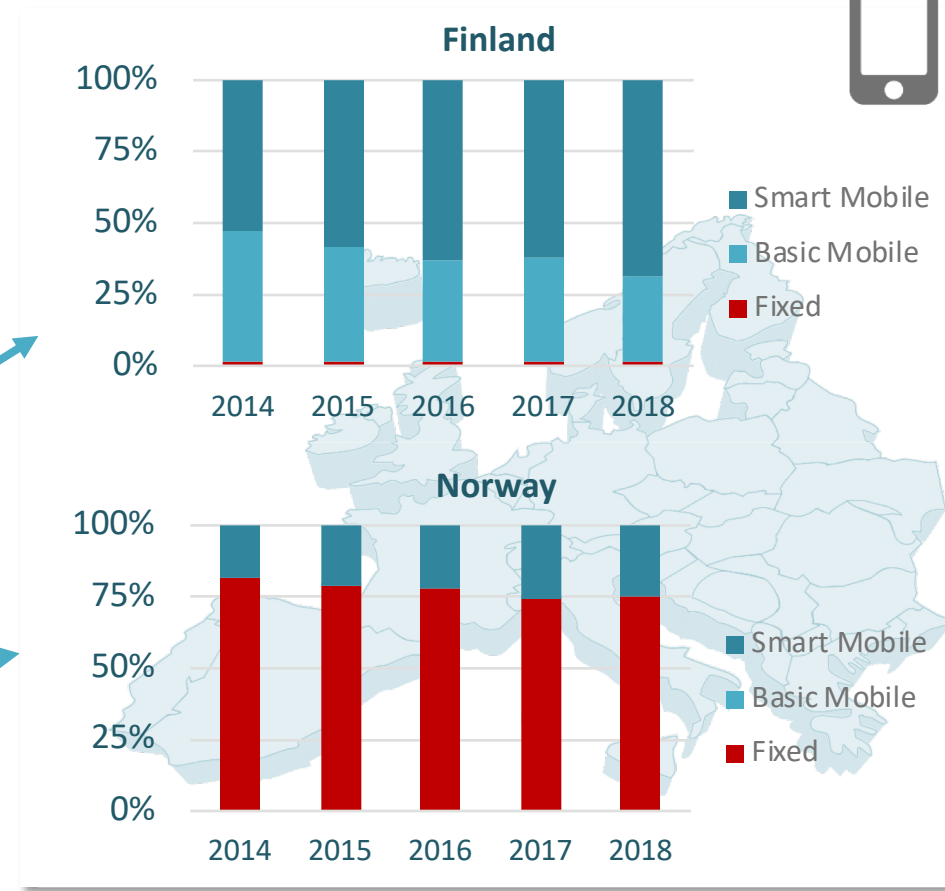
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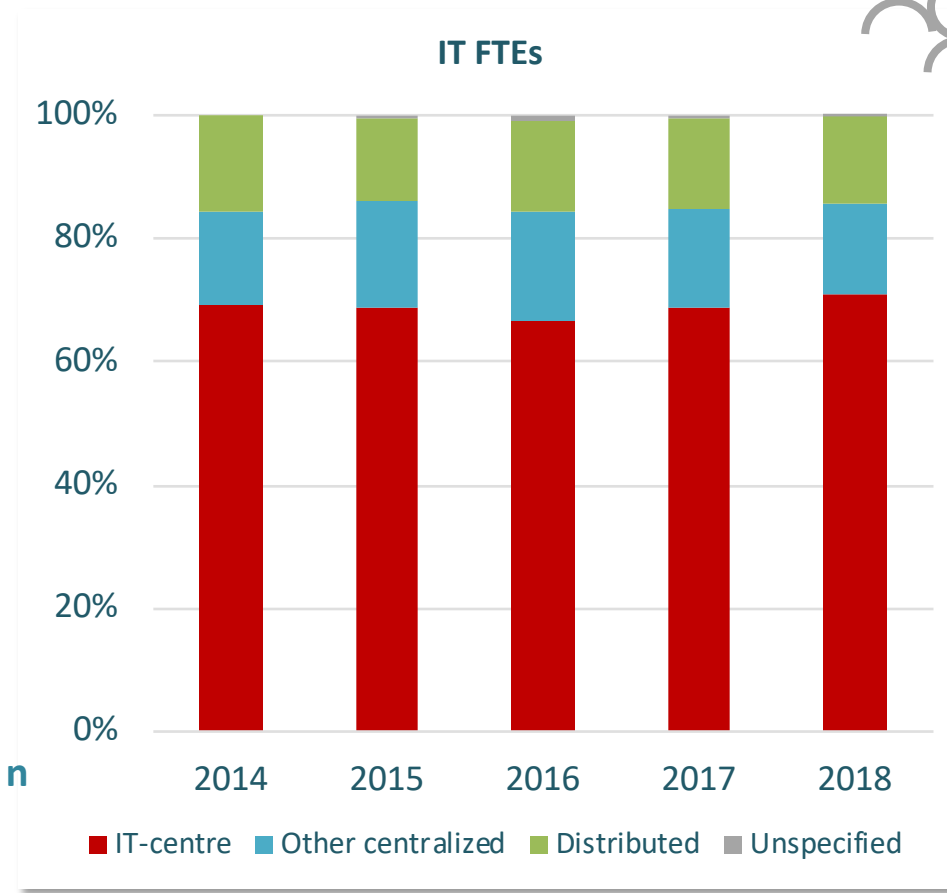
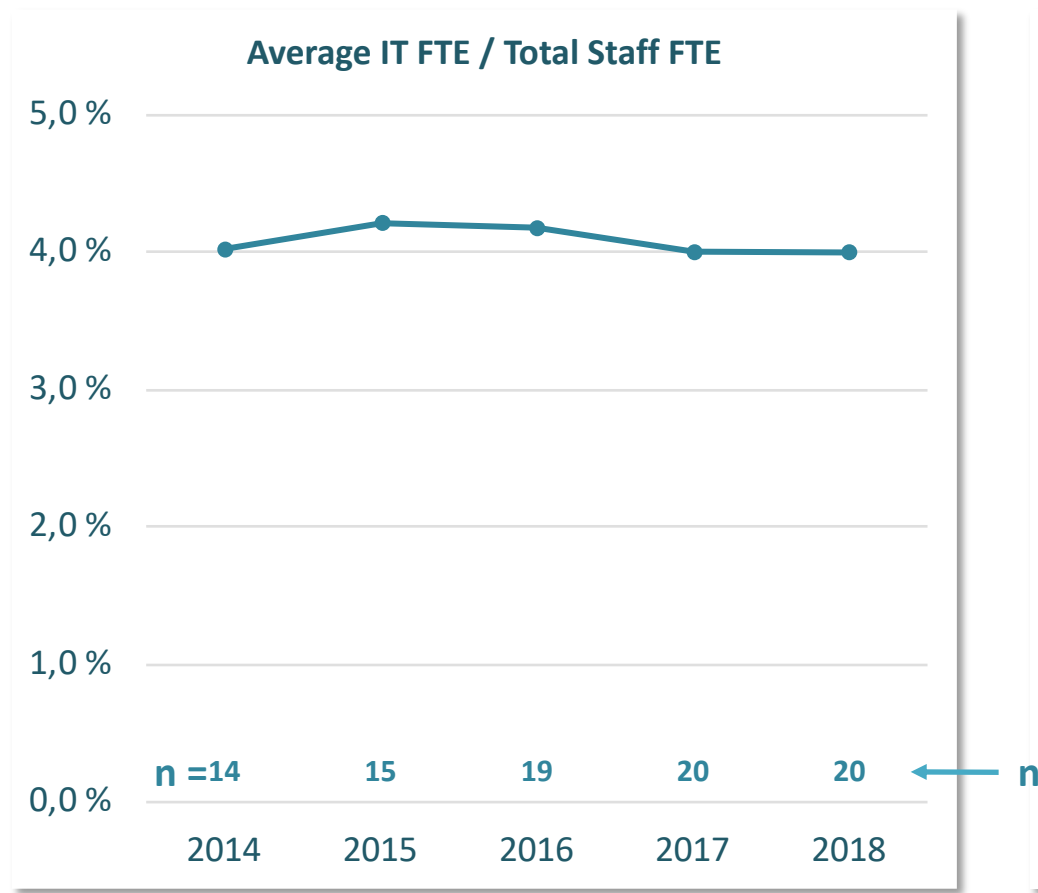
BM2018 – Staff FTE vs. Voice services and connections



