

BencHEIT Workshop 2019

Survey and process

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BencHEIT survey

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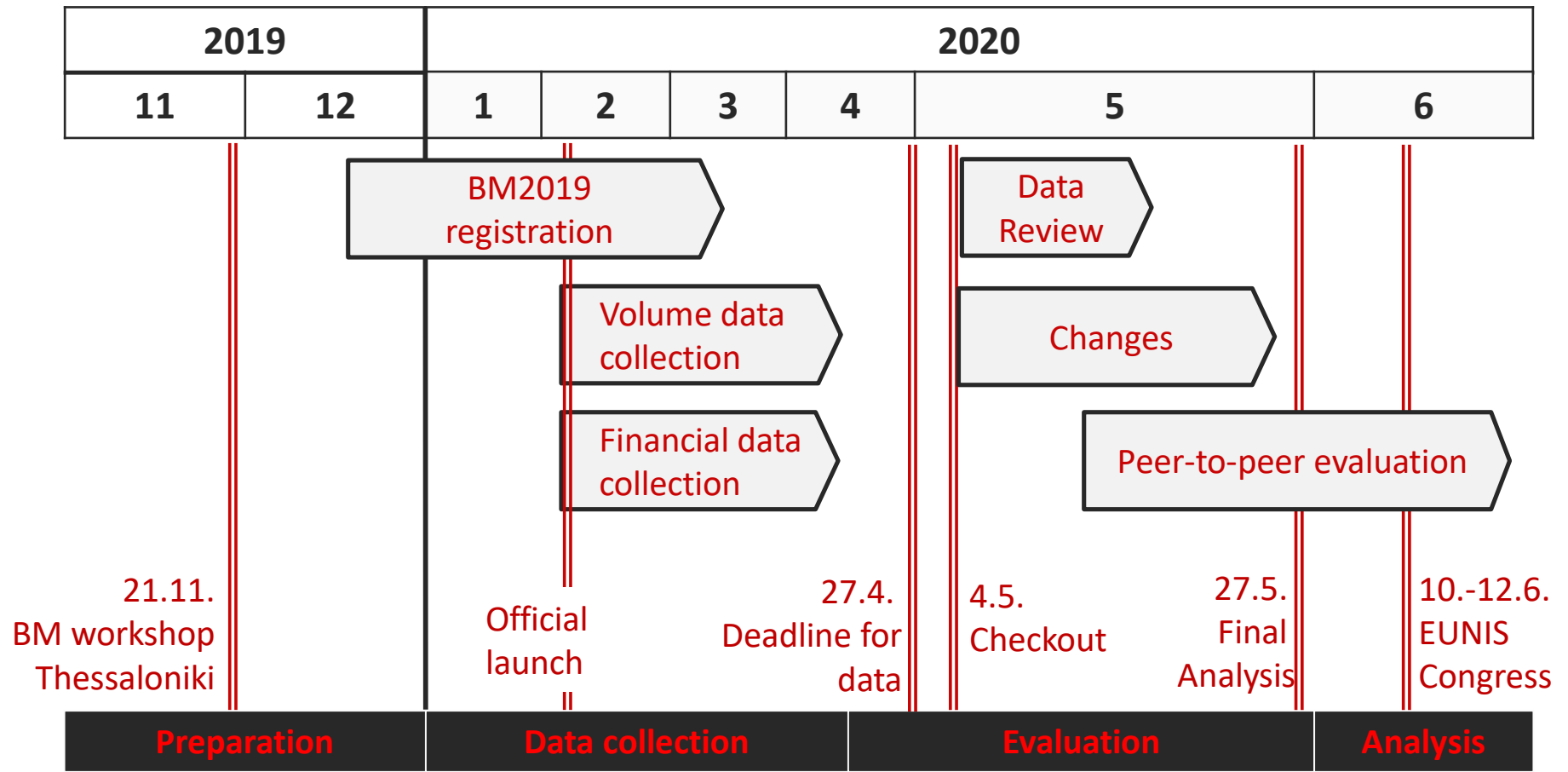
BM Task Force

