

BencHEIT survey 2019

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BM2019 analysis launch 2.7.2020

BencHEIT survey 2019

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BM Task Force

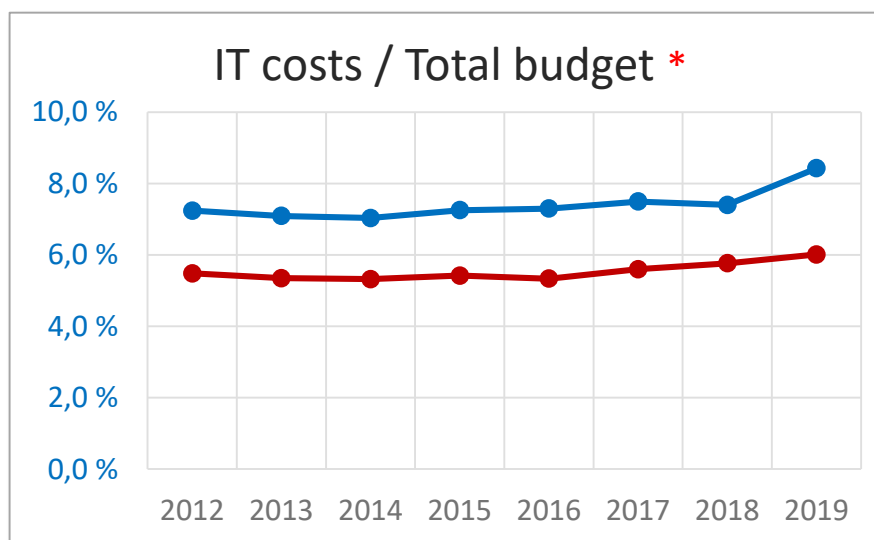
- Mr. Ilkka Siissalo, University of Helsinki, Chairman
- Mrs. Yvonne Kivi, University of Helsinki, Secretary
- Mr. Ole Langfeldt, Norwegian University of Science and Technology
- Mr. Peter Bruun Nielsen, Aarhus University Denmark
- Mr. Jussi-Pekka Pispä, Tampere University
- Mr. Yiannis Salmatzidis, Aristotle University of Thessaloniki
- Mr. Teemu Seesto, 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 / 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.

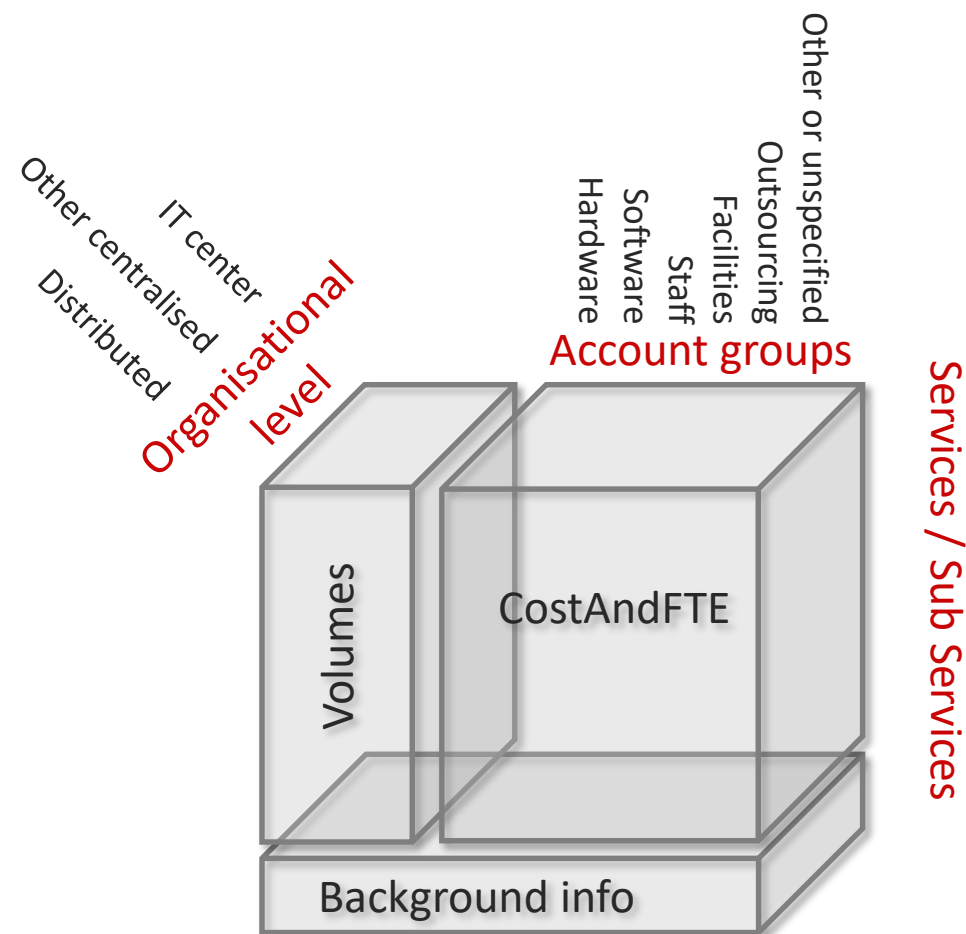
BencHEIT Survey / Survey statistics

Universities	2018	2019
Participation UNI	35	31
Average IT cost (€)	27,3 M€	31,6 M€
Participation UAS (FI)	14	13
Average IT cost (€)	4,0M€	4,1 M€



* different number of participants each year

BencHEIT 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
- Teaching
- Research administration
- **Research**
- Library
- Other
- Unspecified