Universities only

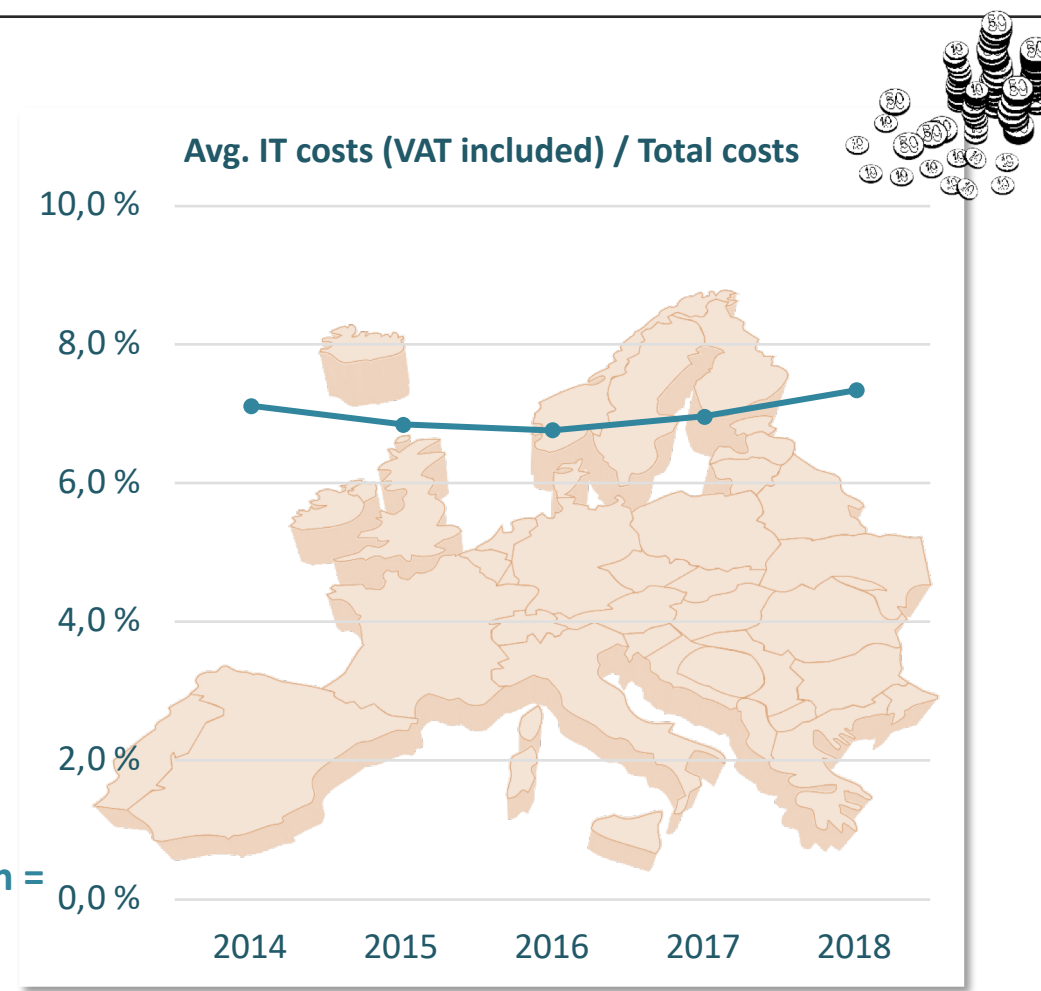
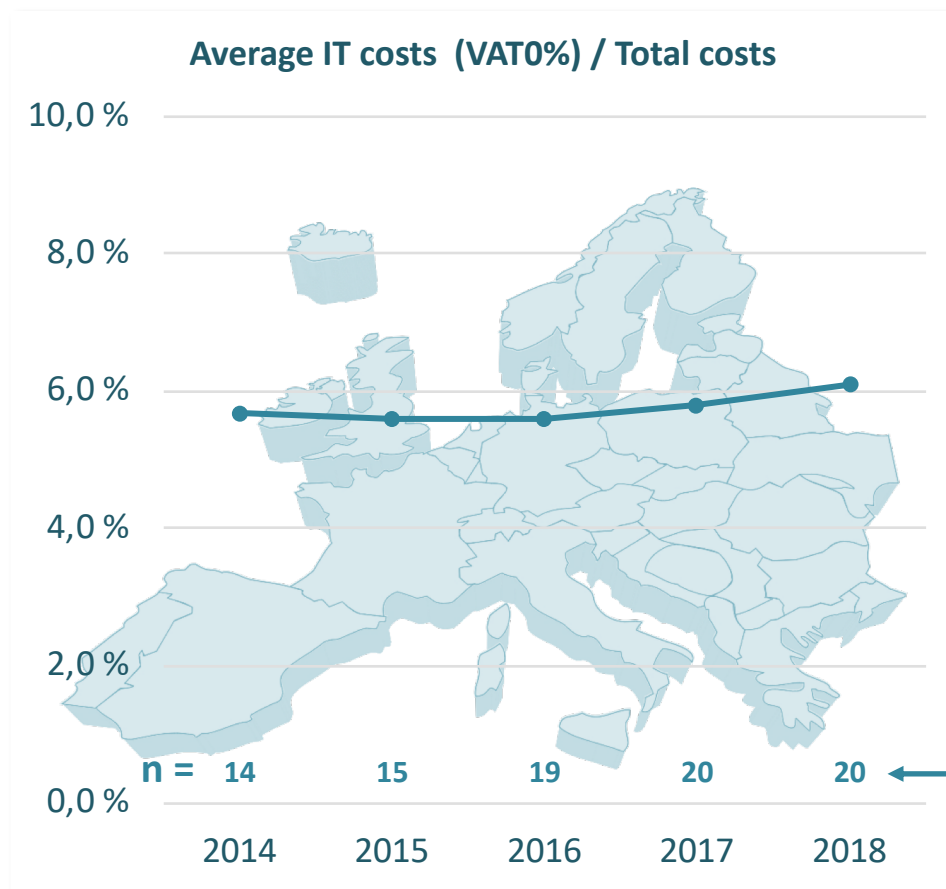


