ARISTOTLE
UNIVERSITY
OF THESSALONIKI

EUNIS
EUROPEAN UNIVERSITY
INFORMATION SYSTEMS

EUNIS BencHEIT Workshop, November 21st 2019
Aristotle University of Thessaloniki

The case of benchmarking in Greek Universities

Our host - Aristotle University of Thessaloniki

HELLAS

The oldest E.U. member state in S.E Europe

BELGRADE

SKOPJE

TIRANA

ATHENS

THESSALONIKI

BUCHAREST

SOFIA

ISTANBUL

(CONSTANTINOPLE)
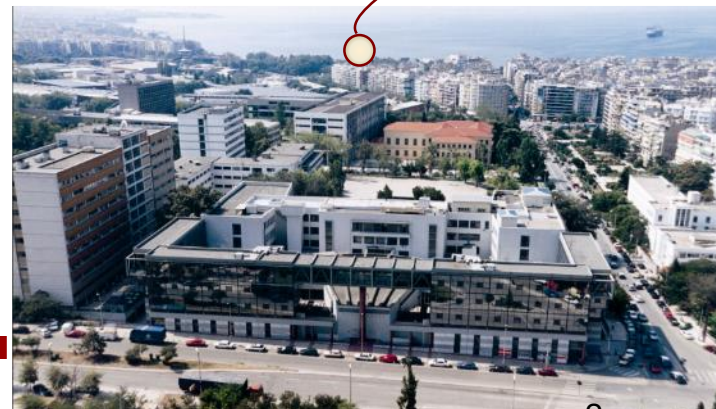
THESSALONIKI

THE REGION
2 continents
7 countries
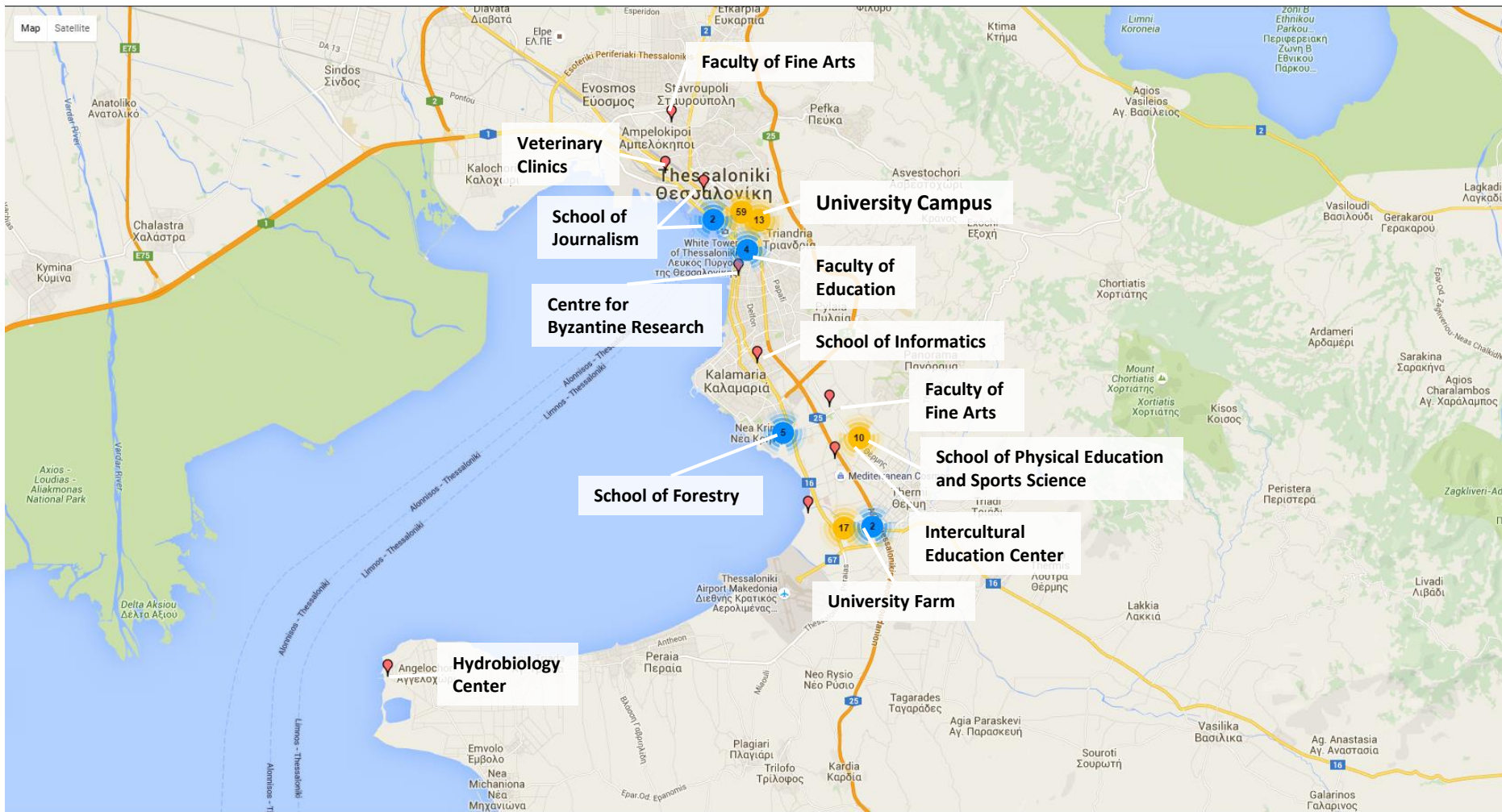**7** capitals