- Mr. Ilkka Siissalo, Chairman, University of Helsinki
- Mrs. Suvi Valsta, Secretary, University of Helsinki
- Mr. Peter Bruun Nielsen, Aarhus University
- Mr. Ole Langfeldt, Norwegian University of Science and Technology
- Mr. Jussi-Pekka Pispä, Tampere University of Technology
- 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

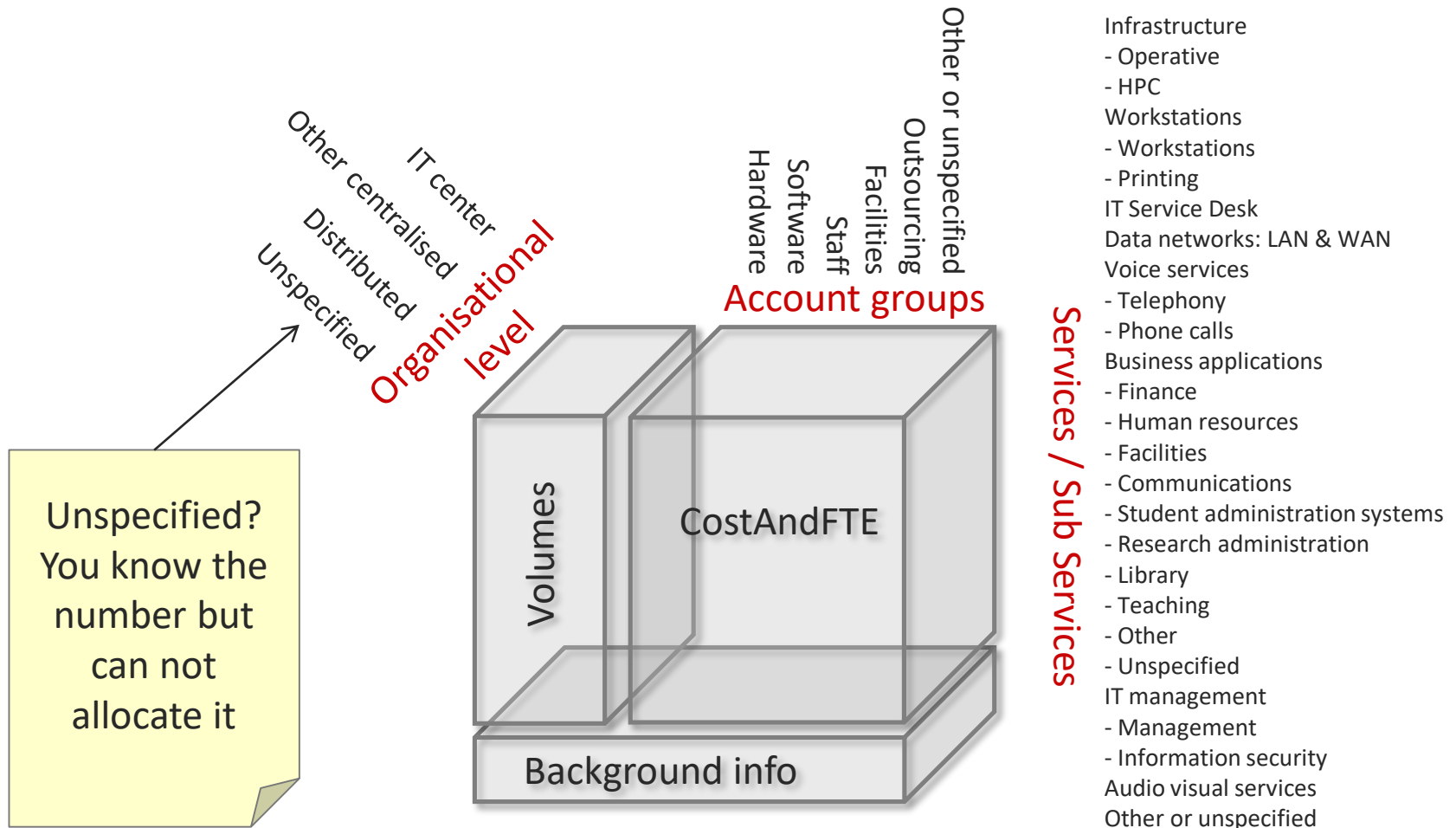
BencHEIT Survey / Background on the survey