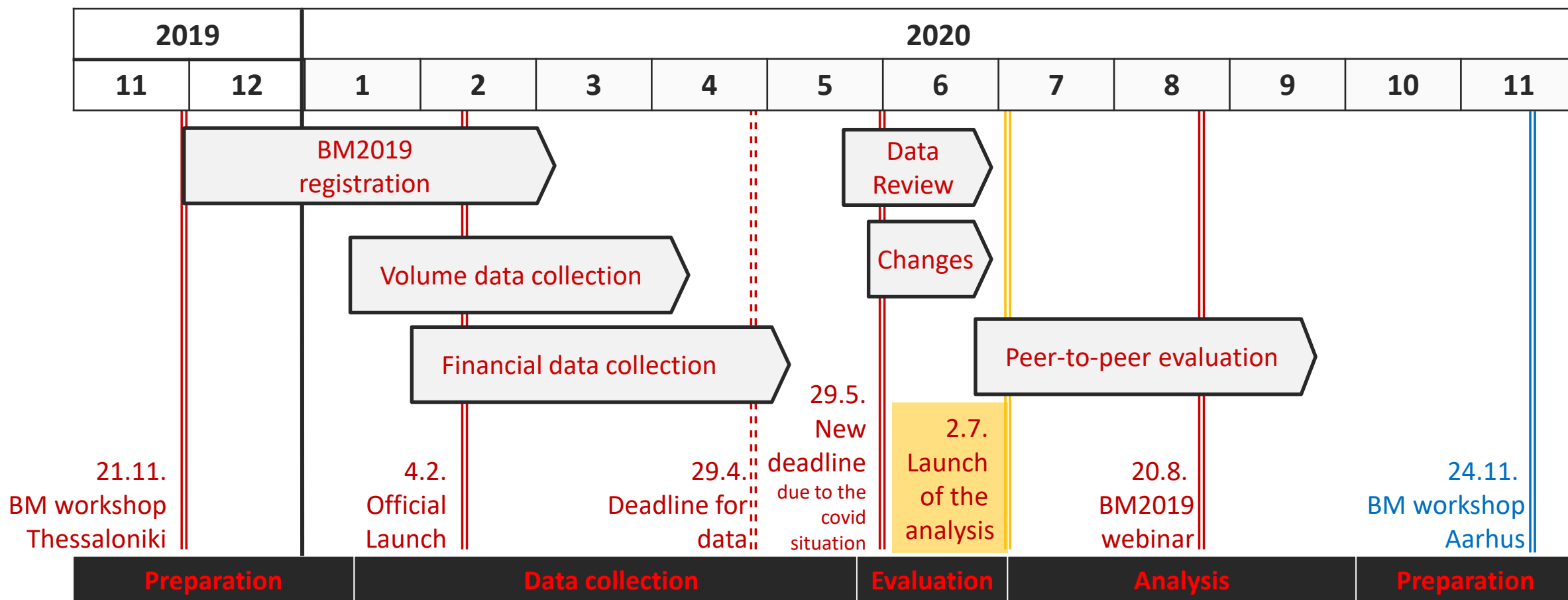
IT management

- Management
- Information security

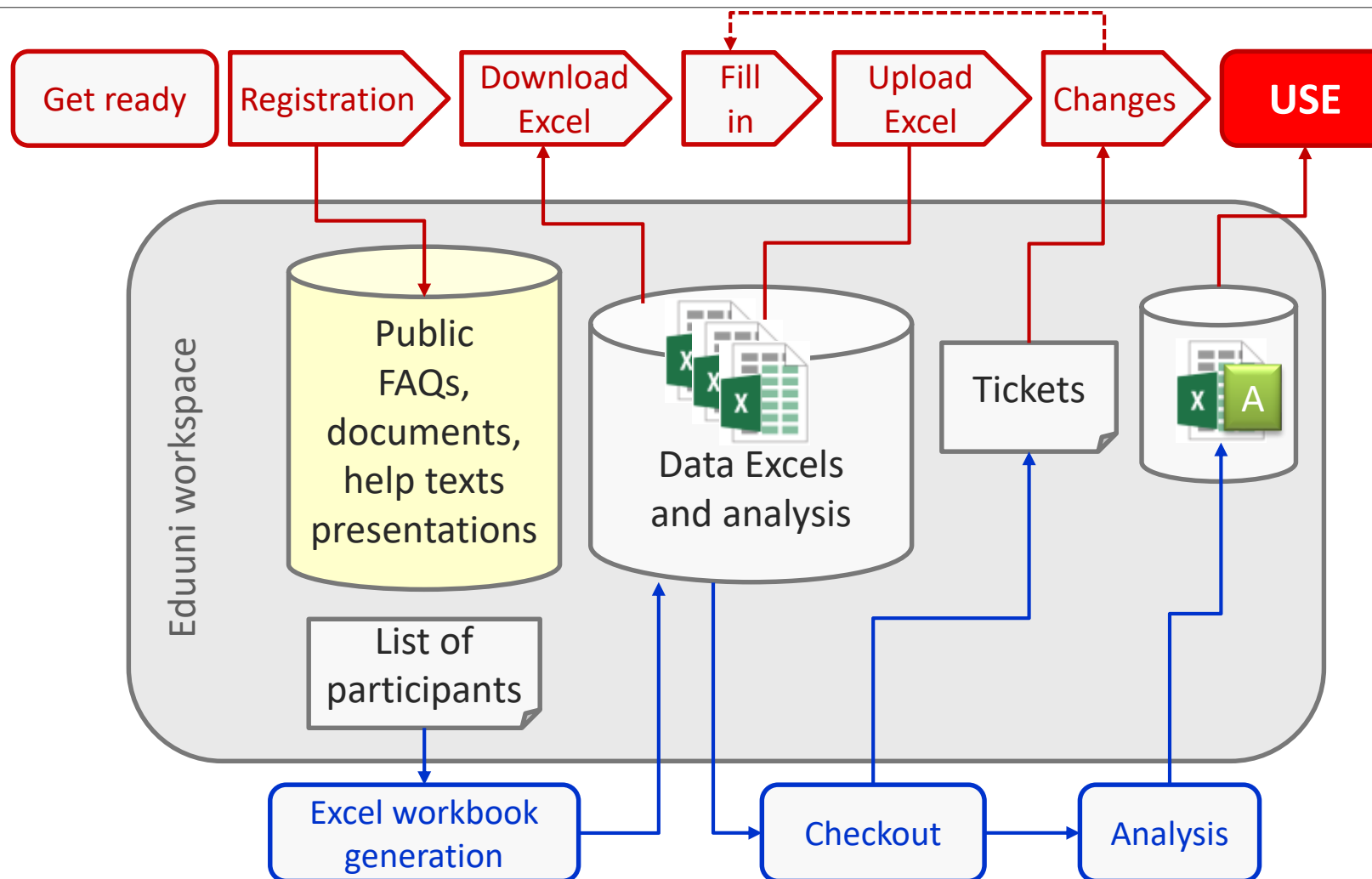
Audio visual services

Other or unspecified

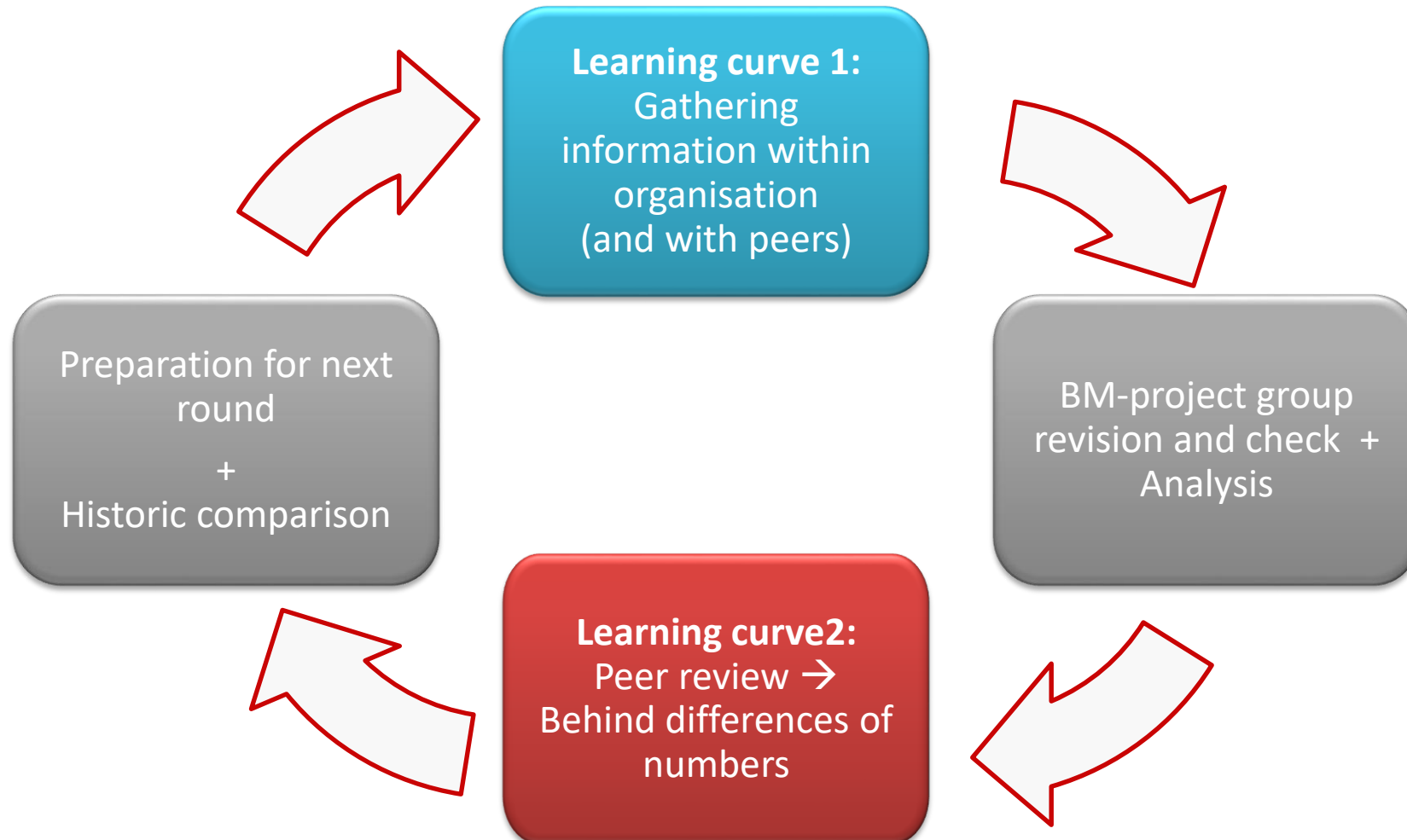
BM2019 Survey / Timetable



BM2019 Survey / How did it work?



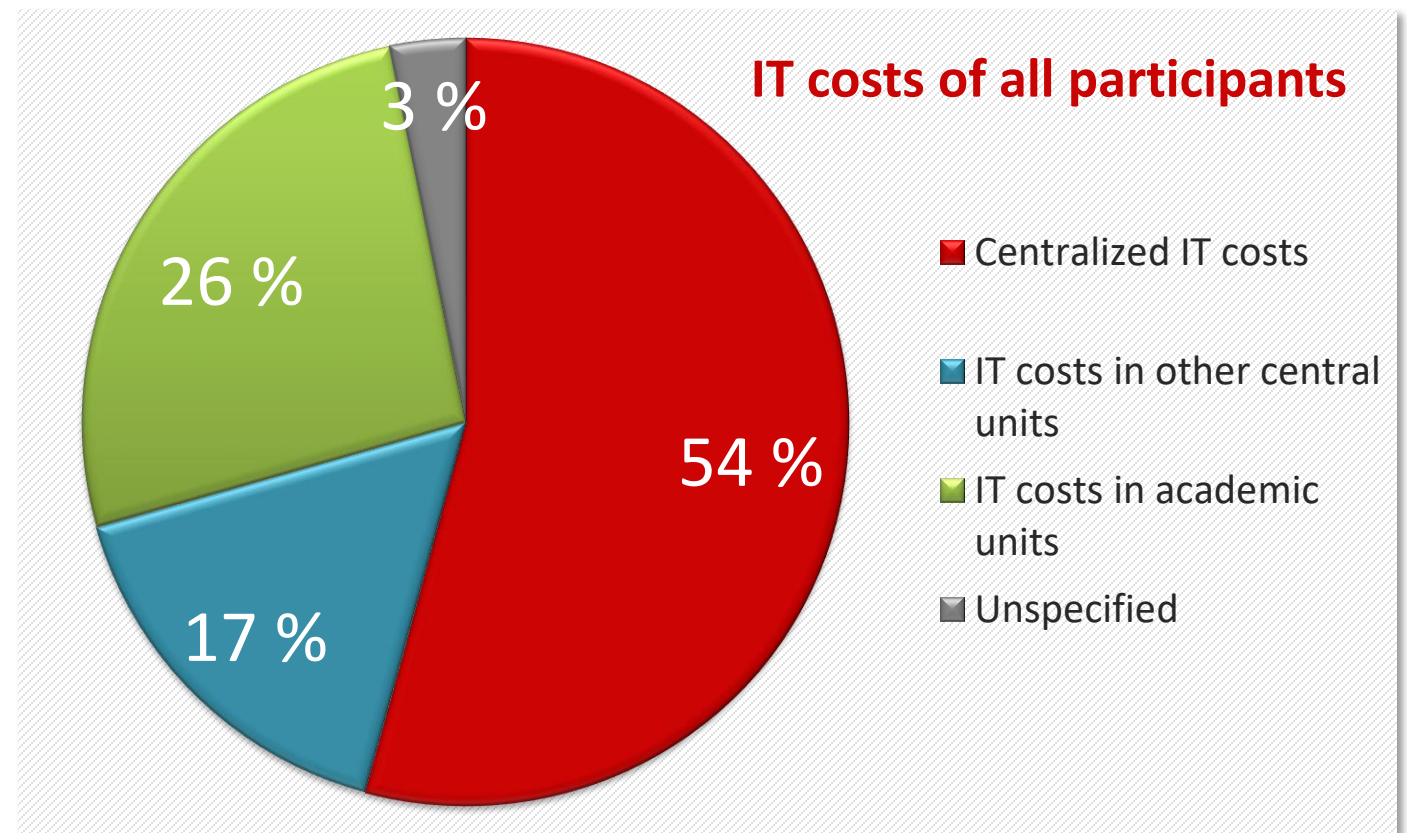
BencHEIT Survey / The process



BM2019 – Findings

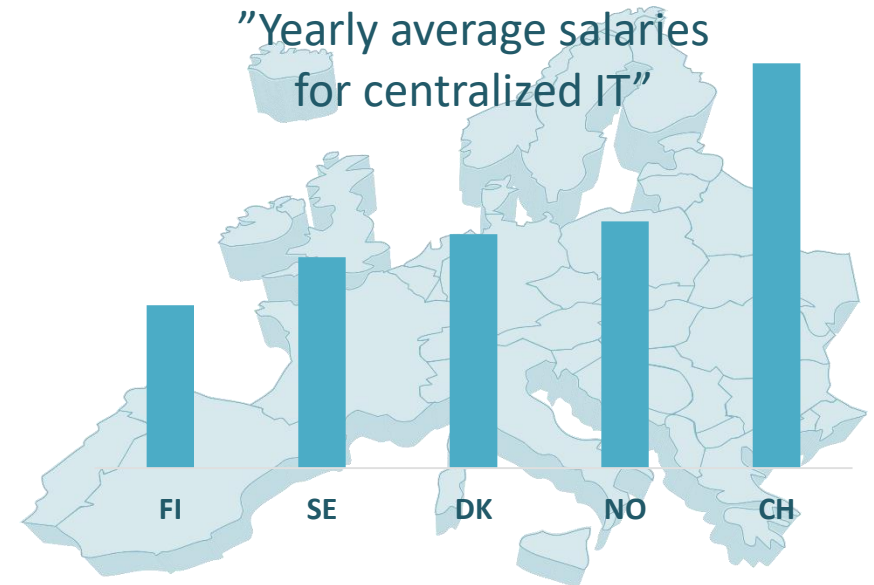
Few slides with aggregated data by ...