The city is a center among centers of decision making

ARISTOTLE UNIVERSITY

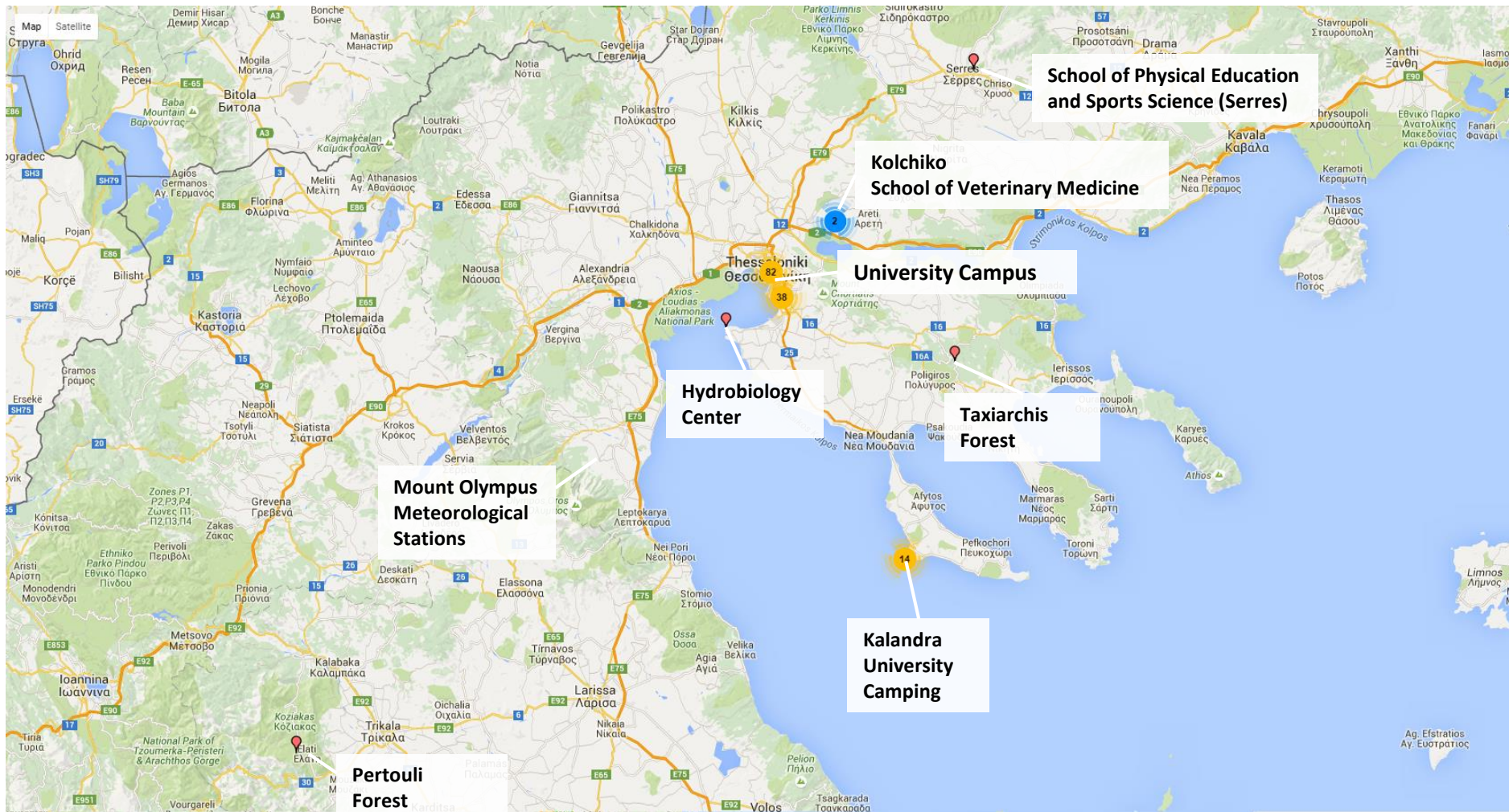The **largest** University of the country dominates the city

Aristotle University in Thessaloniki

Rector's, Pericles A. Mitkas, Presentation: A brief presentation of AUTh – June 2019

Aristotle University in Northern Greece

School of Physical Education and Sports Science (Serres)

Kolchiko
School of Veterinary Medicine

University Campus

Hydrobiology Center

Taxiarchis Forest

Mount Olympus Meteorological Stations

Kalandra University Camping

Pertouli Forest

Rector's, Pericles A. Mitkas, Presentation: A brief presentation of AUTh – June 2019

5

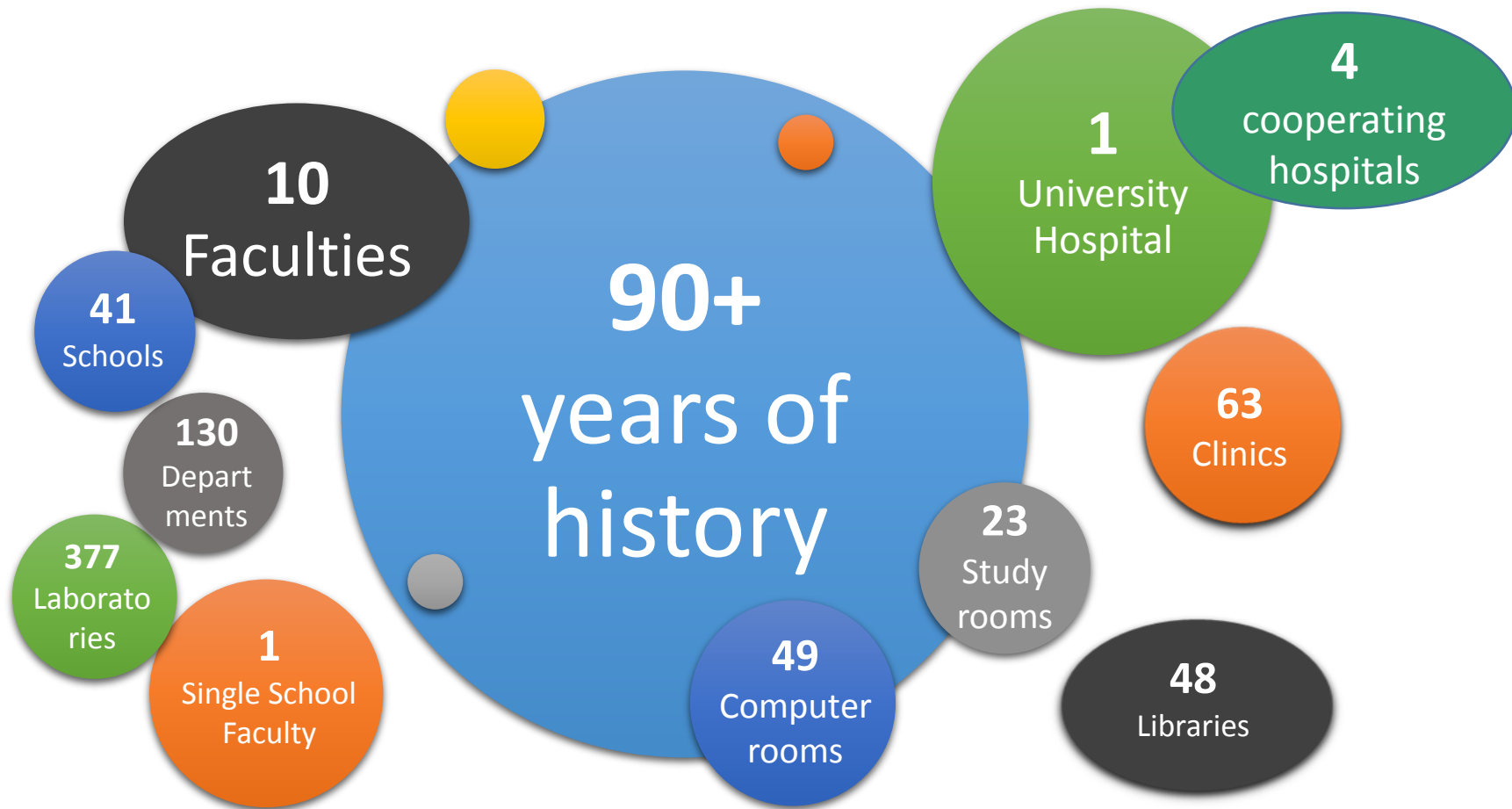# AUTH Vision and Mission

- ***Our Vision:***

  An Excellent, Public University with International Outreach

- ***The Mission of Aristotle University*** *is:*

  a) to provide high quality education, accessible to everyone, in an environmentally friendly university,

  b) to produce internationally acknowledged research results,

  c) to contribute to Greece's economic and social growth.