BM2014 - 2018 – IT staff



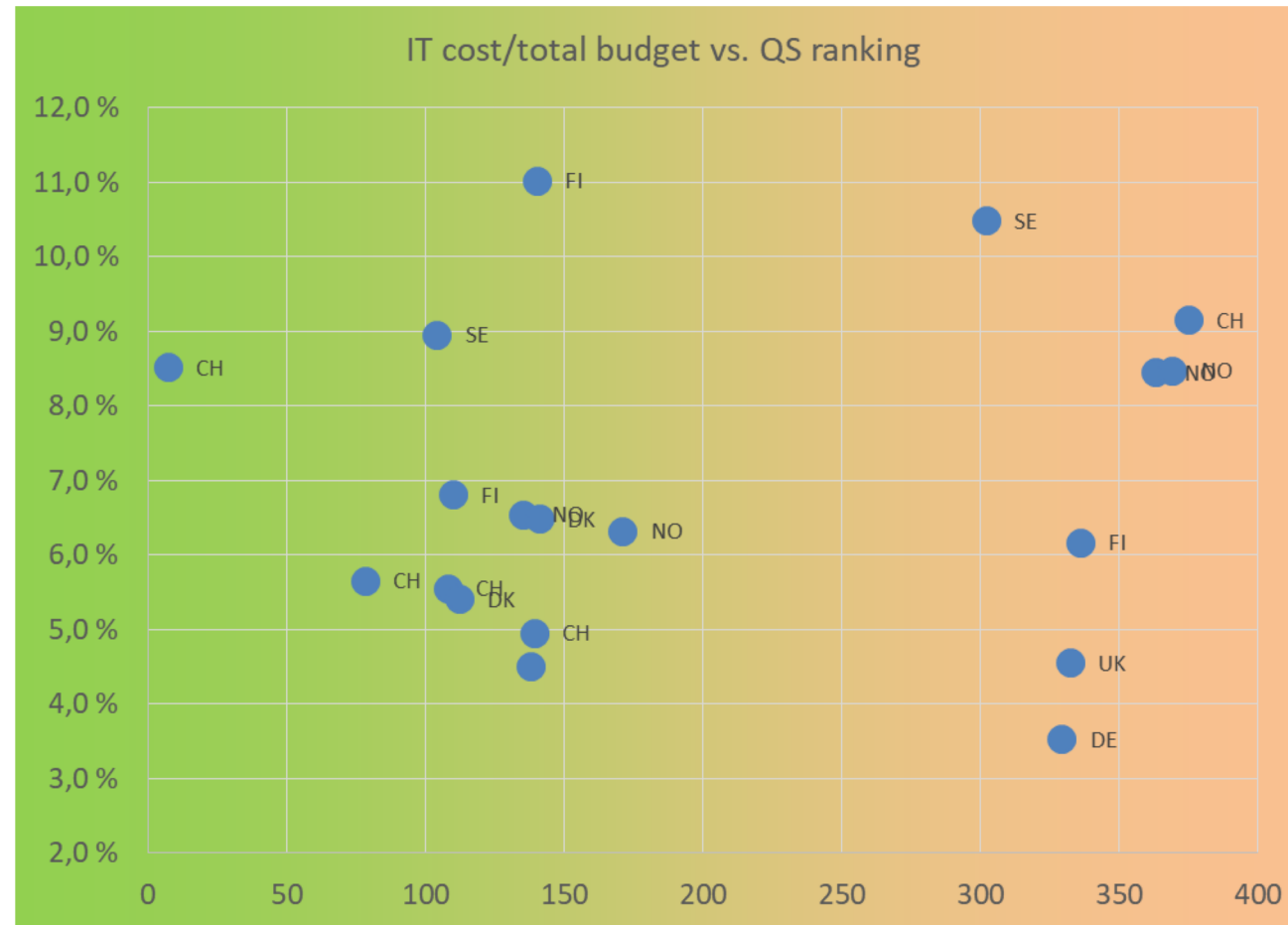
Universities, participated at least 3 times during 2014-2019