- ❖ Year
- ❖ Country
- ❖ University size
- ❖ etc....



BencHEIT Survey / Remarks for following slides

- Some remarks when looking through the following slides and their content
 - In some cases, at least IT costs are more national than "higher educational"
 - Technology adoption of national HEI sector can be seen in some volume data.
 - If in doubt, choose Background, Cost&FTE or Volumes sheet of individual HEI and read possible comments.



BencHEIT Analysis / New features



Notes on sheets: **CIOsummary** & **Choose5**

- If data is given "different way" from most of the HEIs, there is a notification. Typically: instead of FTE used head count. This is emphasized in table with *red italic figures*

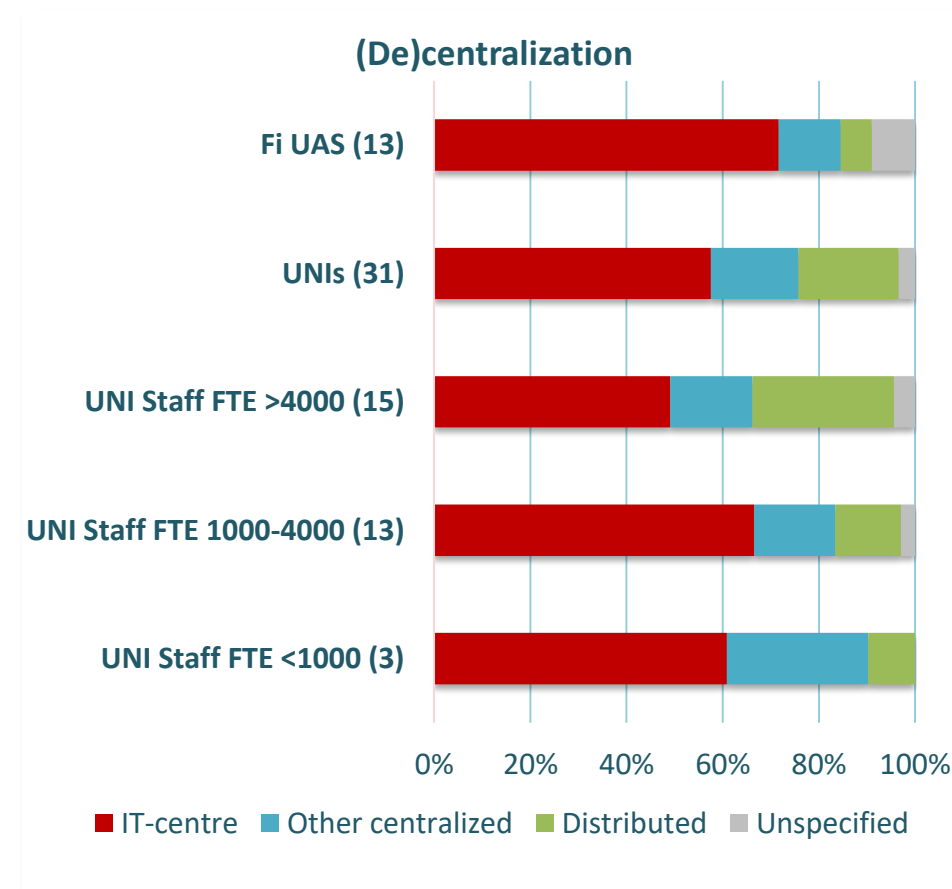
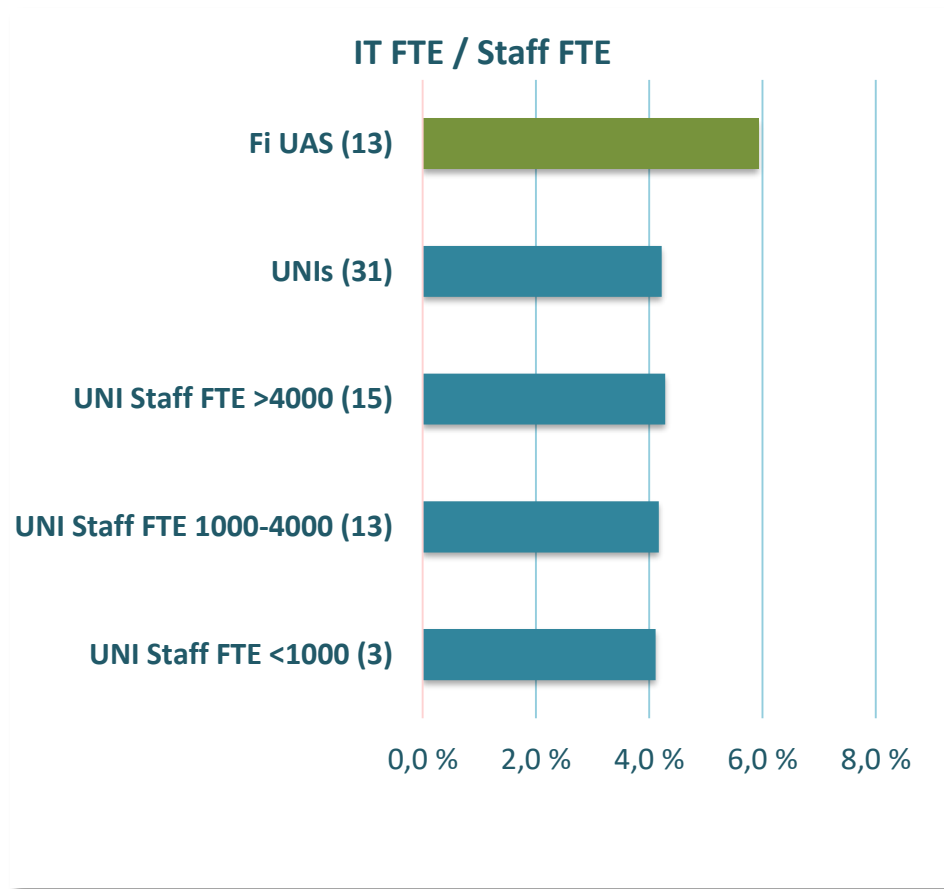
CHOOSE 5 HEIs below					
(SE) Karolinska Institutet					
(CH) University of Bern					
(FI) Aalto-university					
(ES) Universitat Oberta de Catalunya					
(DE) University of Münster					
					Few notes on data
Background	DE_WWU	ES_UOC	FI_Aalto	CH_UniBe	SE_KI
Completed degrees in total	7 476	6 097	3 543	4 077	2 426
Completed credits in total (ECTS)	755 667	1 485 360	569 501	551 545	362 040
Students (FTE)	45 721	24 756	12 422	18 576	6 290
Staff (FTE)	4 299	1 284	4 121	4 719	4 549
					<= Head count used as student FTE
					<= Head count used as staff FTE



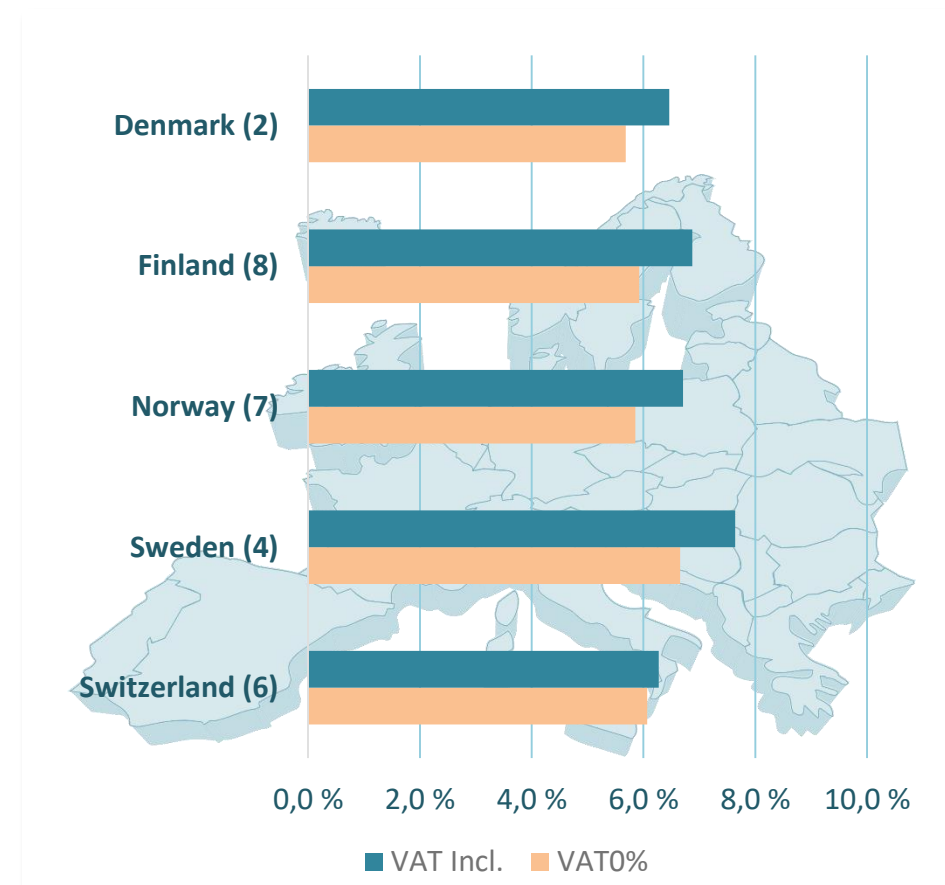
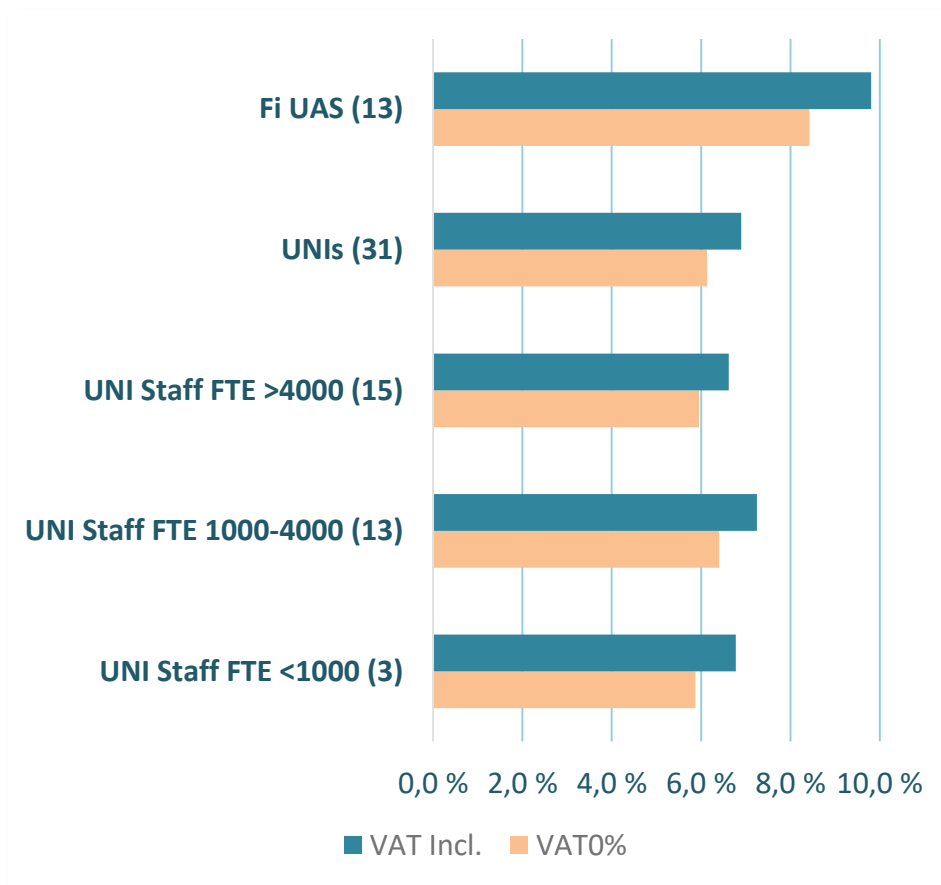
BM2019 – Some findings about process