Aristotle University in Numbers

10 Faculties

41 Schools

130 Departments

377 Laboratories

1 Single School Faculty

90+ years of history

49 Computer rooms

23 Study rooms

1 University Hospital

4 cooperating hospitals

63 Clinics

48 Libraries

Undergraduate, Postgraduate and PhD Programs

AUTH

42 Undergraduate Programs

143 Postgraduate Programs

41 PhD Programs

140 National

3 International

French-Language Interinstitutional Program

Special Collaboration and Co-Supervision Protocols

7 English-Language
1 French-Language
1 German-Language

12 English Enabled

1 English-Language
1 French-Language
1 Greek-Language

Rector's, Pericles A. Mitkas, Presentation: A brief presentation of AUTh – June 2019

A Comprehensive University

Faculty of Philosophy	Faculty of Education	Faculty of Fine Arts	Faculty of Theology
Philology	Primary Education	Visual & Applied Arts	Theology
History and Archaeology	Early Childhood Education	Music Studies	Pastoral and Social Theology
Philosophy & Education		Drama	
Psychology		Film Studies	
English Language & Literature			
French L & L			
German L & L			
Italian L & L			

A Comprehensive University

Faculty of Engineering	Faculty of Sciences	Faculty of Agriculture, Forestry & Environment

Civil Engineering

Architecture

Rural & Surveying Engineering

Mechanical Engineering

Electrical & Computer Engineering

Chemical Engineering

Spatial Planning & Development
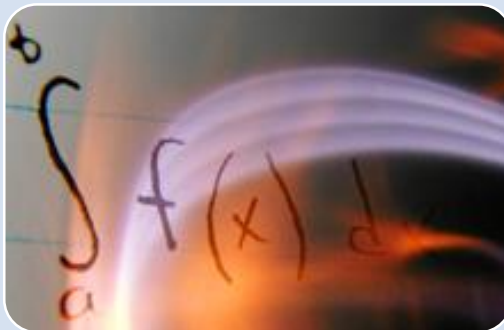
Mathematics

Physics

Chemistry

Biology

Geology

Informatics

Agriculture

Forestry & Natural Environment

A Comprehensive University

Faculty of Economic & Political Sciences

Faculty of Law

Faculty of Health Sciences

Faculty of Physical Education

Economic Sciences

Political Sciences

Journalism & Mass Communication

Law
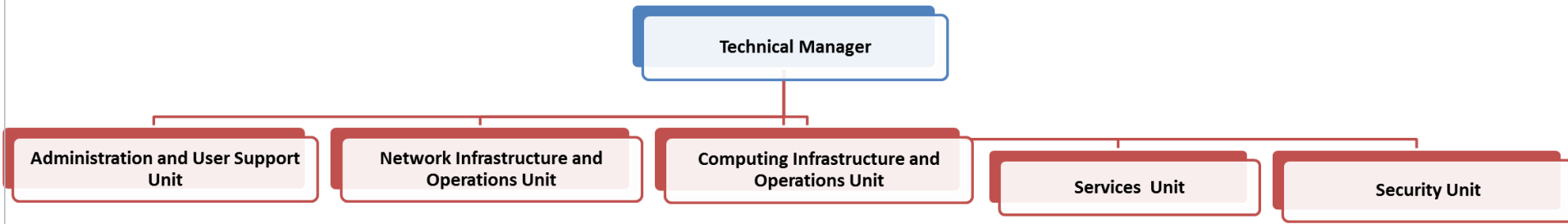
Medicine

Veterinary Medicine

Dentistry

Pharmacy

Physical Education & Sports Science

In Thessaloniki and Serres

Military Officer Training School (+Psychology)

IT Center

IT Center organizational structure

Technical Manager

Administration and User Support Unit

Network Infrastructure and Operations Unit

Computing Infrastructure and Operations Unit

Services Unit

Security Unit

IT Center in numbers

60+
- Employees

30 +
- Interns

123+
- Services

80.000+
- Users

Other Central IT departments (1)

- Research Committee's IT Department – Focused solely to the development and administration of the ERP system (rescom) used for the financial administration of the research projects

- rescom has been adopted by the majority of the Greek Universities

Other Central IT departments (2)

- Central Library's IT Department – Focused mainly to the development and administration of electronic services in the area of documentation and electronic sources provision

Greek Ministry of Digital Governance's strategic approach

- Even more centralized approach (Law No 4623, August 2019)

- All ITC units of each organization will be consolidated in one in the near future.

Participation in five consecutive rounds – 2014-2019

At the beginning

- Searching a wide accepted tool/methodology to justify and document our costs internally

- Engagement with a team having experience and know-how in benchmarking

- Compare ourselves to similar-sized institutions and find best practices

- Gain for ourselves the historical perspective

- Establish cooperation with foreign partners

Was it easy?

- Very good records of costs and volumes at the IT Center's organizational level (centralized)

- More difficult to gather costs and volumes at the distributed organizational level (departments, Central Library, Research Committee, etc.)

- For the first time cost classification per ICT service

After five years – AUTh's point of view
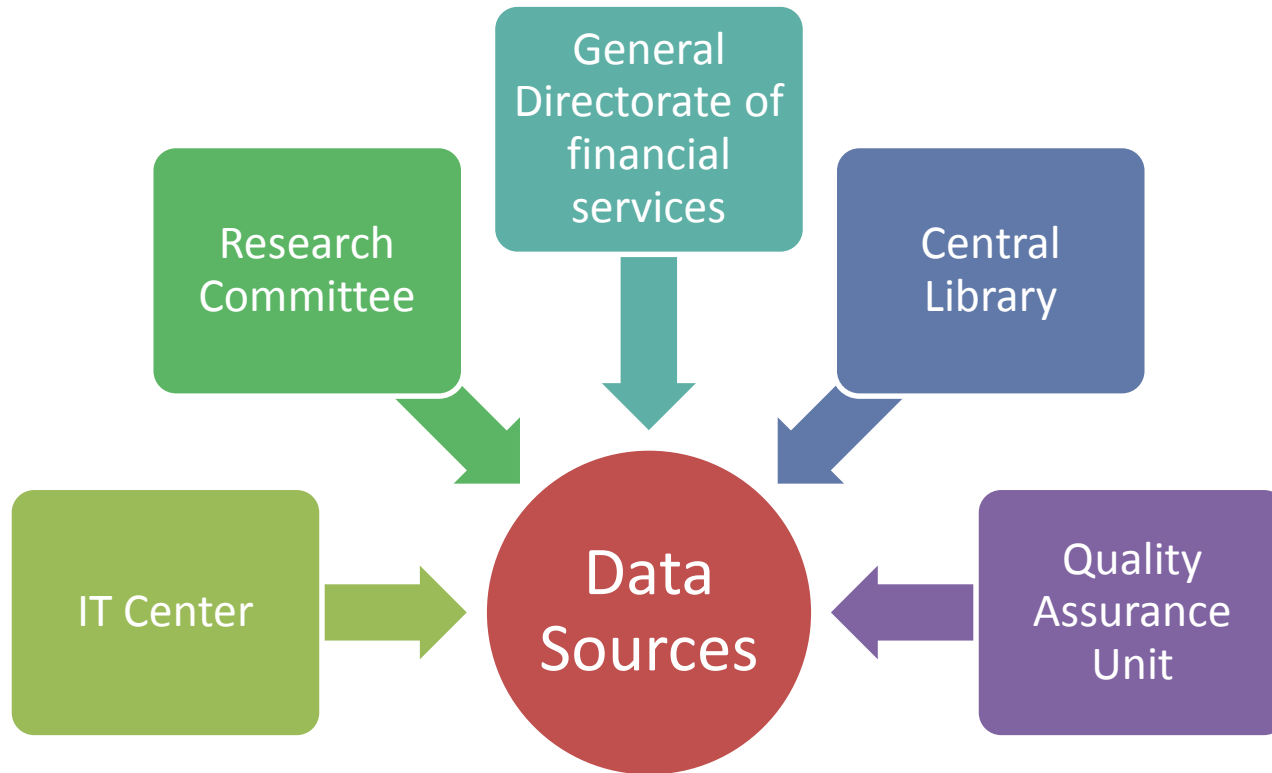
- An informal team for data gathering was created