BM2014 - 2018 – IT costs



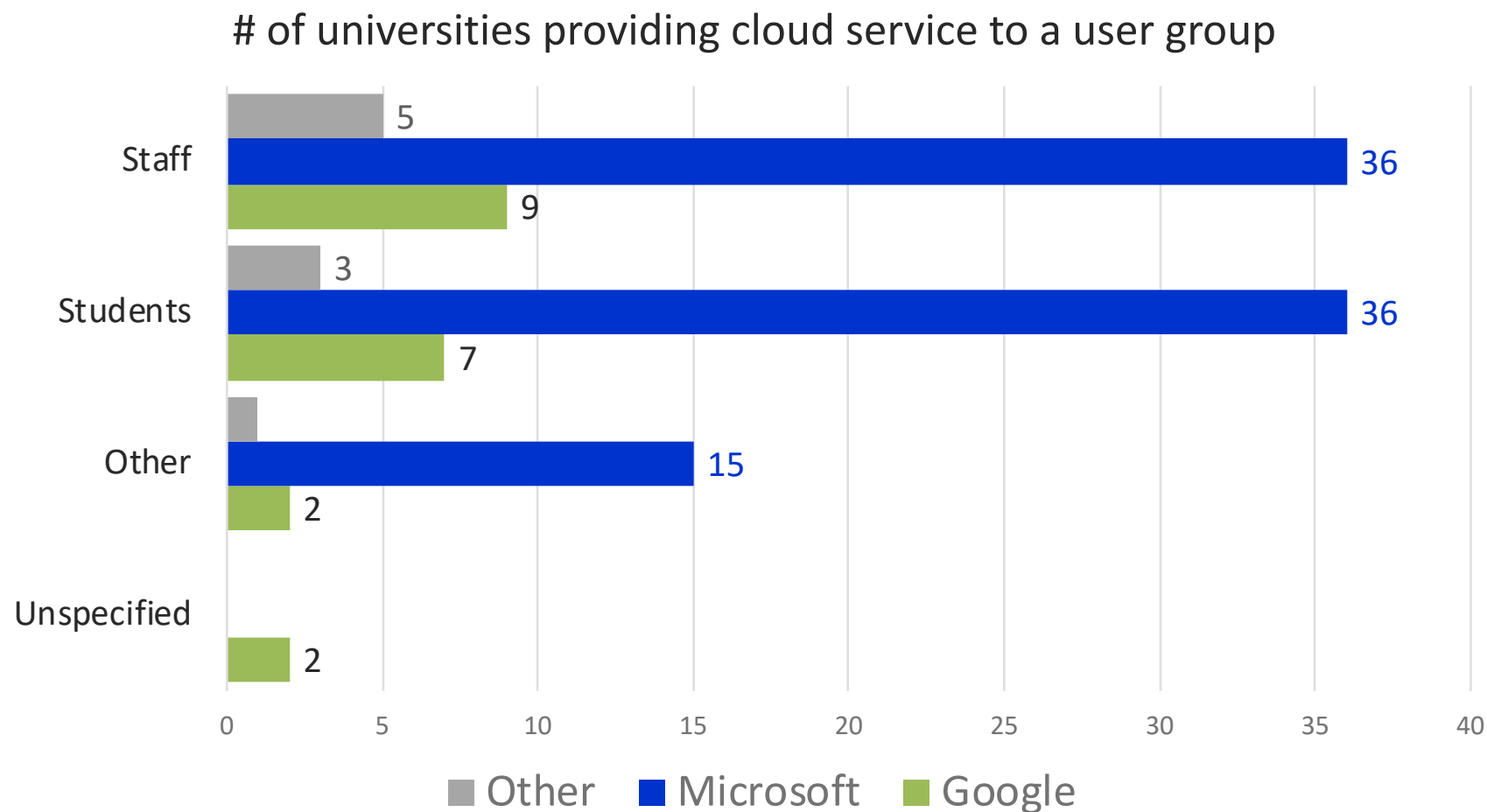
Universities, participated at least 3 times during 2014-2019