- 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.

BM2019 Survey / Timetable Approximate schedule



BencHEIT Survey / Dimensions



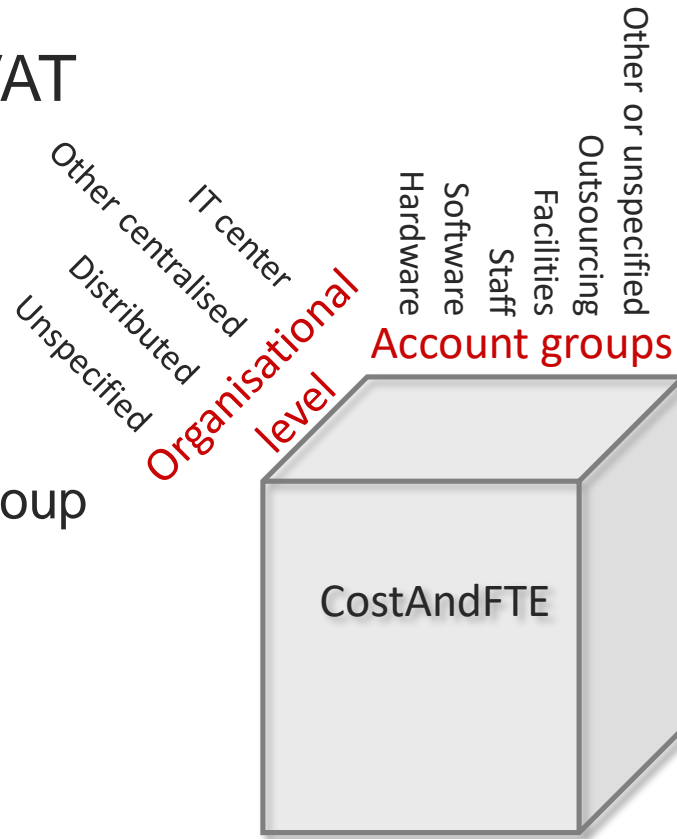
BencHEIT Survey / Dimensions: Background

- Info about the whole organisation
 - Contact information
 - Size, type or organisation
 - Physical division of organisation: campus, buildings
 - Personnel FTE, student FTE, head counts
 - Total budget of organisation

 - Used as a part of indicators, e.g. *IT Staff / Staff FTE*
 - Most of this data should be found on your organisation's public web site.

BencHEIT Survey / Dimensions: Costs

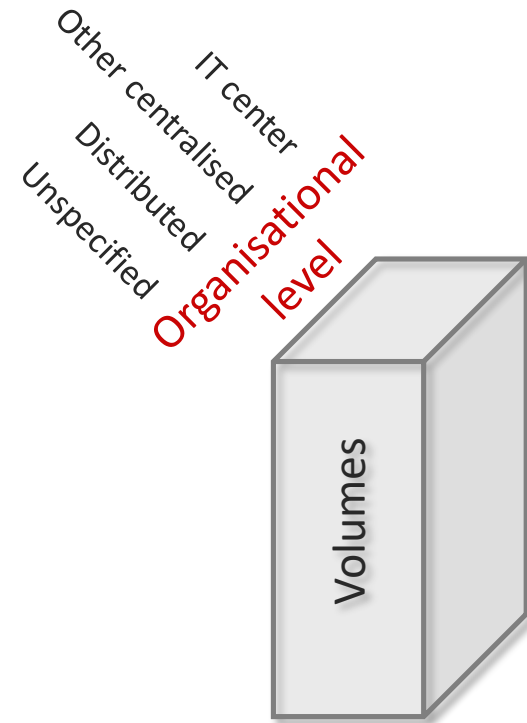
- With or without VAT
- Local currency
- Allocated by
 - (sub)services
 - account group
 - organisational group