- Insufficient documentation → Person changes → Method of collection changes → Longitudinal analysis inconsistent
- We resolved 168 tickets (change more than $\pm 10\%$, missing data, indicator our bounds...)
- Out of 44 participating universities, IT costs...
 - “same salary” for each service: 10 HEIs
i.e. no division between help desk or specialist’s FTE costs.
 - no facilities cost at all: 4 HEIs
 - more than 10% of costs in unspecified ...
 - account group: 5 HEIs
 - organizational group: 6 HEIs
 - service group: 12 HEIs

BM2019 – IT personnel

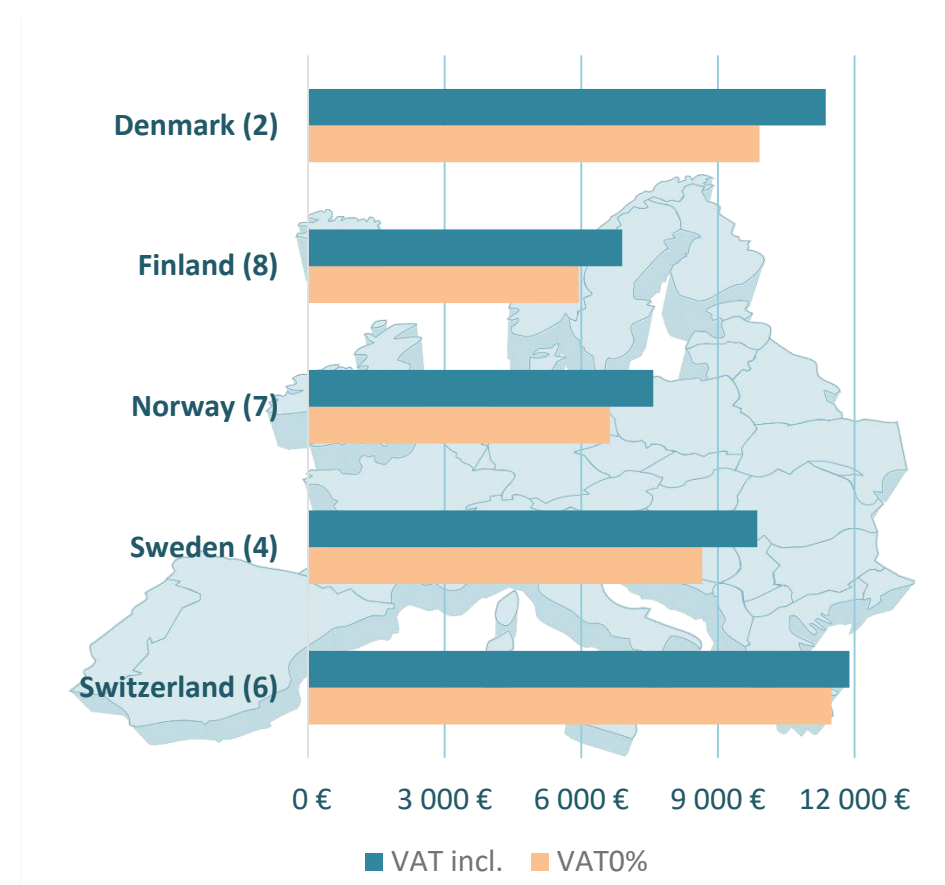
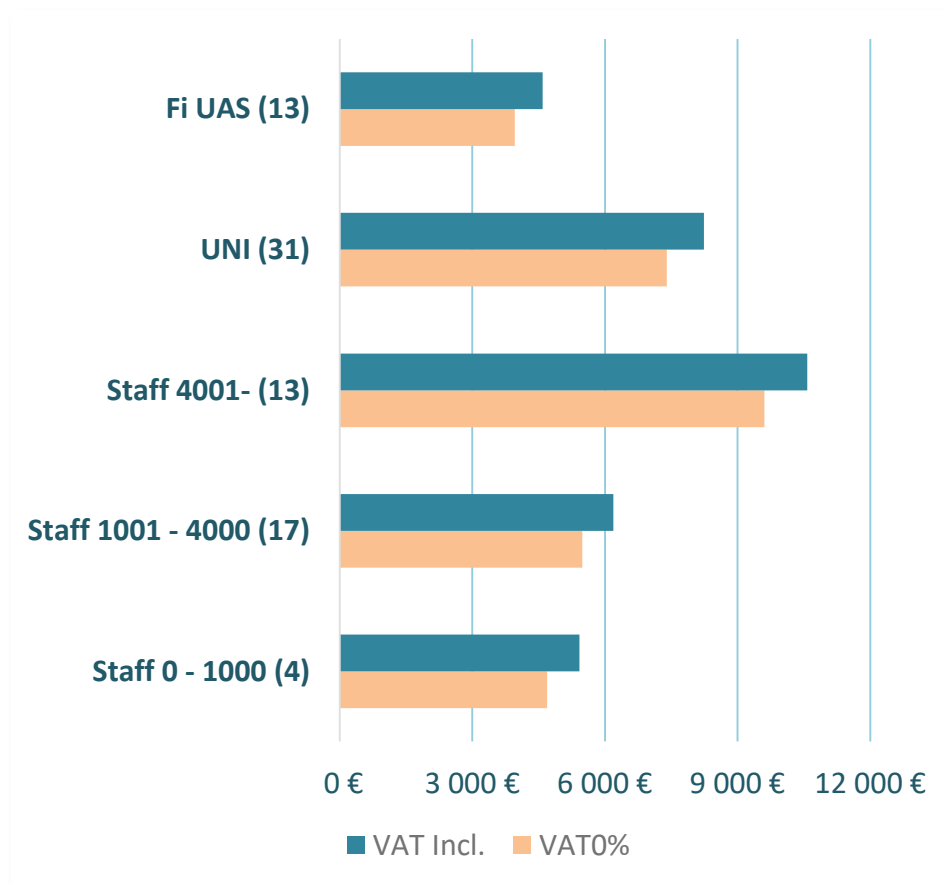


BM2019 – IT costs / Total costs



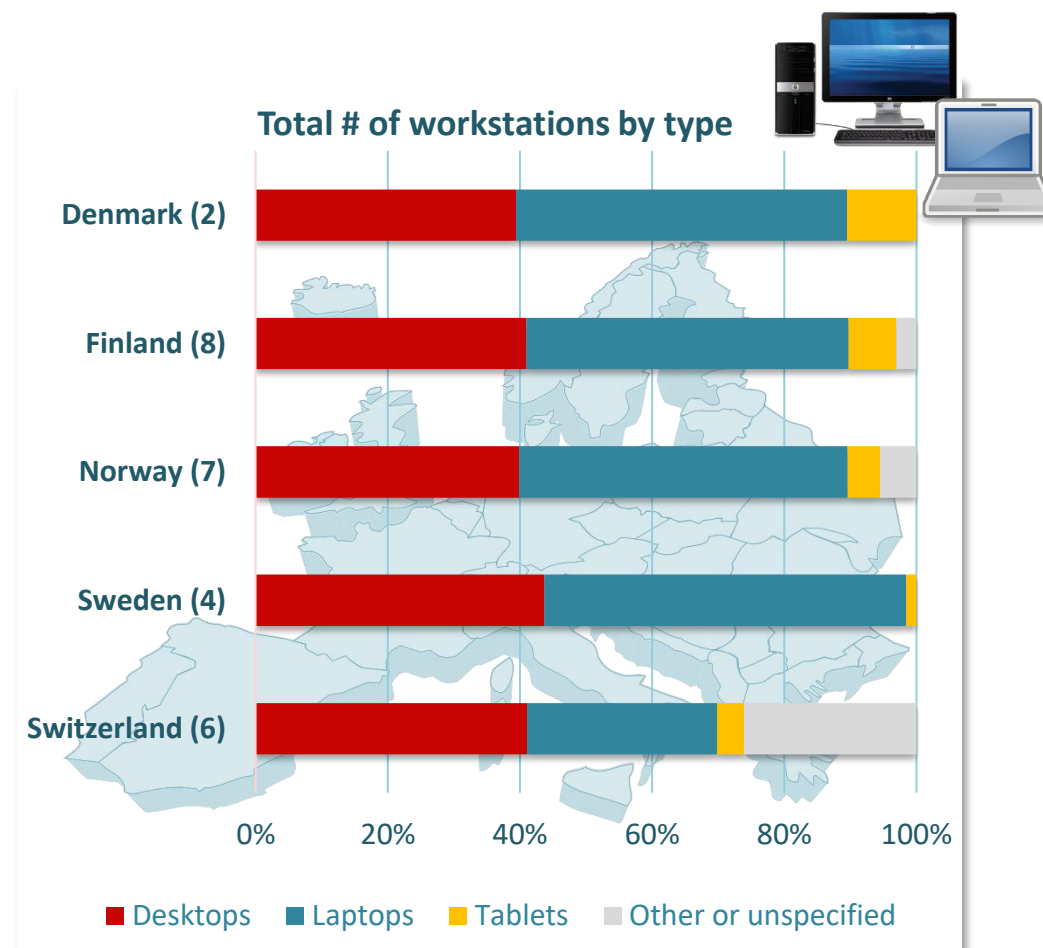
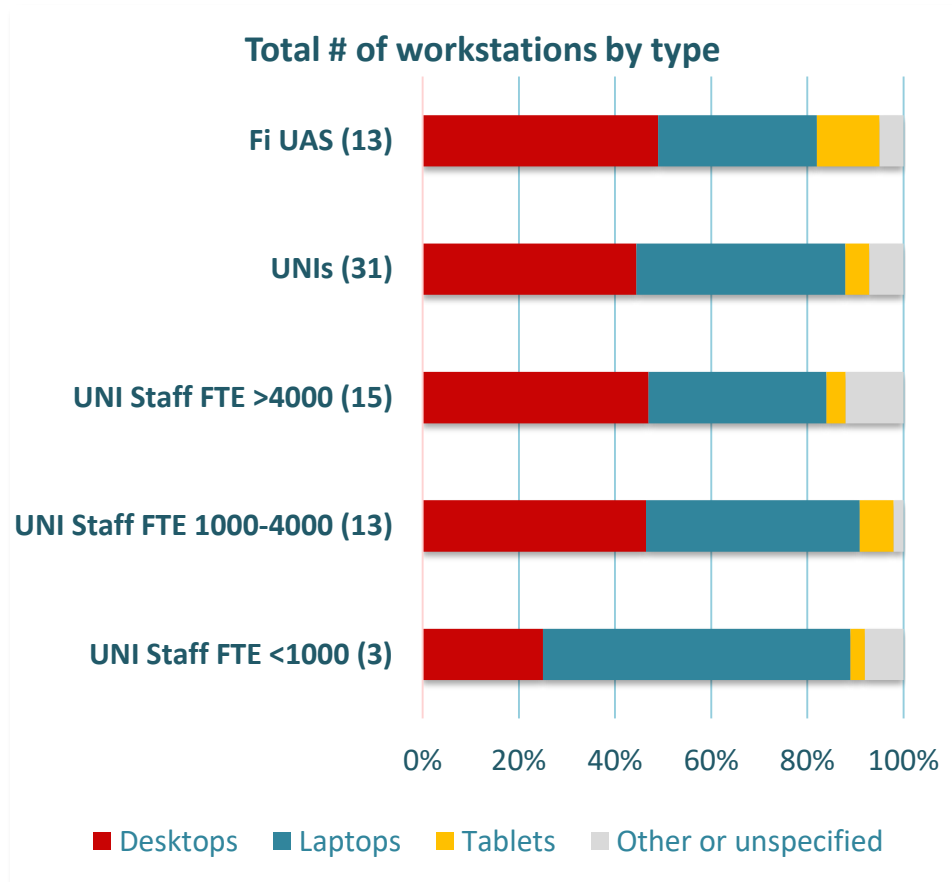
Universities only