But still…

- Data gathering is based on an excel sheet shared among all people involved

- In each unit luckily till now the same people are involved each year– so we are at least sure we have comparable numbers from year to year

Comparing ourselves..

#1 We are a large university, spending too little on ICT

IT costs / volume	2014	2015	2016	2017	2018
IT Costs/Completed degree	414	395	396	391	522
IT Costs/Completed credit (ECTS)	2	2	2	2	2
IT Costs/Student (FTE)	80	68	63	62	86
IT Costs/Staff (FTE)	1.003	1.025	1.010	1.009	1.372
IT Costs/Active user account	53	46	40	39	51

Longitudinal analysis allows us to make a documented case!

#2 comparison of Greek HEIs

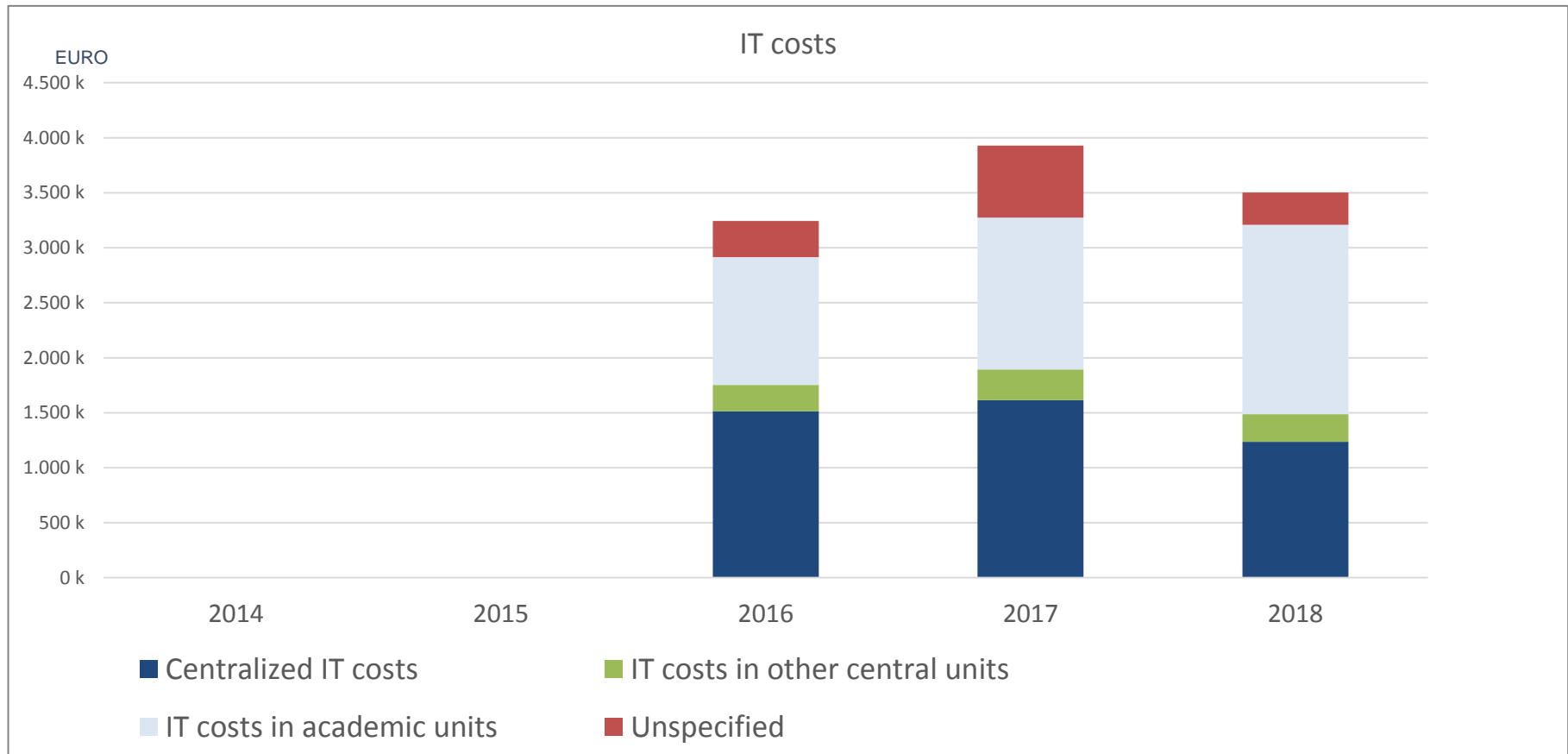

IT share of institution budget
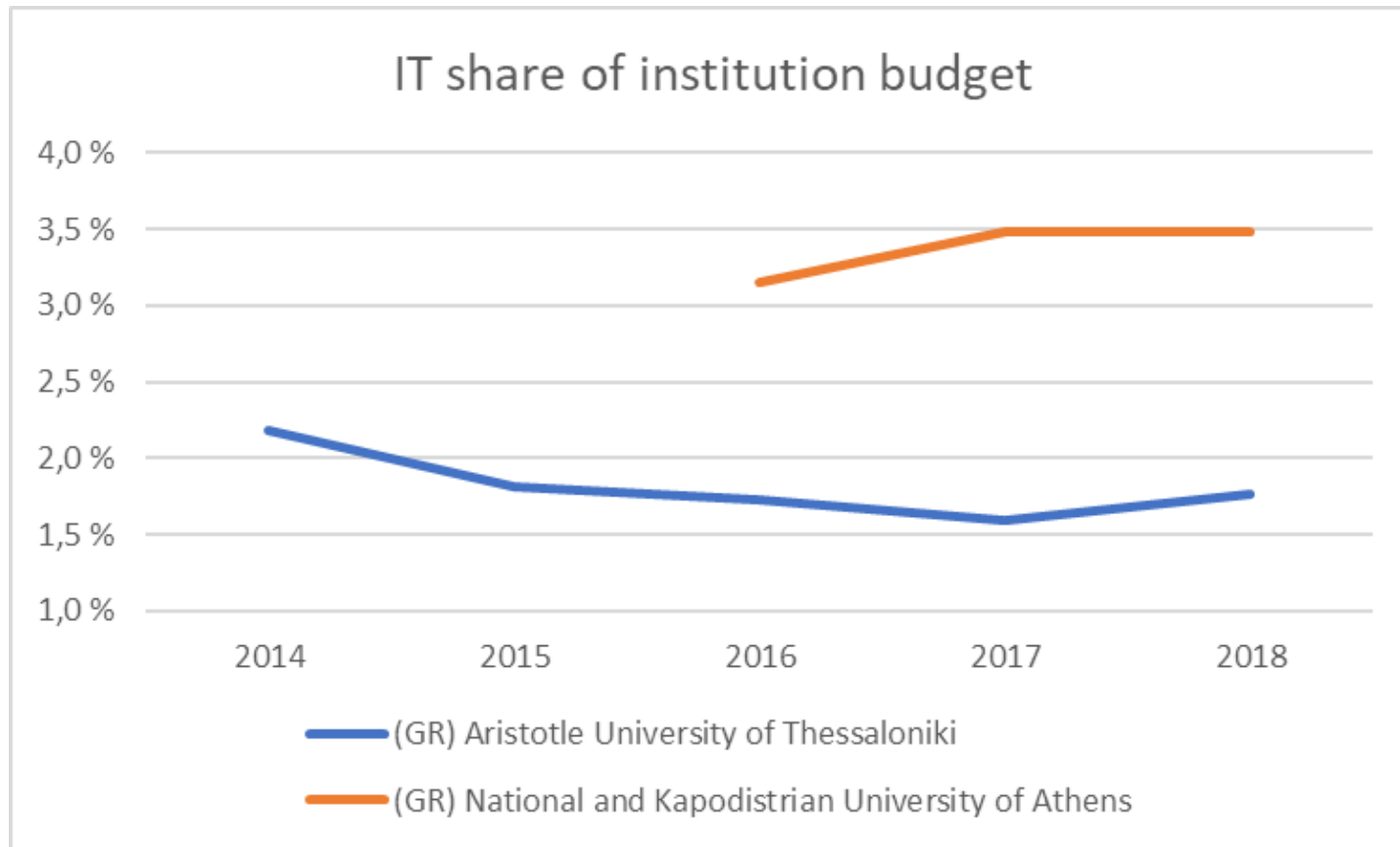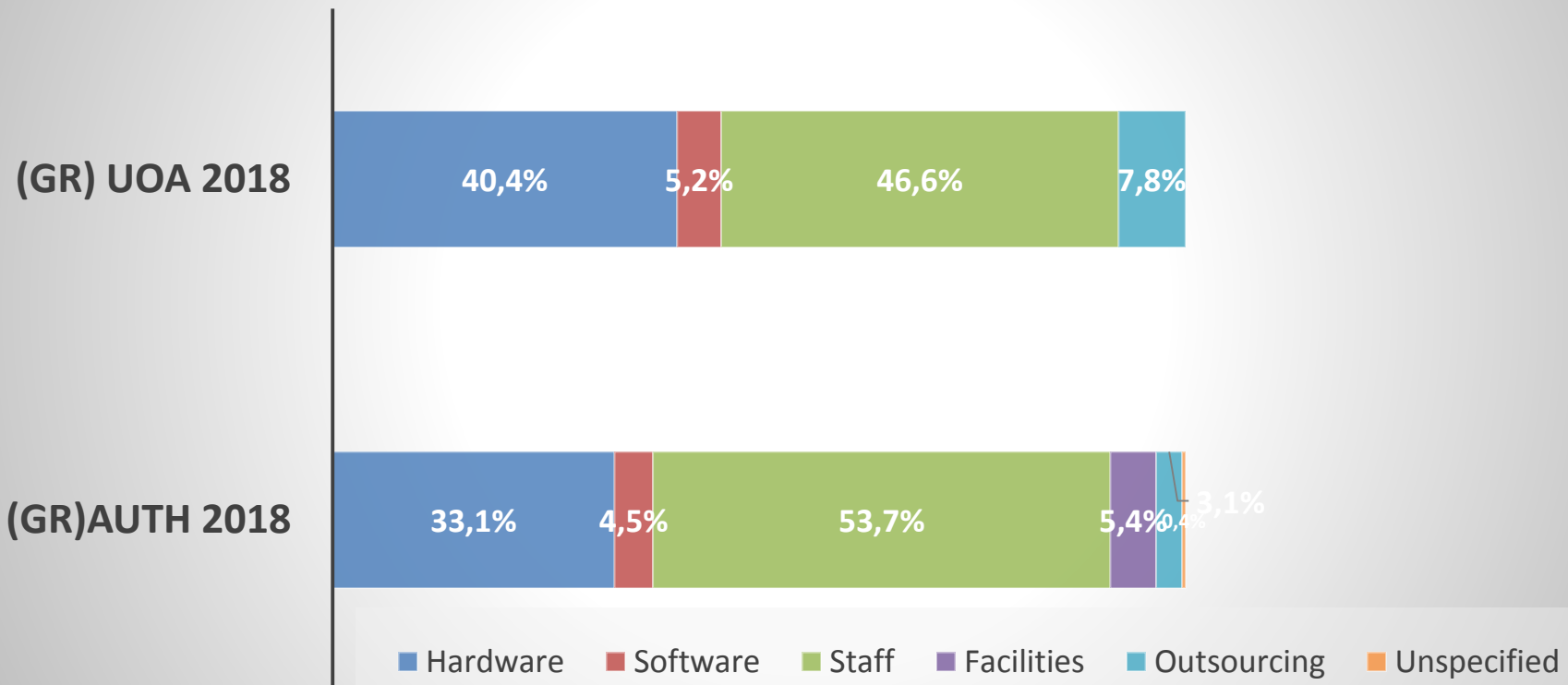
#3 comparison of Greek HEIs
AUTh – More Centralized
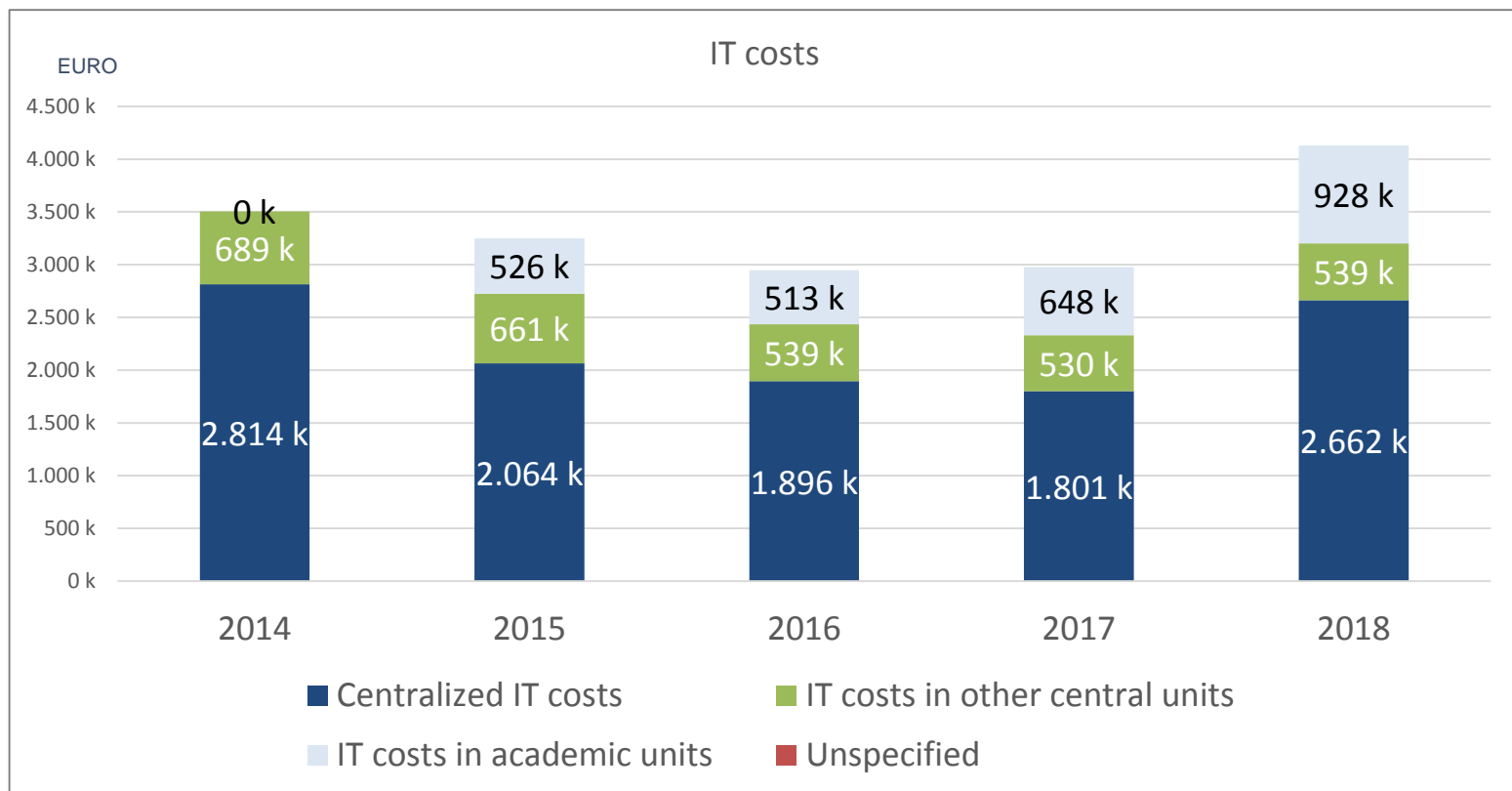
#3 comparison of Greek HEIs
UoA – Less Centralized