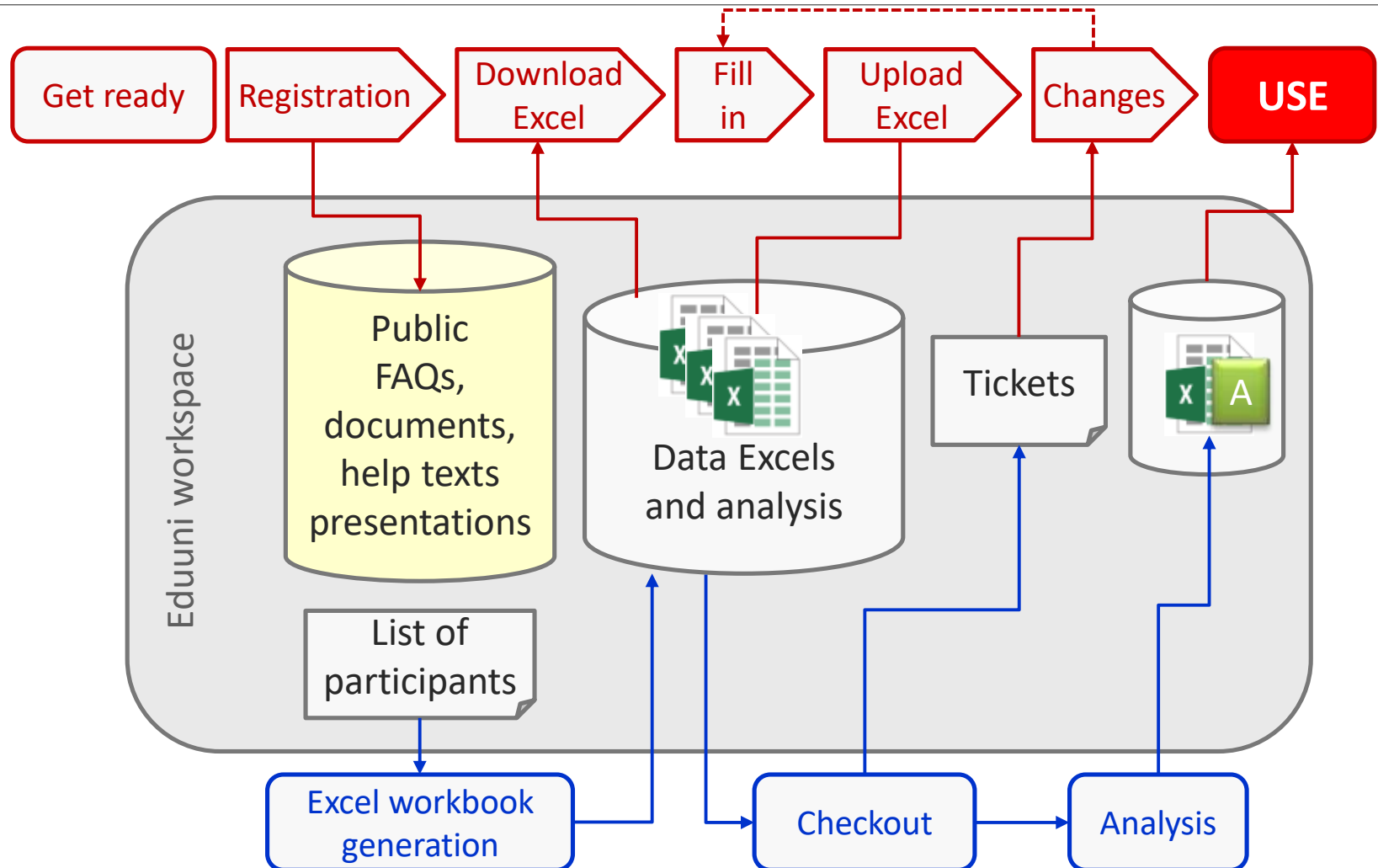
- Services / Sub Services**
- Infrastructure
 - Operative
 - HPC
 - Workstations
 - Workstations
 - Printing
 - IT Service Desk
 - Data networks: LAN & WAN
 - Voice services
 - Telephony
 - Phone calls
 - Business applications
 - Finance
 - Human resources
 - Facilities
 - Communications
 - Student administration systems
 - Research administration
 - Library
 - Teaching
 - Other
 - Unspecified
 - IT management
 - Management
 - Information security
 - Audio visual services
 - Other or unspecified