BM2019 – IT costs per degree



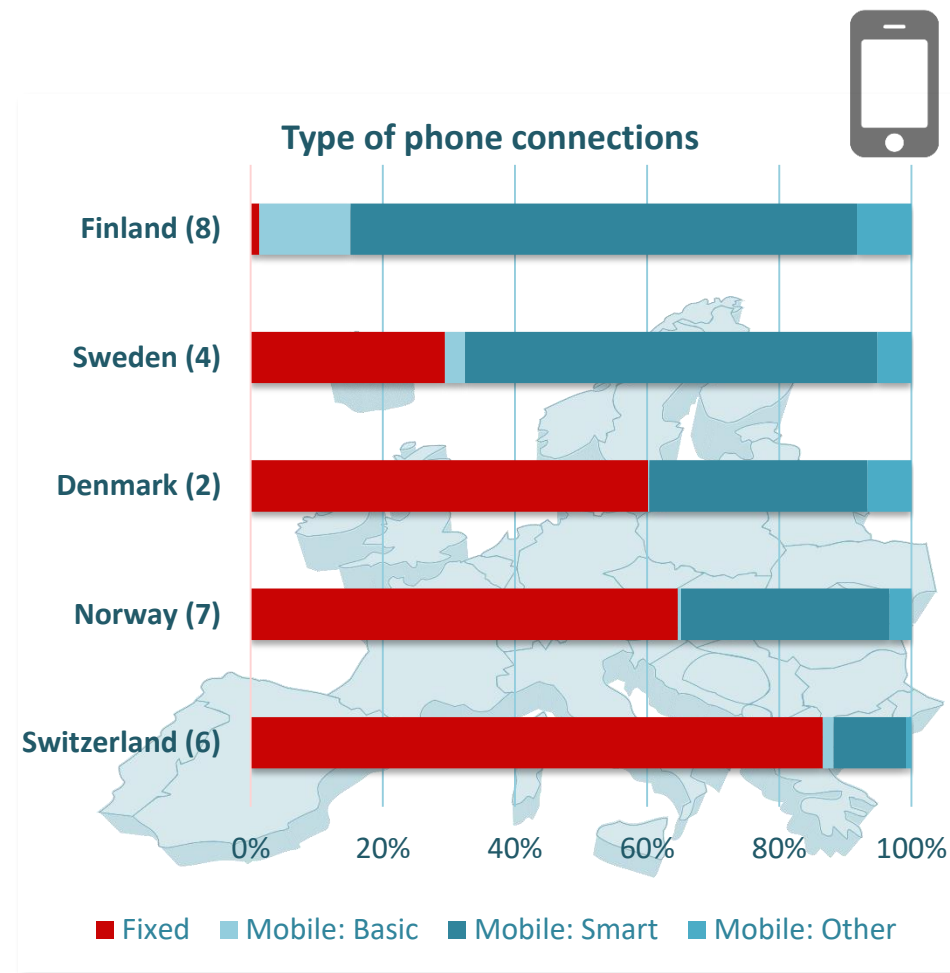
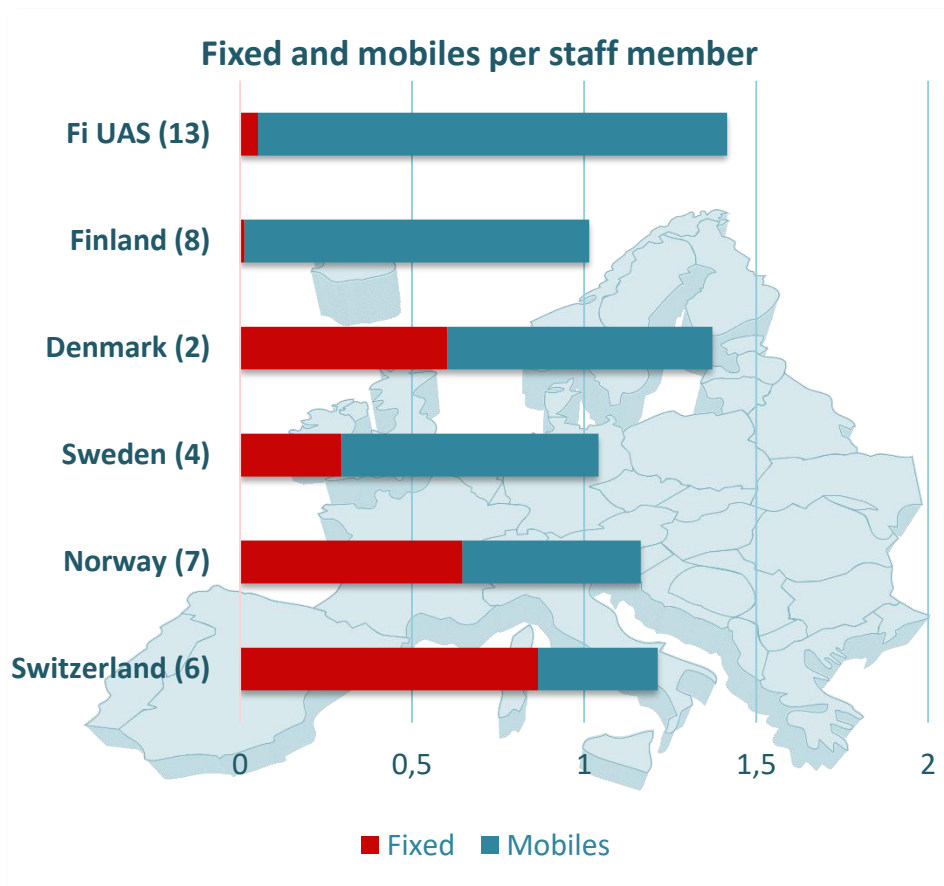
Universities only