BM2018 – University ranking and IT

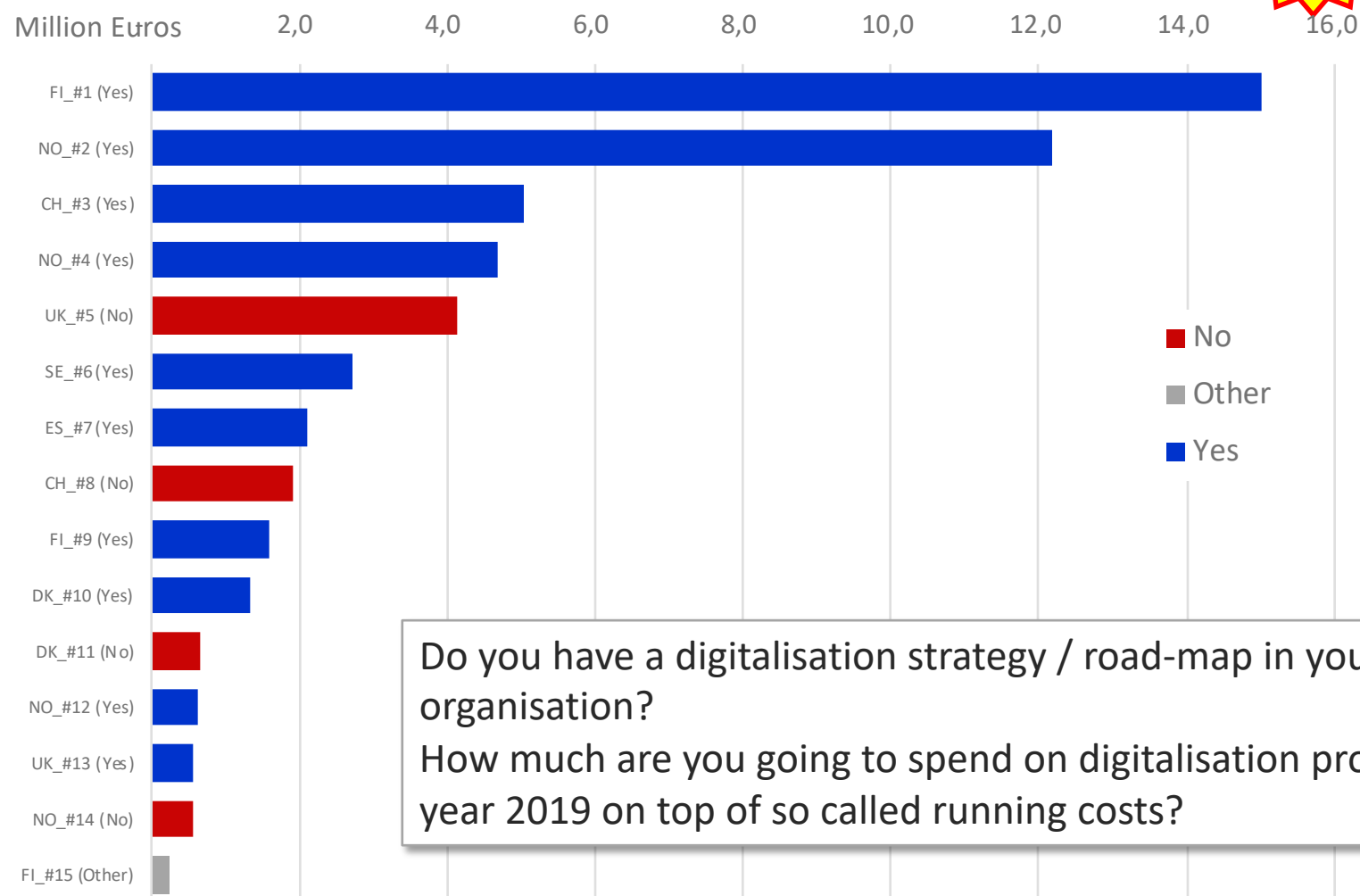


<http://www.topuniversities.com/university-rankings>

BencHEIT Survey / Cloud Licences



BencHEIT Survey / Digitalization strategy



Do you have a digitalisation strategy / road-map in your organisation?

How much are you going to spend on digitalisation projects in year 2019 on top of so called running costs?

BencHEIT Workshop 21.11.2019 / Thessaloniki

- Save the date!
- BM2019 questions
 - Are we asking right questions?
 - Is there something quantitative we should measure?
 - Should we drop something out?
 - How to improve our data collection and reporting?

BencHEIT Survey / The analysis tool

- Excel workbook using Pivot Tables and slicers
- Additional Longitudinal Excel for those HEIs, participating at least 3 times during last 5 years.
- Additional Excel containing
 - High Performance Computing
 - Costs vs. university ranking (QS, ARWU)
 - some other additional graphs and lists