BencHEIT Survey / Dimensions: Volumes

- Info about the IT technology
 - Can be allocated by organisational group
 - Servers, network, data centres, HPC, IaaS, HelpDesk, workstations, printers, IT spaces




BM2019 Survey / How it works?



BencHEIT Survey / Excel-file

- After filling in Background, Costs and Volume you will get CIO Summary
 - all indicators of your own organization

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Summary of Bencheit survey 2018

Organisation: Aristotle University of Thessaloniki

Reporting currency: EURO

Facts	BM2018	
Total students (FTE)	47938	
Total personnel (FTE)	3011	
Total operational costs in millions EURO	233.6 M	

Costs	1000 EURO	%
Centralised IT costs	2 963 k	64,6 %
IT costs in other central units	542 k	11,8 %
IT costs in academic units	1 085 k	23,6 %
Unspecified	0 k	0,0 %
Total IT costs	4 589 k	100,0 %
IT share of institution budget	2,0 %	

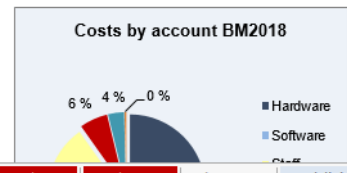
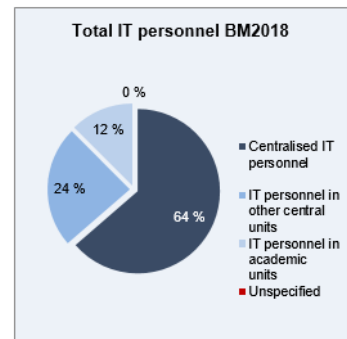
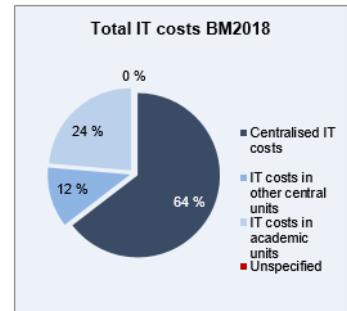
Personnel	FTE	%
Centralised IT personnel	61,2	63,6 %
IT personnel in other central units	23,0	23,9 %
IT personnel in academic units	12,0	12,5 %
Unspecified	0,0	0,0 %
Total IT personnel	96,2	100,0 %
IT share of institution personnel	3,2 %	

Institution staff / IT (FTE)	
Institution staff / IT (FTE)	31,3
Students / IT personnel (FTE)	498,3
User accounts / IT Personnel	840,4

Cost indicators	EURO
IT Costs/Completed degree	580
IT Costs/Completed credit (ECTS)	3
IT Costs/Student (FTE)	96
IT Costs/Staff (FTE)	1 524
IT Costs/Active user account	57