BM2019 – Workstations by type



Universities only

BM2019 – Staff FTE vs. Voice services and connections

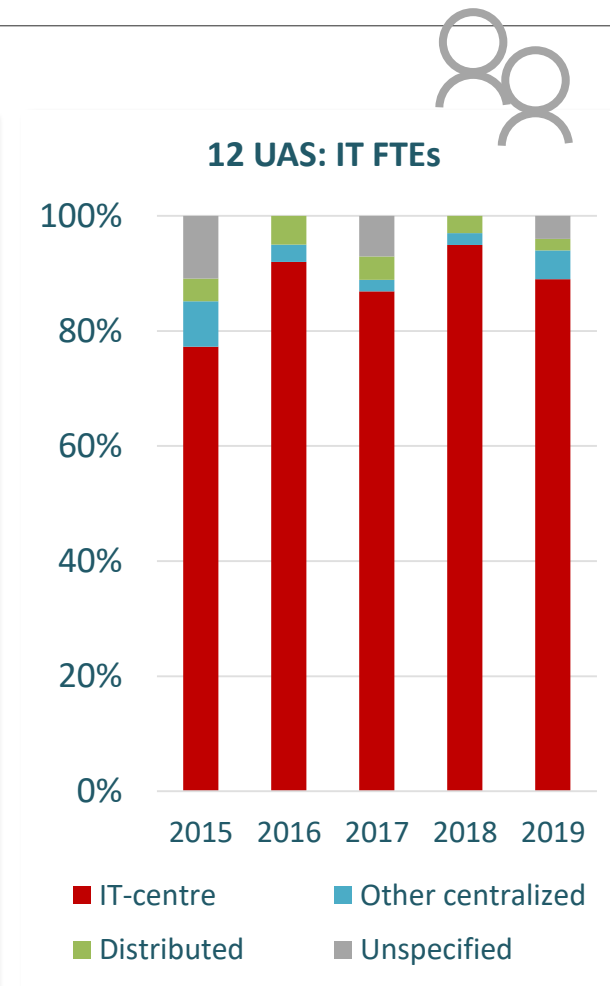
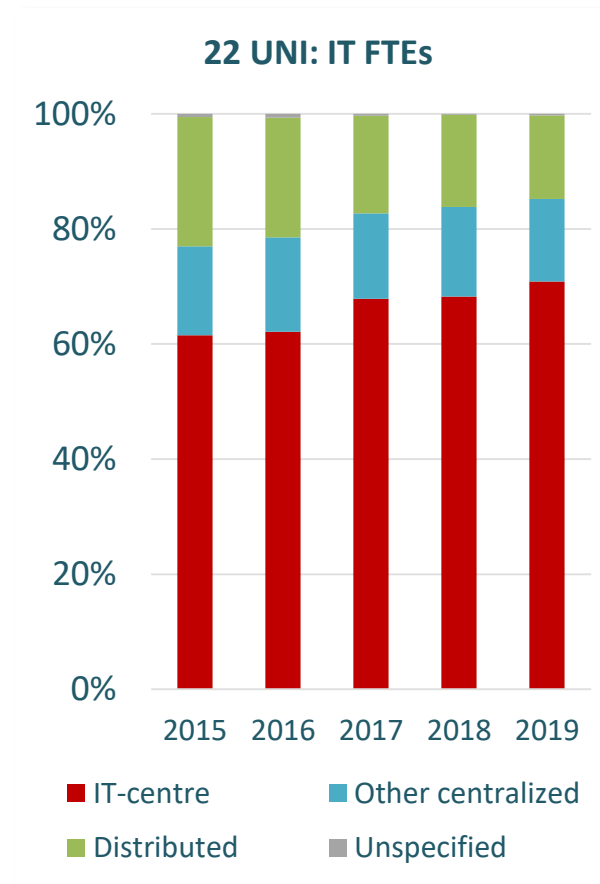
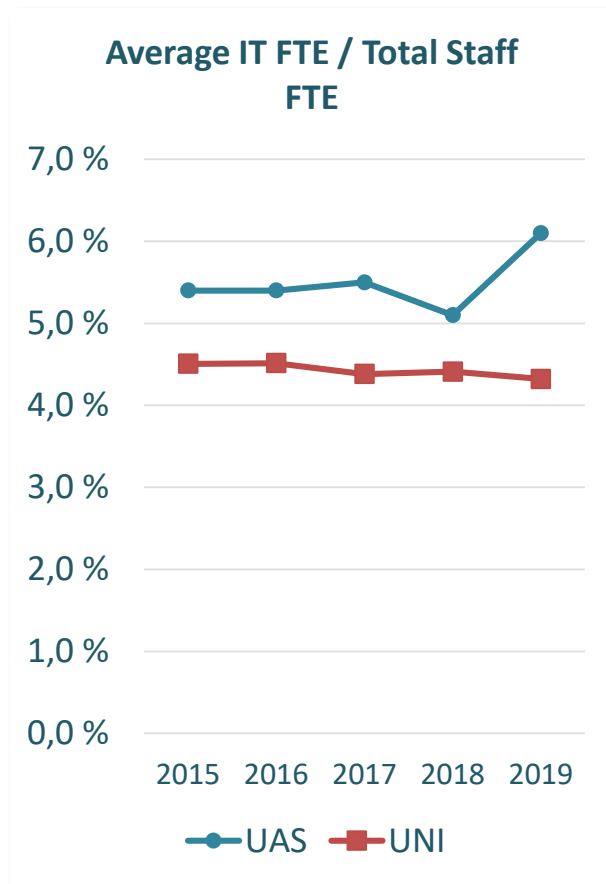


Universities only

BM2015 - 2019 – IT staff

Participated at least 3 times during 2015-2019

UNIs	UASs
AT_WU	FI_Diak
CH_ETH	FI_HA
CH_HSG	FI_Haaga-Helia
CH_UZH	FI_HAMK
DE_WWU	FI_JAMK
DK_AU	FI_Karelia
DK_DTU	FI_Laurea
FI_Aalto	FI_Metropolia
FI_LUT	FI_Oamk
FI_UH	FI_Savonia
FI_Uniarts	FI_TAMK
FI_UO	FI_Xamk
NO_BI	
NO_NMBU	
NO_NTNU	
NO_OsloMet	
NO_UiB	
NO_UiO	
NO_UiT	
SE_KTH	
SE_LiU	
SE_UU	



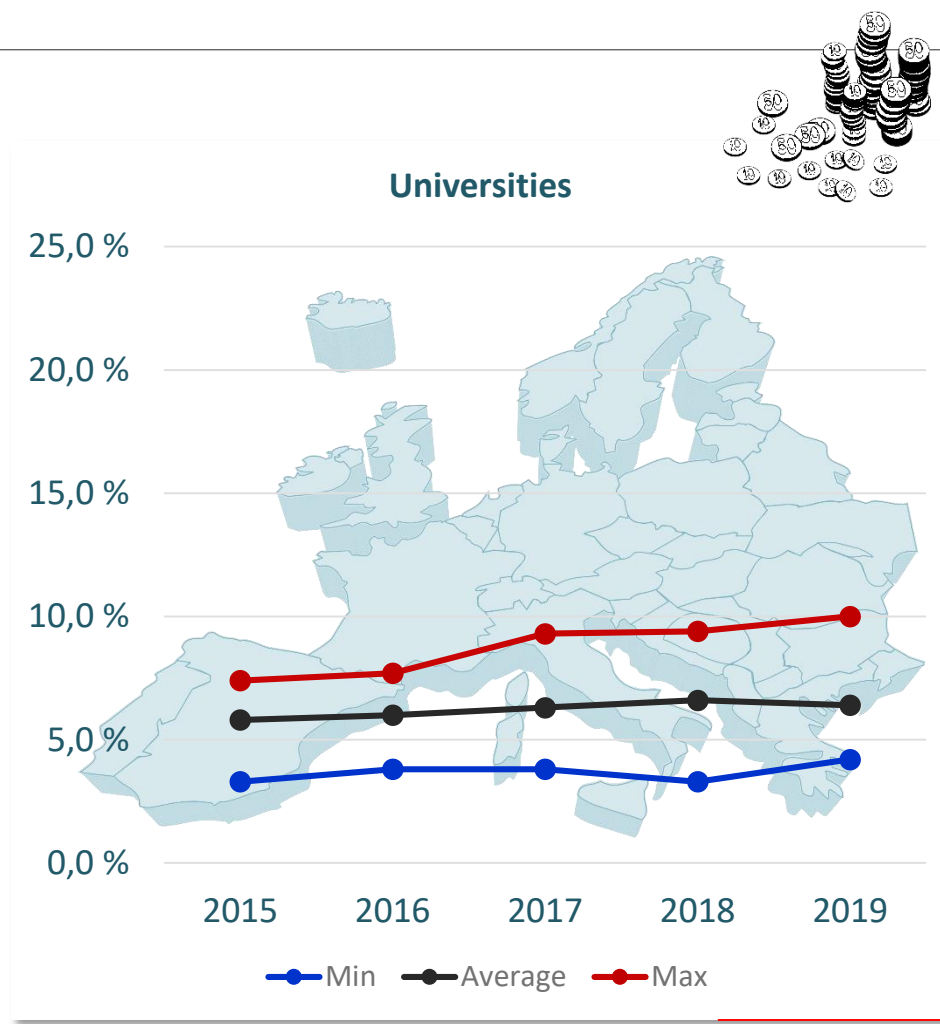
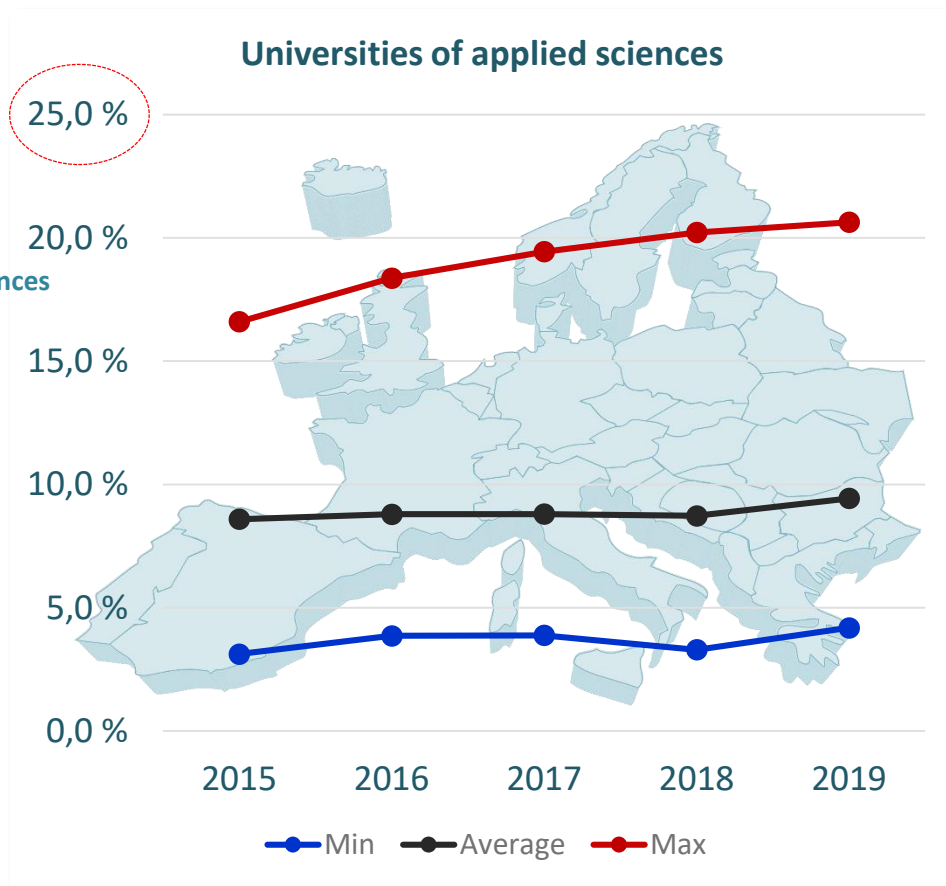
BM 2015-2019 – IT costs (VAT 0%) / Total costs