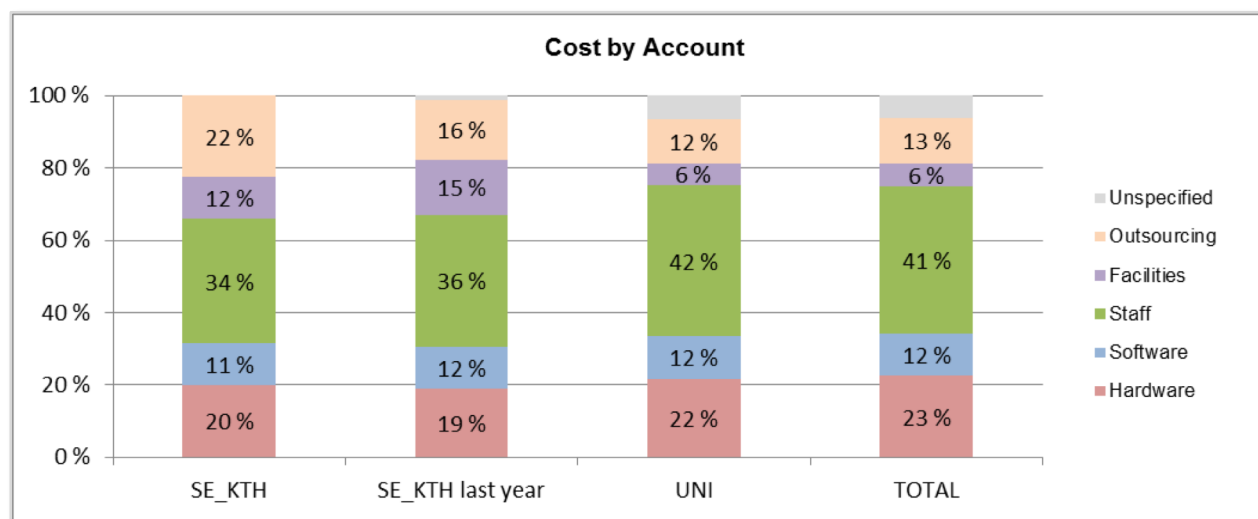
Example on EUNIS web page: BM2017 Public Analysis

<http://www.eunis.org/bm2017/>

BencHEIT Survey / Tool: CIO summary

Me and my
sector (in my
own currency)

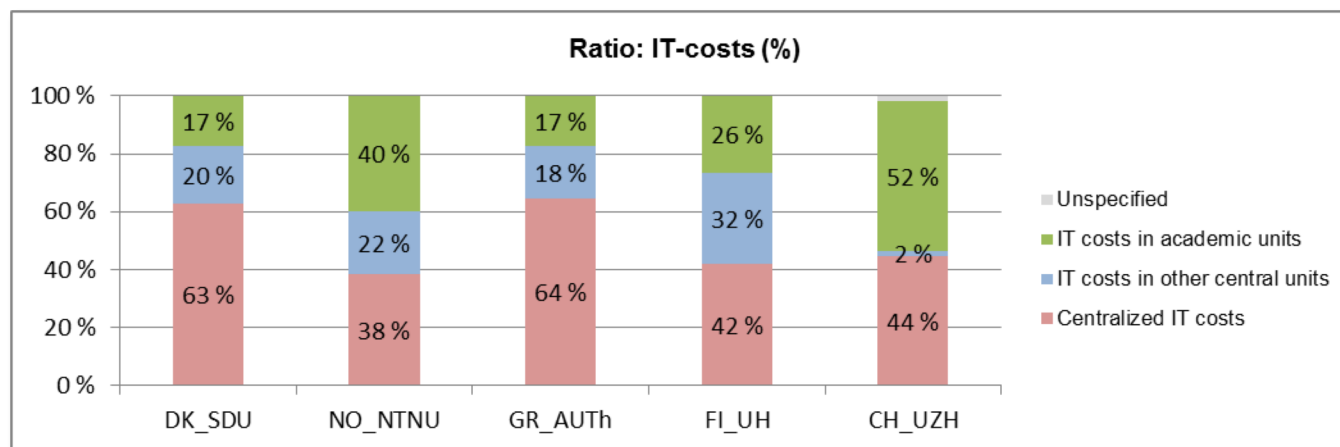
Costs by account (1000 SEK)	SE_KTH	SE_KTH last year	UNI	TOTAL
Hardware	7 205 k	6 574 k	74 296 k	88 019 k
Software	4 130 k	3 985 k	40 202 k	46 085 k
Staff	12 430 k	12 504 k	142 341 k	158 438 k
Facilities	4 193 k	5 345 k	20 904 k	24 225 k
Outsourcing	8 113 k	5 676 k	41 398 k	49 843 k
Unspecified	0 k	407 k	22 724 k	23 861 k



BencHEIT Survey / Tool: Choose 5 analysis

Me and my
peers

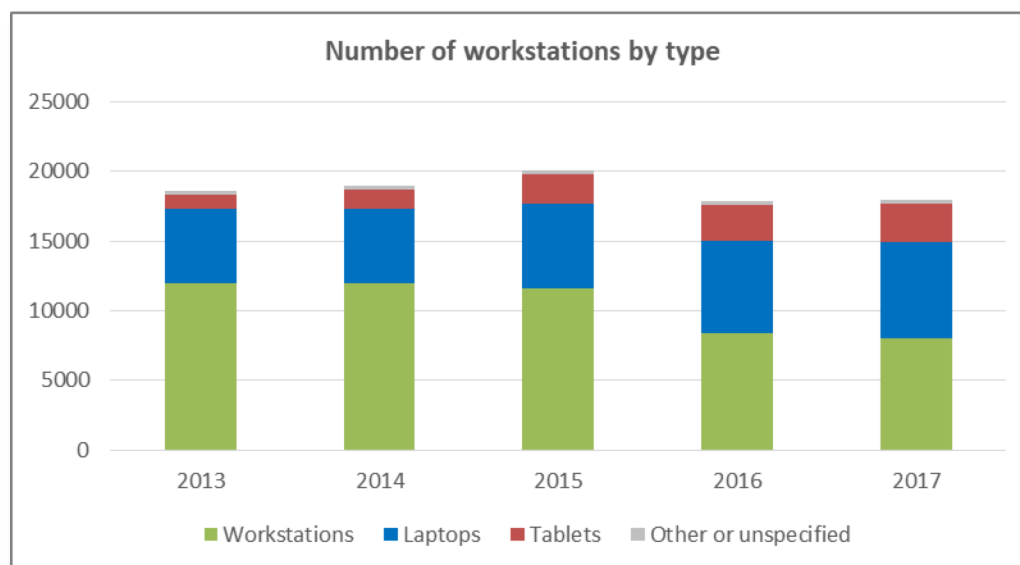
	(DK) University of Southern Denmark DK_SDU	(NO) Norwegian University of Science and Technology NO_NTNU	(GR) Aristotle University of Thessaloniki GR_AUTH	(FI) University of Helsinki FI_UH	(CH) University of Zurich CH_UZH
Background					
Completed degrees in total	7 528	8 433	7 439	6 202	5 709
Students (FTE)	26 600	35 687	47 110	23 476	25 542
Staff (FTE)	3 772	6 935	2 918	7 267	6 414
Total operational costs (million EURO)	397,1 M	909,3 M	170,1 M	687,3 M	1 242,8 M