IT costs

#4 comparison of Greek HEIs
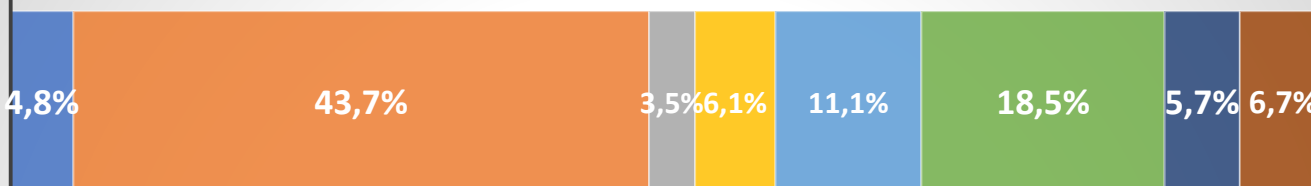
Costs by account – Quite similar trends

	Hardware	Software	Staff	Facilities	Outsourcing	Unspecified
(GR) UOA 2018	40,4%	5,2%	46,6%		7,8%	
(GR)AUTH 2018	33,1%	4,5%	53,7%	5,4%	3,1%	

#5 Greek HEIs vs UNI

Cost by Account
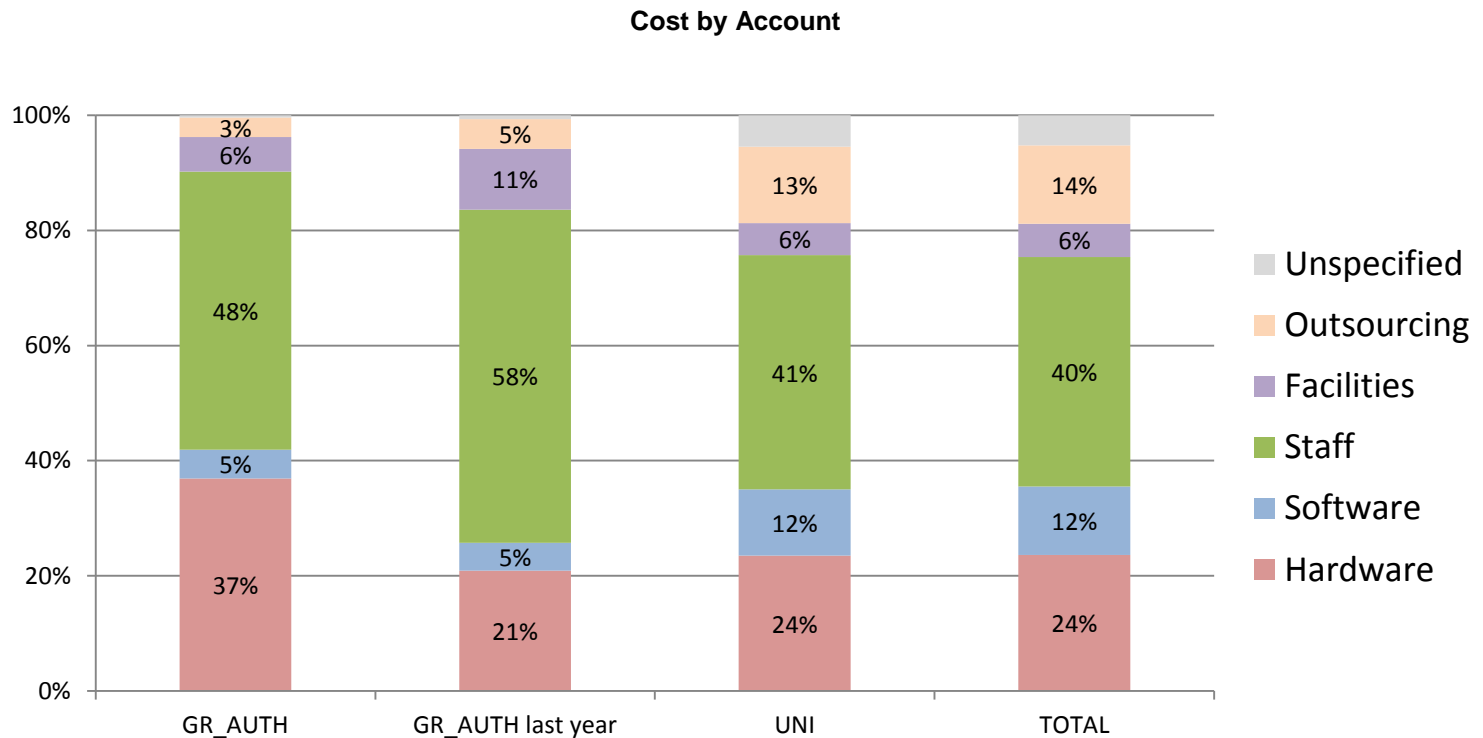
Costs by service – Completely different profiles!