Costs by account	1000 EURO	%
Hardware	6	0,13 %
Software	4	0,09 %
Unspecified	0	0,00 %

Info | **CIOsummary** | Background | CostsAndFTE | Volumes | Licenses | Publicity



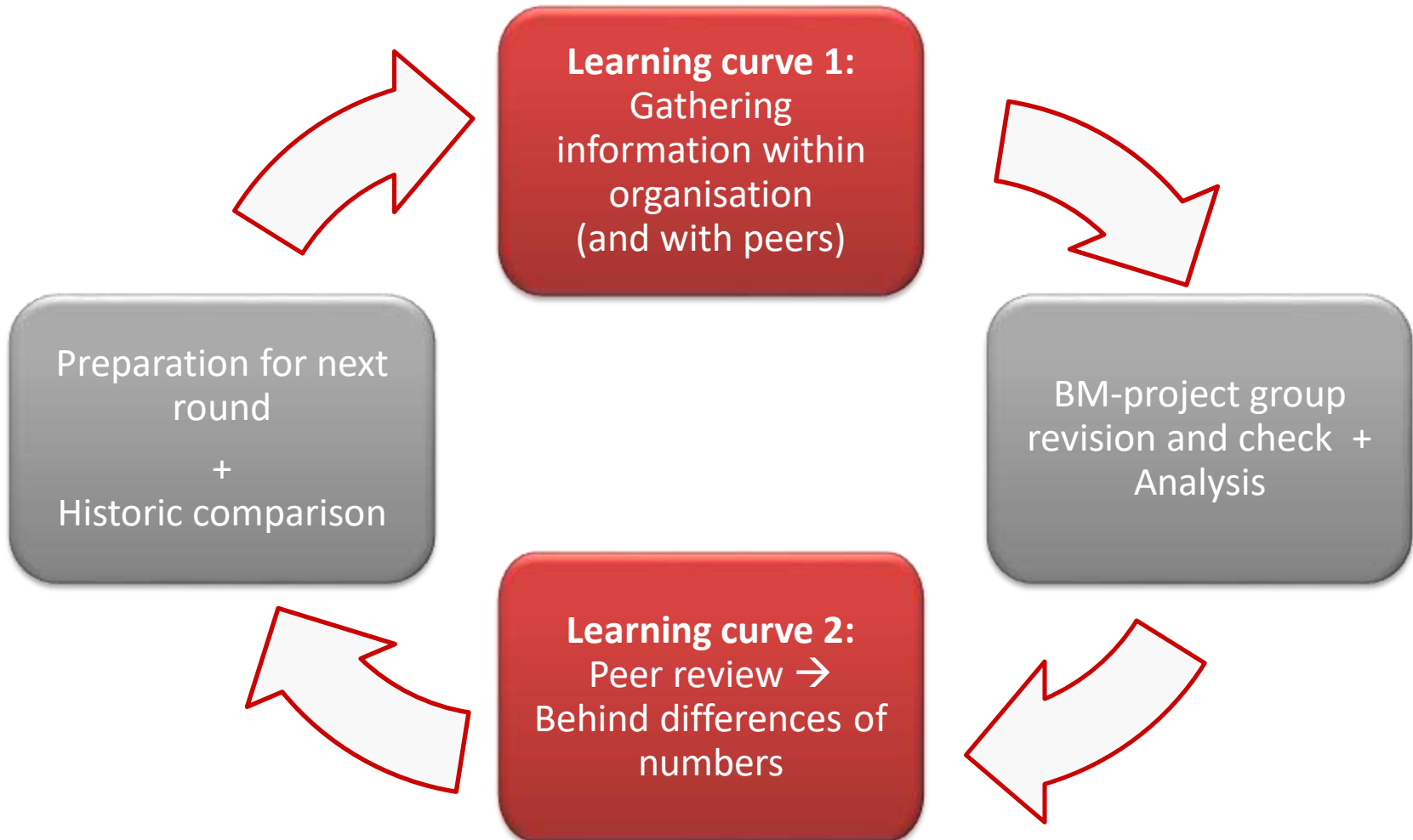
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IT costs (without VAT) and personnel grouped according to three dimensions: Service and SubService
 VAT included