Finnish universities of applied sciences

Haaga-Helia
HAMK
Karelia
Laurea
Metropolia
Oamk
Savonia
TAMK
Xamk

Universities

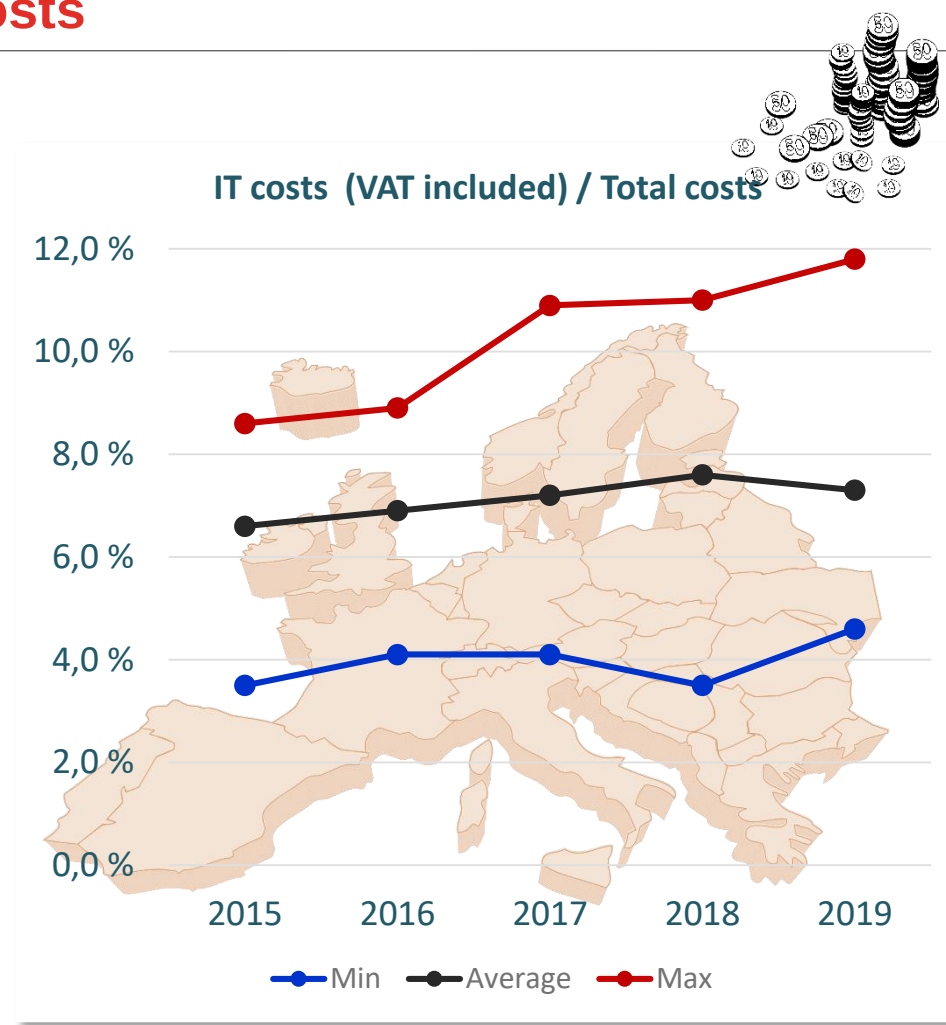
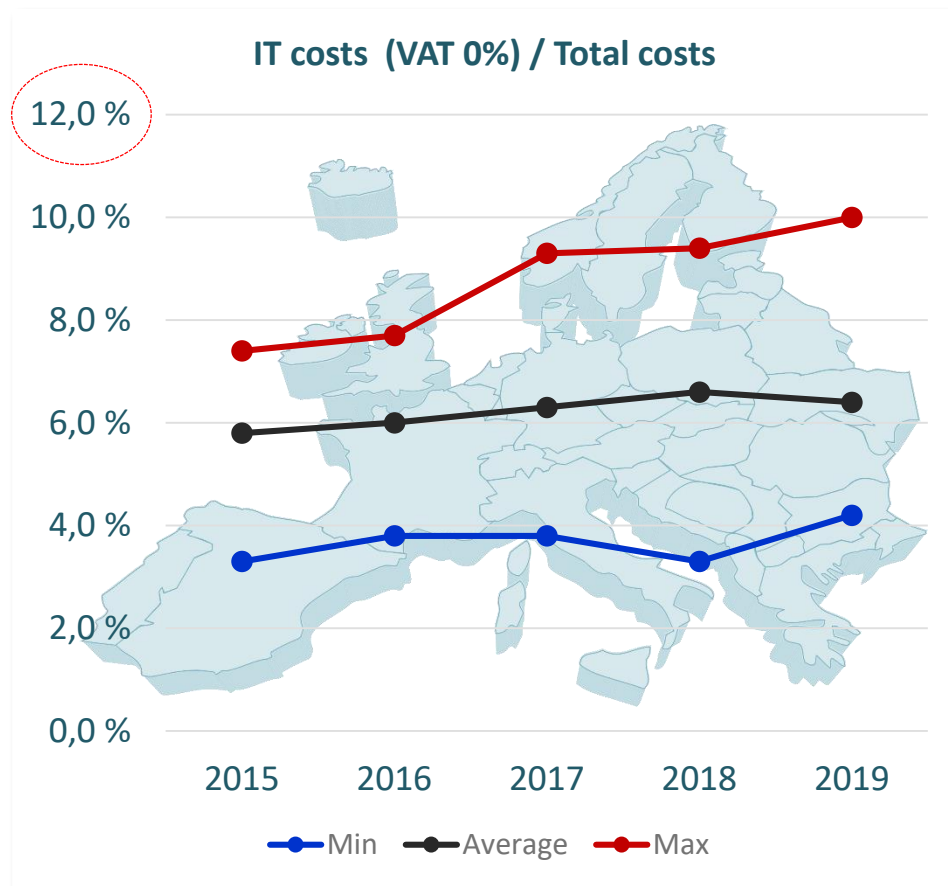
Finland: Aalto, LUT, TaU, UH
Germany: WWU
Norway: NTNU, UiB, UiO, UiT
Sweden: KTH, LiU
Switzerland: UZH



Universities: 2015-2019 – IT costs / Total operational costs

Participants

Finland: Aalto, LUT, TaU, UH
Germany: WWU
Norway: NTNU, UiB, UiO, UiT
Sweden: KTH, LiU
Switzerland: UZH



BencHEIT in action 2020

- 20.8.2020 BM2019 International results webinar at
- 25.11.2020 BencHEIT Workshop in Aarhus, Denmark

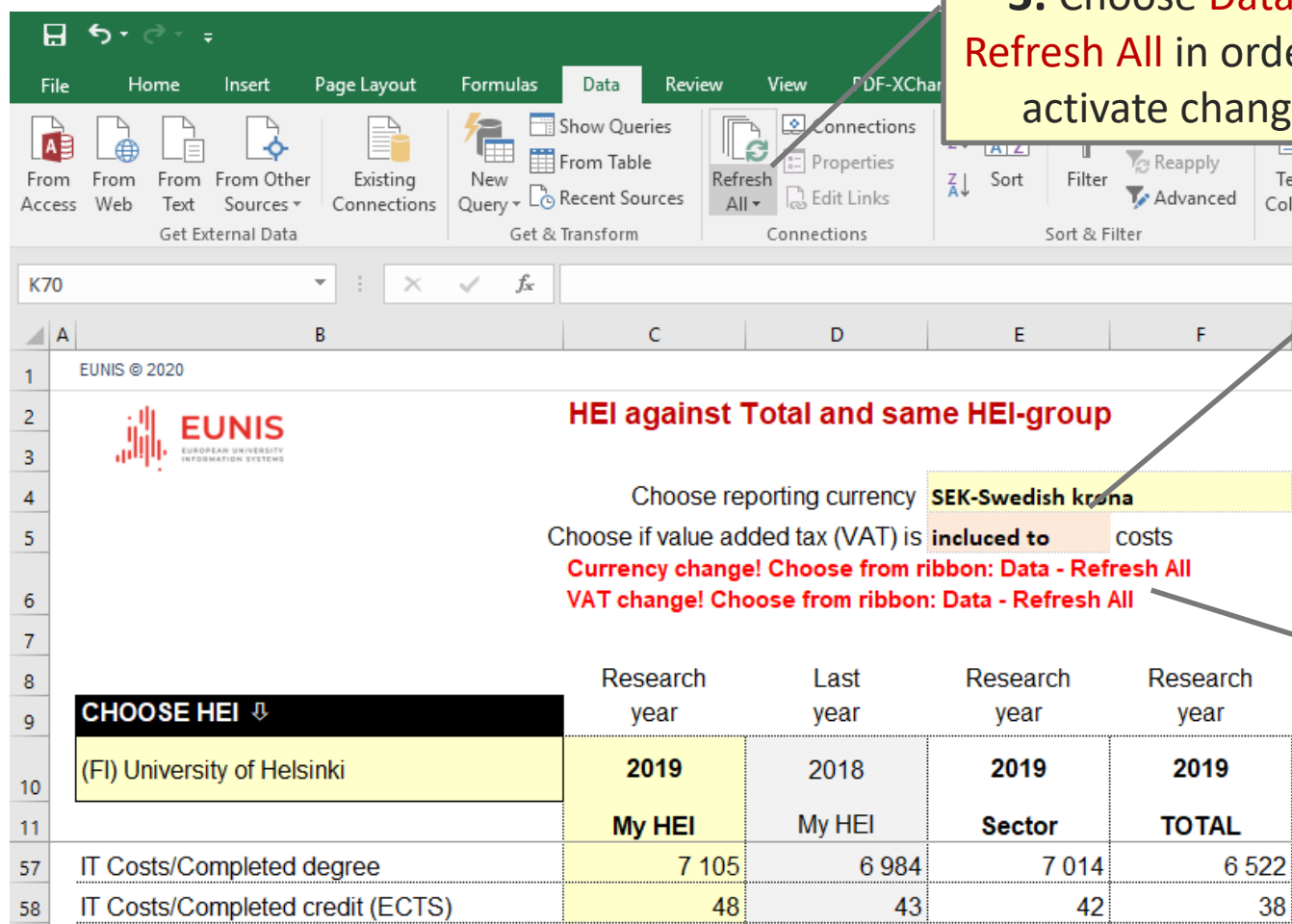


BM2019 Analysis – Excel files for you

- **BM2019Analysis_v#.#**
 - For all participants
 - Sheets: Background, CostAndFTE, Volume
 - CIOsummary (for individual university)
 - Choose5 (comparison with you and your peers)
 - HEIGroups (sector, size in FTE and costs)
- **LongitudinalAnalysis2019_UAS + LongitudinalAnalysis2019_UNI**
 - For those who have participated at least 3 times during 2015-2019
- Download to yourself. Use within your university.