BencHEIT Survey / Tool: Longitudinal analysis

My development
over the years

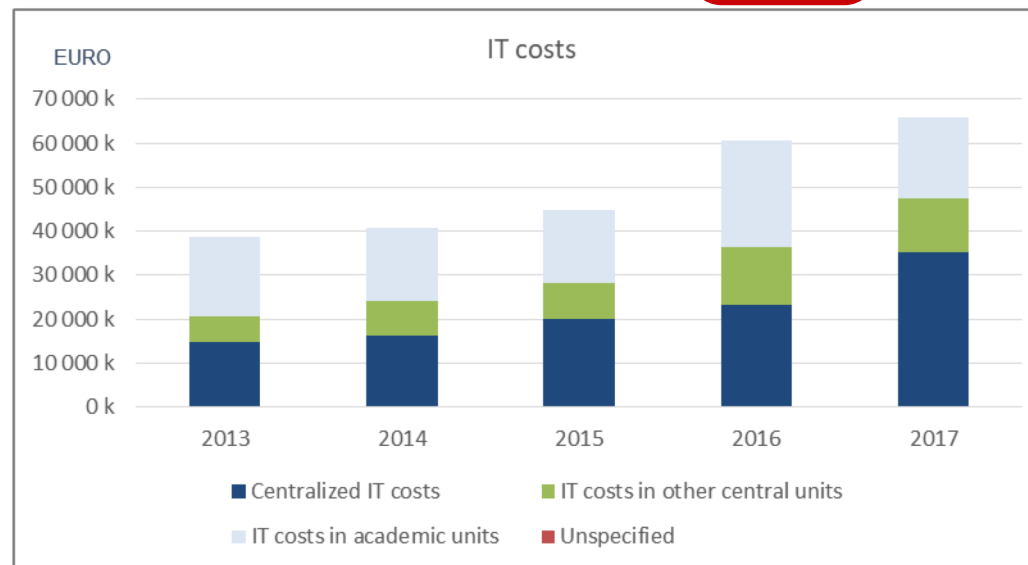
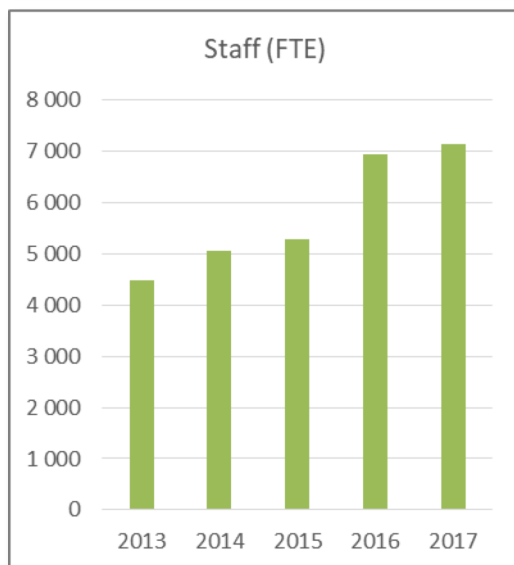
CHOOSE HEI ↓					
(FI) University of Helsinki	2013	2014	2015	2016	2017
Number of Workstations					
Personal use	14 600	15 550	17 250	14 900	15 000
Student classrooms	2 000	2 300	2 150	2 000	1 900
Research laboratories	700	700	700	700	800
Other	1 300	400		300	300
Total # of workstations	18 600	18 950	20 100	17 900	18 000