(GR) UOA 2018: 4,8% | 43,7% | 3,5% | 6,1% | 11,1% | 18,5% | 5,7% | 6,7%

(GR) AUTH 2018: 12,5% | 5,1% | 5,6% | 15,4% | 4,6% | 40,7% | 6,8% | 1,1% | 7,2%
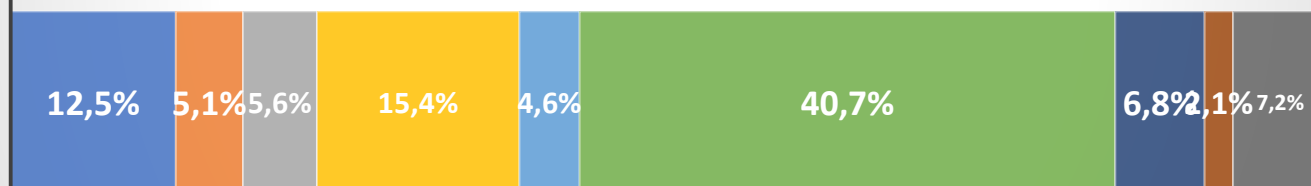
Legend:
- Infrastructure
- Workstations, client and peripherals
- IT Service Desk / Helpdesk (incl. Service Point)
- Data networks: LAN & WAN
- Voice services
- Business applications
- IT management
- Audiovisual services
- Unspecified

#7 AUTh vs UNI
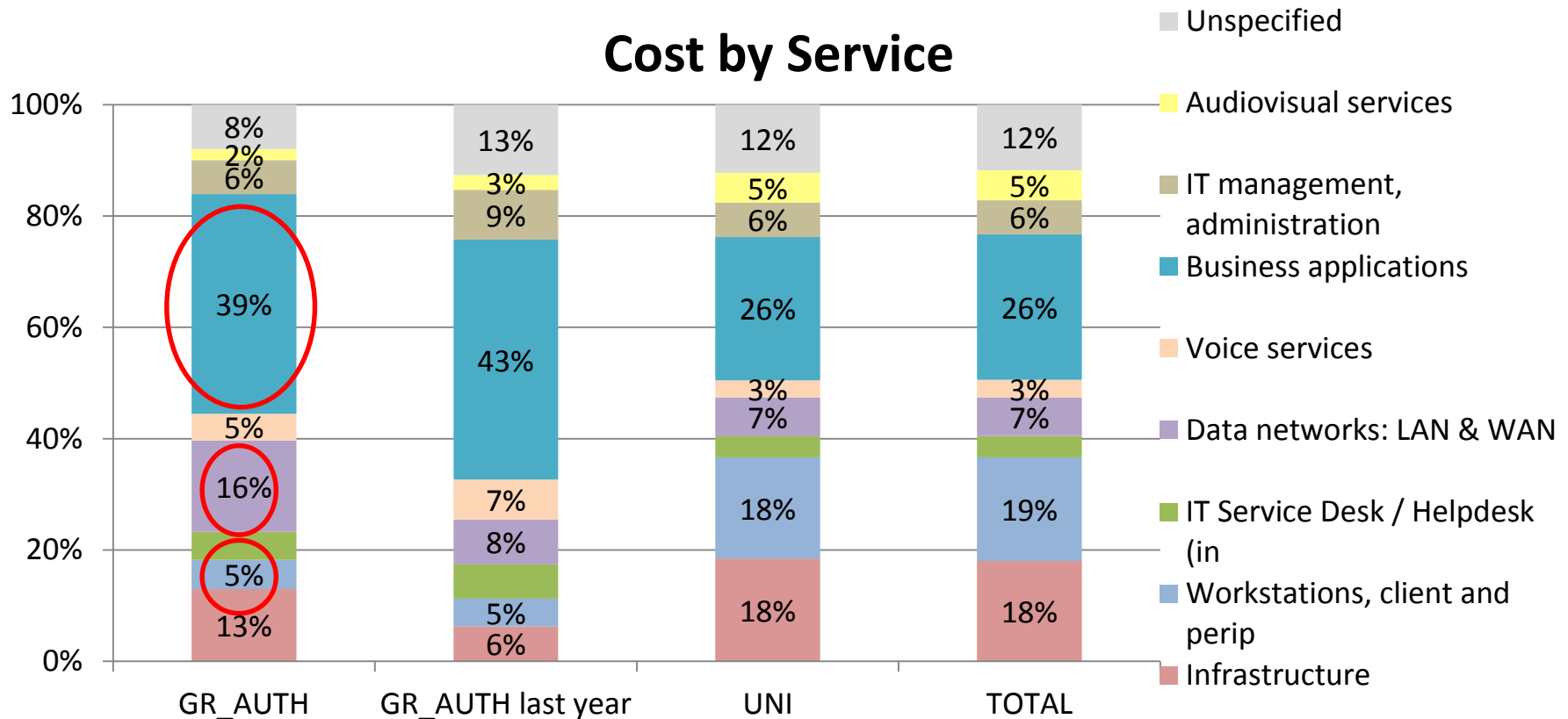
Which part of the analysis is more useful?

1. Apparently **CIO Summary**

2. **Longitudal analysis**

3. **CIOchoose5** adds a bigger insight (*special after a second Greek University joined the initiative*)

Where do we use them?

- Internal report to the supervising IT committee

- Annual budget requests

- Key findings included in the University's annual self-evaluation report

Help decision makers to:

✓ create a first full picture of our universities total IT costs

✓ understand better our comparative IT spending position

Participation in other quantifiable ICT initiatives

- **The Digital Economy and Society Index (DESI) -** Digital Public Services
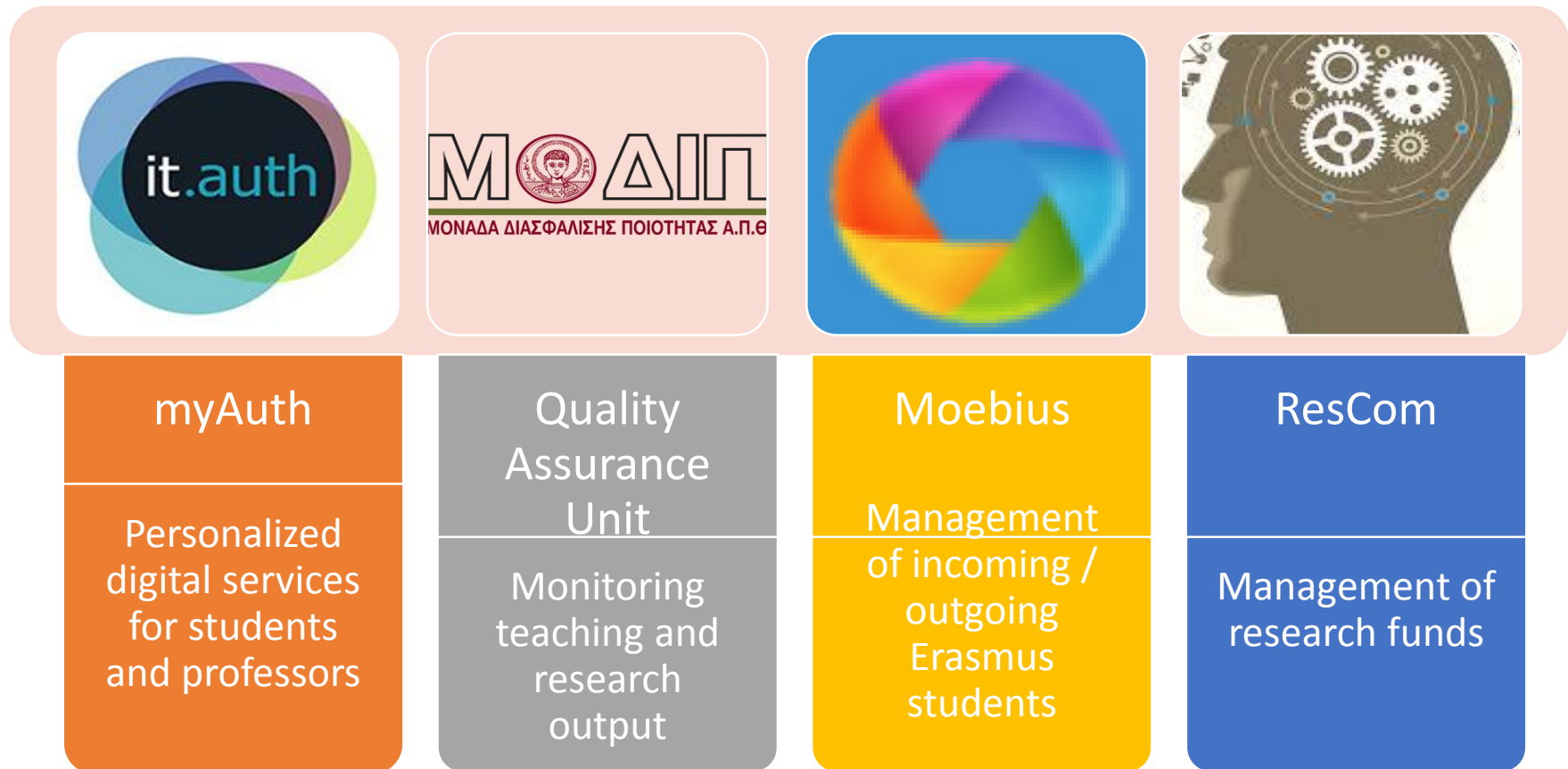
Is IT worth it ?

Aristotle University: Point of Reference

- ✓ Leading role in higher education in Greece

- ✓ Providing **technical know-how**, consulting and services to other institutions

- ✓ Active participation in the formulation of educational and research policies at all levels

AUTH: The digital university of Greece

- In-house development of pioneering software

myAuth	Quality Assurance Unit	Moebius	ResCom
Personalized digital services for students and professors	Monitoring teaching and research output	Management of incoming / outgoing Erasmus students	Management of research funds

EUROPEAN UNIVERSITY – EPICUR, June 2019
European Partnership for an Innovative Campus Unifying Regions
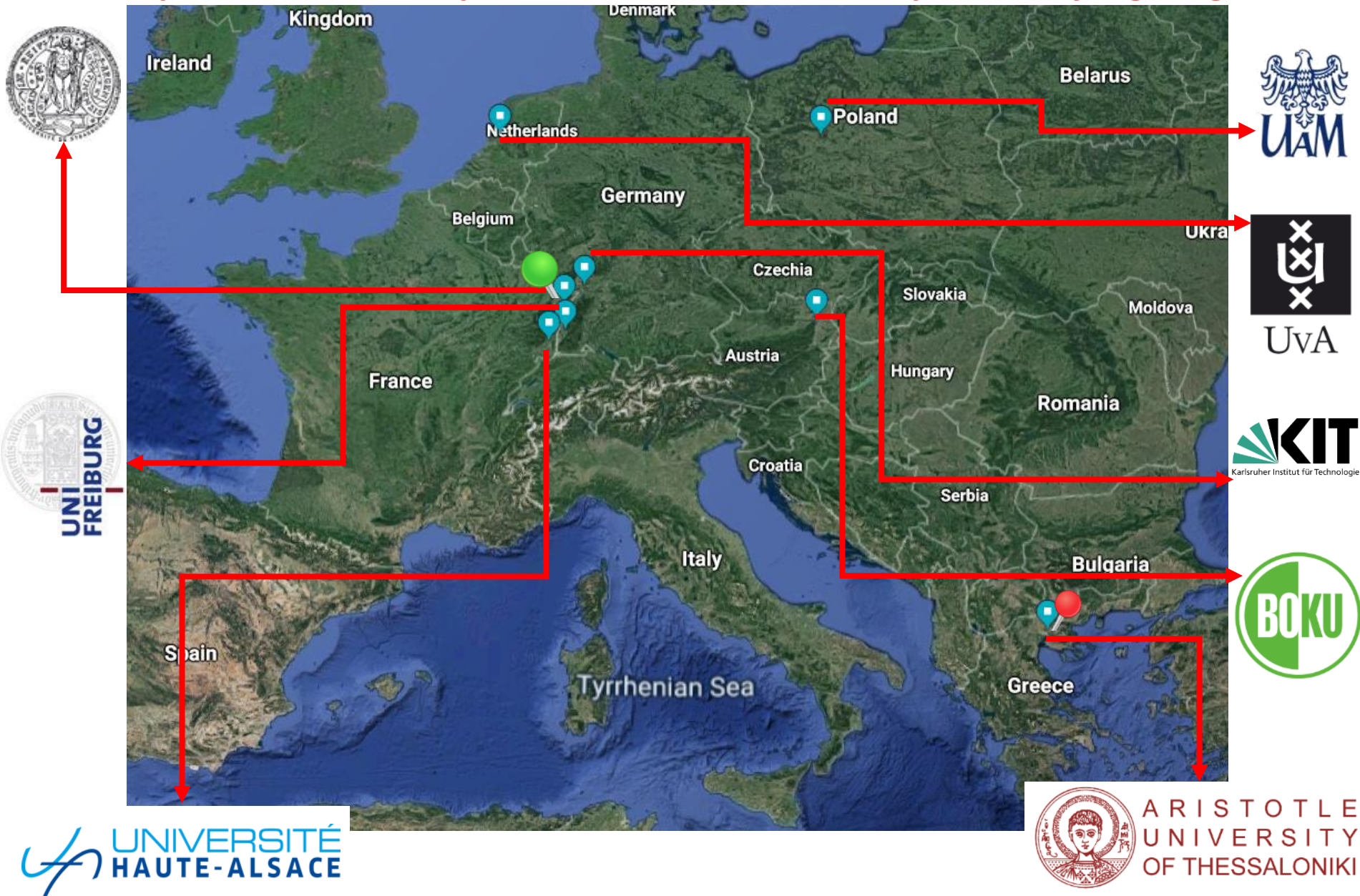
Looking into the future

- A web site, a BI tool – not an excel file- with the appropriate functionalities

- Third Greek Participant? (more voices speaking the same language, larger pressure to national level for higher ITC funding) – Democritus University of Thrace

Thank You!

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