Chosen currency: EURO

Service	Sub Service	Organisation Level	Grand total	Hardware (EURO)	Software (EURO)
Infrastructure			594802	398962	0
	Operational infrastructure costs		405564	255804	0
	IT Center		405564	255804	0
	Other centralised		0		
	Distributed		0		
	Unspecified org.level		0		
	High Performance Computing		189238	143158	0
	IT Center		189238	143158	0
	Other centralised		0		
	Distributed		0		
	Unspecified org.level		0		

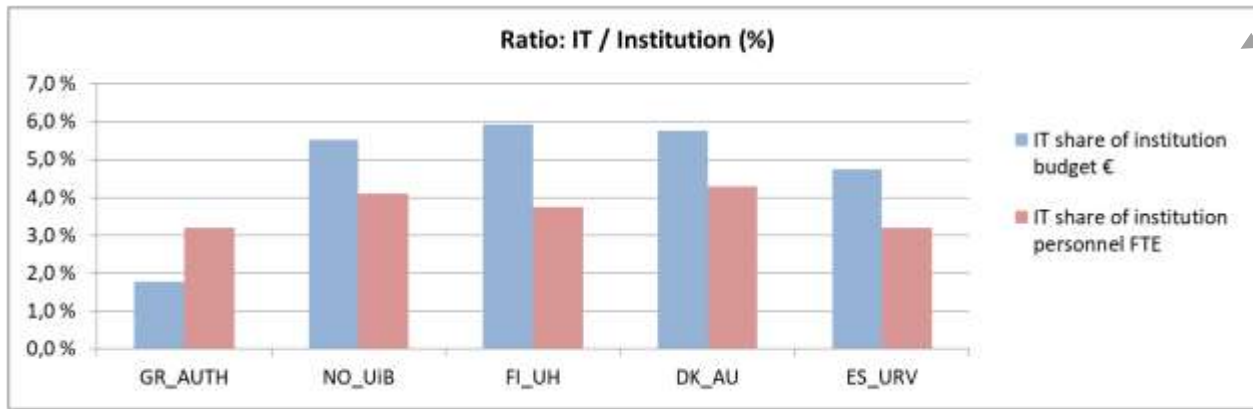
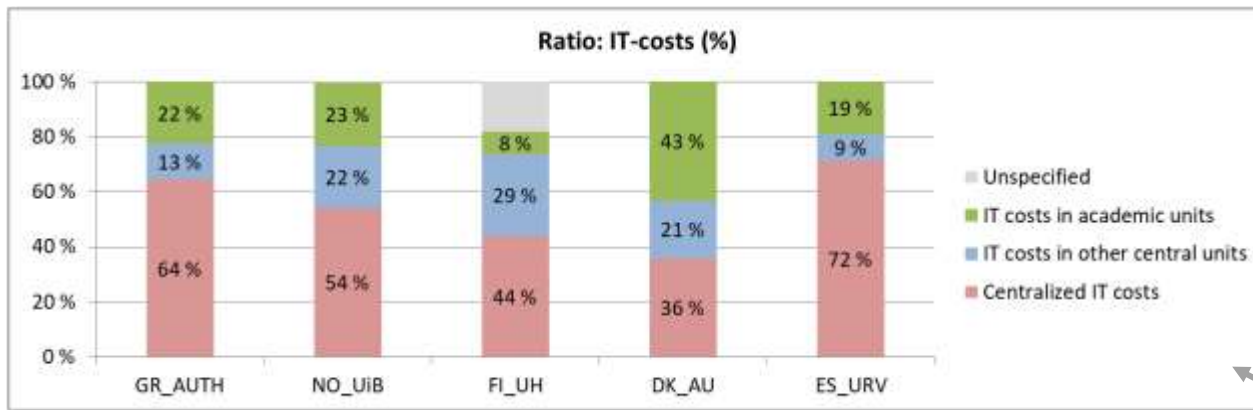
BencHEIT Survey / The process