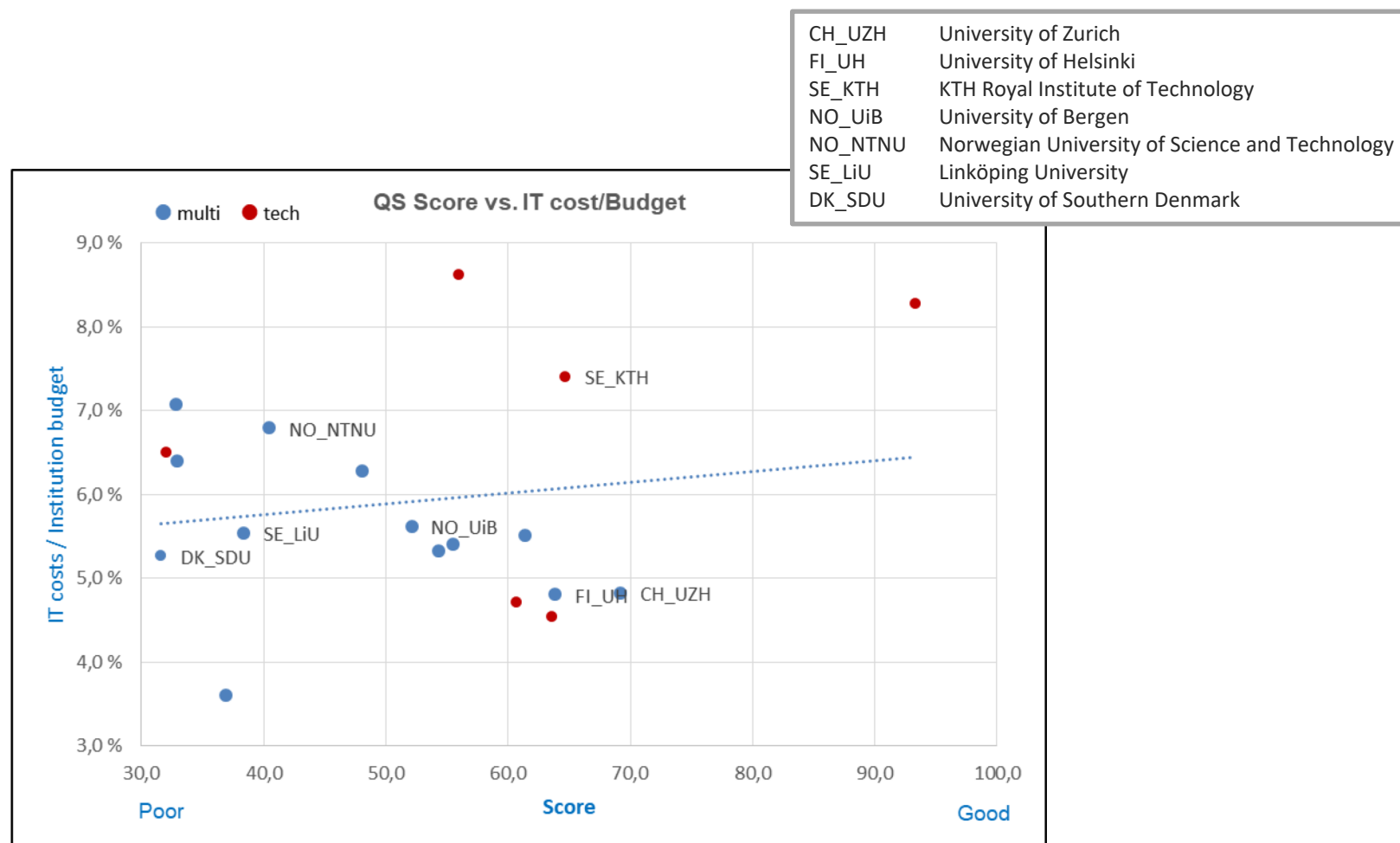
BencHEIT Survey / Longitudinal analysis

Merger!

(NO) Norwegian University of Science and Technology	2013	2014	2015	2016	2017
Background					
Completed degrees in total	3 905	4 222	4 452	8 433	8 554
Completed credits in total (ECTS)	924 732	953 220	1 074 743	1 795 552	1 798 863
Students (FTE)	20 907	21 082	21 324	35 687	36 067
Staff (FTE)	4 490	5 045	5 274	6 935	7 135
Number of active user accounts	39 791	39 791	41 990	64 222	55 226
Total operational costs (million EURO)	677,5 M	710,4 M	692,0 M	909,3 M	936,5 M



BencHEIT Survey / Tool: University ranking and IT



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

BencHEIT Survey → Know your numbers!

Thank you!

bencheit@eunis.org

BencHEIT Survey – Participating institutes 2018

Universities

Austria	Vienna University of Economics and Business
Belgium	Ghent University
Denmark	Aarhus University Denmark
Denmark	Technical University of Denmark
Finland	Aalto University
Finland	Lappeenranta University of Technology
Finland	Tampere University
Finland	University of Helsinki
Finland	University of Jyväskylä
Finland	University of Lapland
Germany	Heinrich-Heine University
Germany	Westfälische Wilhelms-Universität
Greece	Aristotle University of Thessaloniki
Greece	National and Kapodistrian University of Athens
Iceland	Reykjavik University
Norway	Norwegian Business School BI
Norway	Norwegian University of Life Sciences
Norway	Norwegian University of Science and Technology
Norway	Oslo Metropolitan University
Norway	UiT The Arctic University of Norway
Norway	University of Bergen
Norway	University of Oslo
Spain	Rovira i Virgili University
Spain	Universitat Oberta de Catalunya
Sweden	Karolinska Institutet
Sweden	Linköping University
Sweden	Royal Institute of Technology

Switzerland	ETH Zurich
Switzerland	University of Bern
Switzerland	University of Fribourg
Switzerland	University of Geneva
Switzerland	University of St.Gallen
Switzerland	University of Zürich
United Kingdom	Brunel University London
United Kingdom	Nottingham Trent University

Universities of applied sciences

Finland	Haaga-Helia University of Applied Sciences
Finland	Häme University of Applied Sciences
Finland	Karelia University of Applied Sciences
Finland	Lapland University of Applied Sciences
Finland	Laurea University of Applied Sciences
Finland	Metropolia University of Applied Sciences
Finland	Oulu University of Applied Sciences
Finland	Saimaa University of Applied Sciences
Finland	Satakunta University of Applied Sciences
Finland	Savonia University of Applied Sciences
Finland	Seinäjoki University of Applied Sciences
Finland	South-Eastern Finland University of Applied Sciences
Finland	Tampere University of Applied Sciences
Finland	Turku University of Applied Sciences