BencHEIT Survey / Analysis

Example: <https://www.eunis.org/task-forces/benchmarking/bm2017/>

- Compare your organization against peers

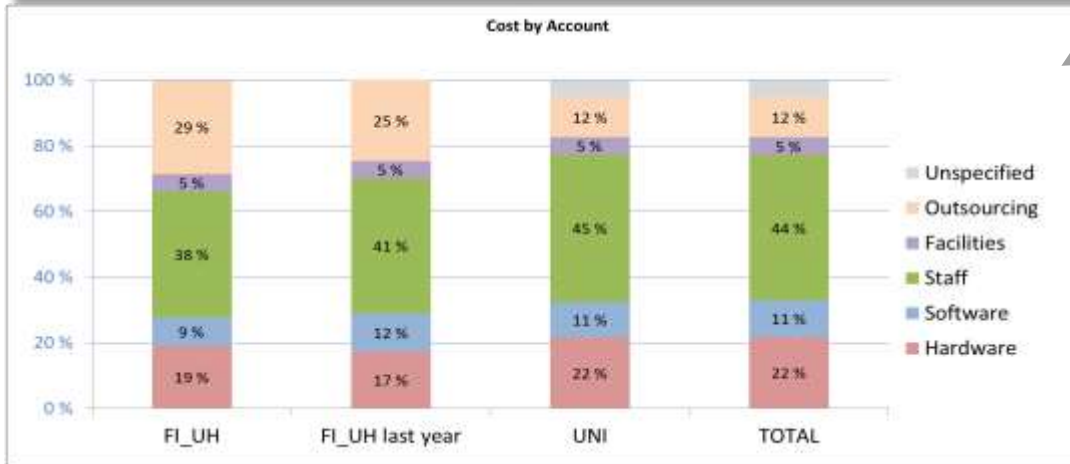
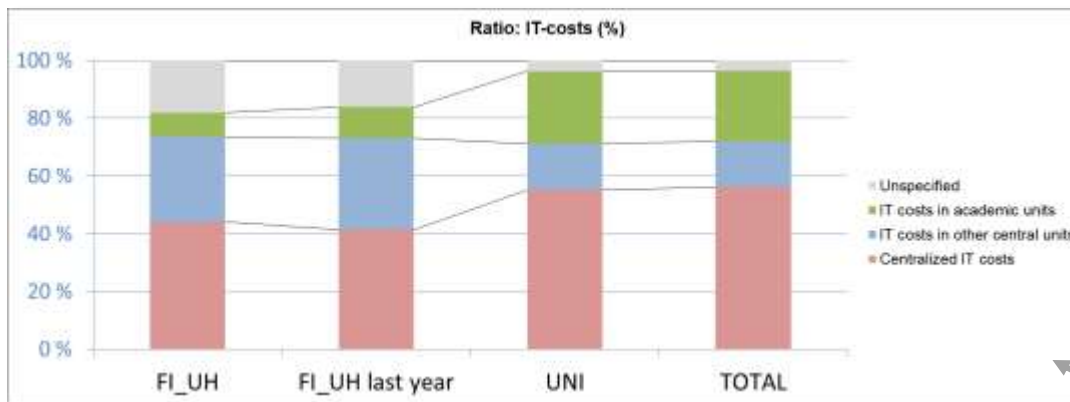


values from BM2018

BencHEIT Survey / Analysis

Example: <https://www.eunis.org/task-forces/benchmarking/bm2017/>

- Compare your organization against the average



values from BM2018

BencHEIT Survey → Know your numbers!

Thank you!

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