BM2019 Analysis – Sheet: CIO summary / Change VAT or Currency

This is the
"start page"



3. Choose Data – Refresh All in order to activate change

1. You change VAT calculation or reporting currency here

2. You will get a warning here

HEI against Total and same HEI-group

Choose reporting currency **SEK-Swedish krona**

Choose if value added tax (VAT) is **included to** costs

Currency change! Choose from ribbon: Data - Refresh All

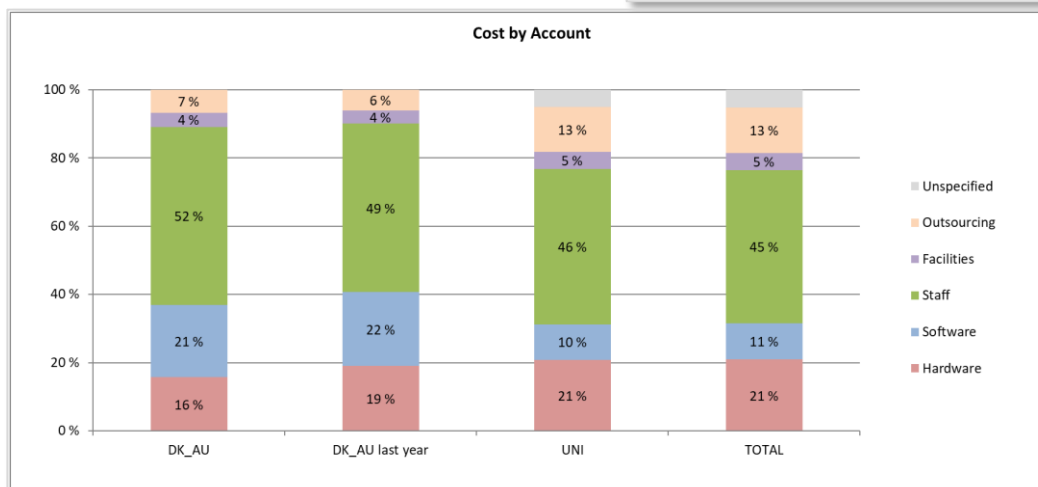
VAT change! Choose from ribbon: Data - Refresh All

	Research year	Last year	Research year	Research year
CHOOSE HEI ↓				
(FI) University of Helsinki	2019	2018	2019	2019
	My HEI	My HEI	Sector	TOTAL
IT Costs/Completed degree	7 105	6 984	7 014	6 522
IT Costs/Completed credit (ECTS)	48	43	42	38

BM2019 Analysis – Sheet: CIO summary

Me and my
sector (in my
chosen
currency)

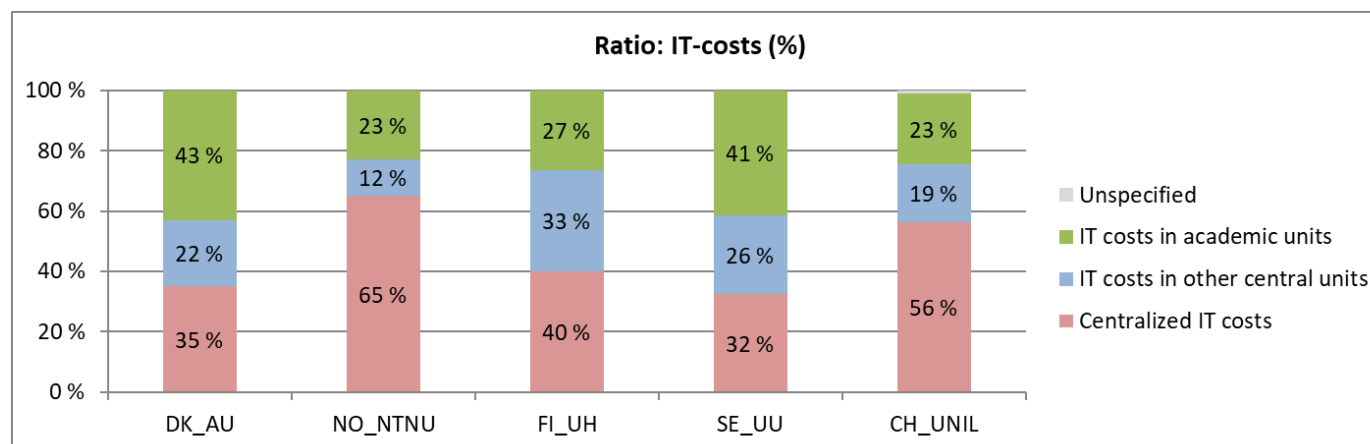
CHOOSE HEI ↓	Research year	Last year	Research year	Research year
(DK) Aarhus University Denmark	2019	2018	2019	2019
	My HEI	My HEI	Sector	TOTAL
Centralized IT costs	141 082 k	136 251 k	3 870 859 k	4 173 522 k
IT costs in other central units	87 776 k	79 731 k	1 221 802 k	1 266 696 k
IT costs in academic units	172 019 k	164 335 k	1 999 179 k	2 030 722 k
Unspecified	0 k	0 k	225 797 k	246 950 k
Total IT costs	400 877 k	380 317 k	7 317 636 k	7 717 890 k
IT share of institution budget	6,0 %	5,8 %	6,1 %	6,8 %
Income from IT services ...	1 050 k	1 146 k	185 366 k	207 025 k



BM2019 Analysis – Sheet: Choose 5

Me and my
peers

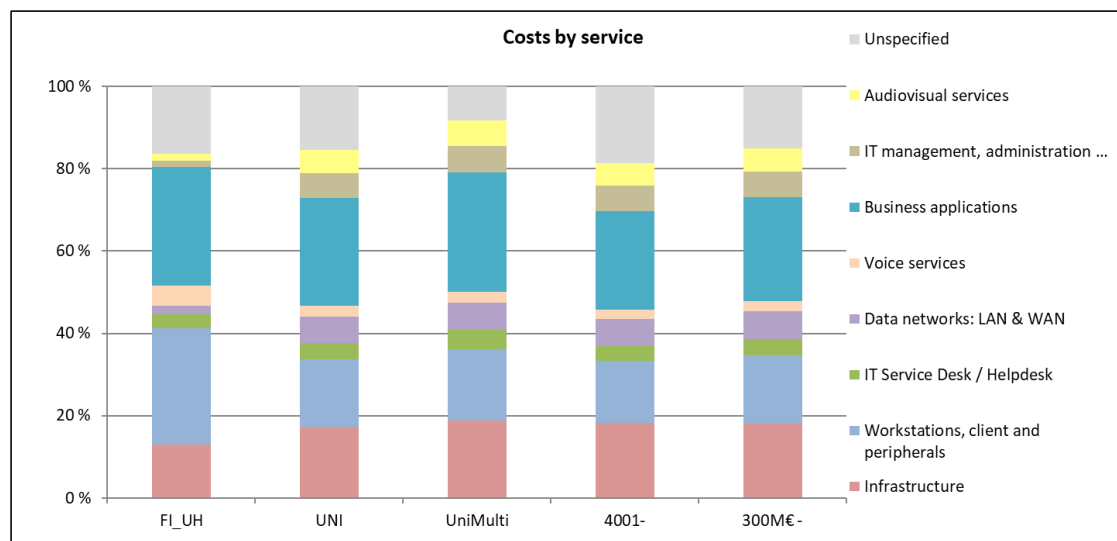
IT costs (1000 EURO)	DK_AU	NO_NTNU	FI_UH	SE_UU	CH_UNIL
Centralized IT costs	18 896 k	37 052 k	17 466 k	15 058 k	17 619 k
IT costs in other central units	11 757 k	6 820 k	14 471 k	12 176 k	6 003 k
IT costs in academic units	23 040 k	13 023 k	11 566 k	19 238 k	7 288 k
Unspecified	0 k	0 k	0 k	0 k	367 k
Total IT costs	53 693 k	56 895 k	43 503 k	46 472 k	31 278 k
IT share of institution budget	6,0 %	5,8 %	6,0 %	6,7 %	5,0 %
Income from IT services ...	141 k	659 k	174 k	470 k	1 053 k



BM2019 Analysis – Sheet: HEIgroup

Me and my
type and size

Costs by service	FI_UH	UNI	UniMulti	4001-	300M€ -
Infrastructure	13 %	18 %	19 %	19 %	19 %
Workstations, client and peripherals	28 %	17 %	18 %	16 %	17 %
IT Service Desk / Helpdesk	3 %	4 %	5 %	4 %	4 %
Data networks: LAN & WAN	2 %	7 %	6 %	7 %	7 %
Voice services	5 %	3 %	3 %	2 %	3 %
Business applications	29 %	27 %	30 %	25 %	26 %
IT management, administration ...	1 %	6 %	6 %	6 %	6 %
Audiovisual services	2 %	6 %	6 %	6 %	6 %
Unspecified	16 %	16 %	8 %	19 %	15 %



Staff FTE size:

0 - 1000

1001 - 4000

4001-

Budget size:

0 - 100M€

100 - 300M€

300M€ -

Type of

Business 2

UniMulti 22

UniTech 5

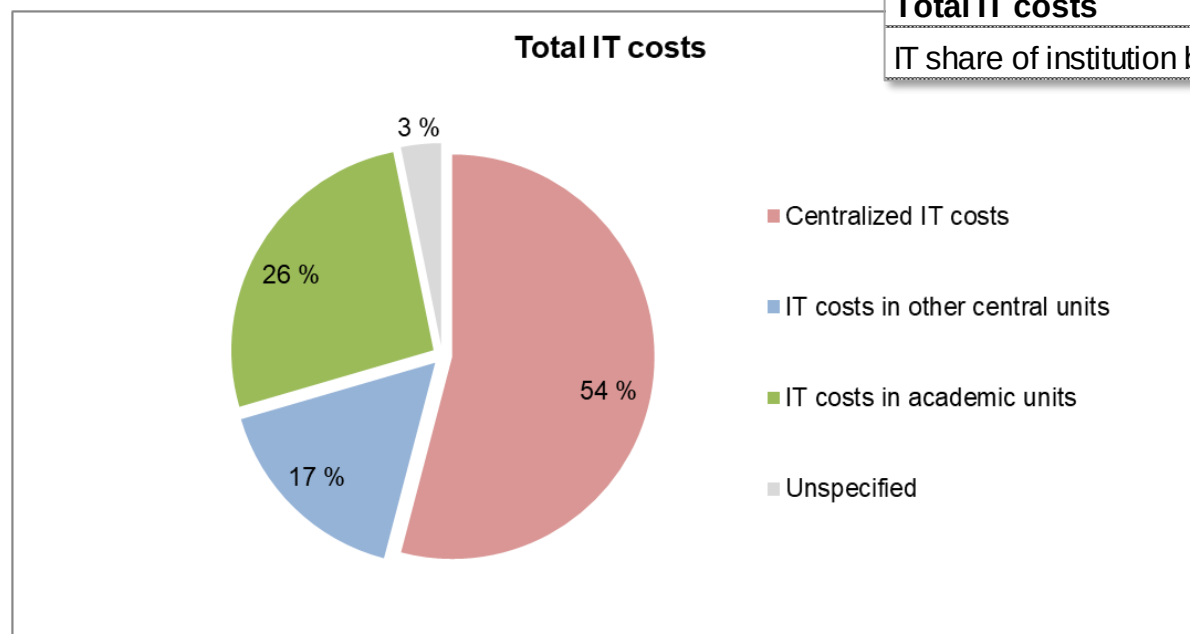
UAS 13

Arts 1

UniMed 1

BM2019 Analysis – Sheet: SurveyStatistics

All data added
together



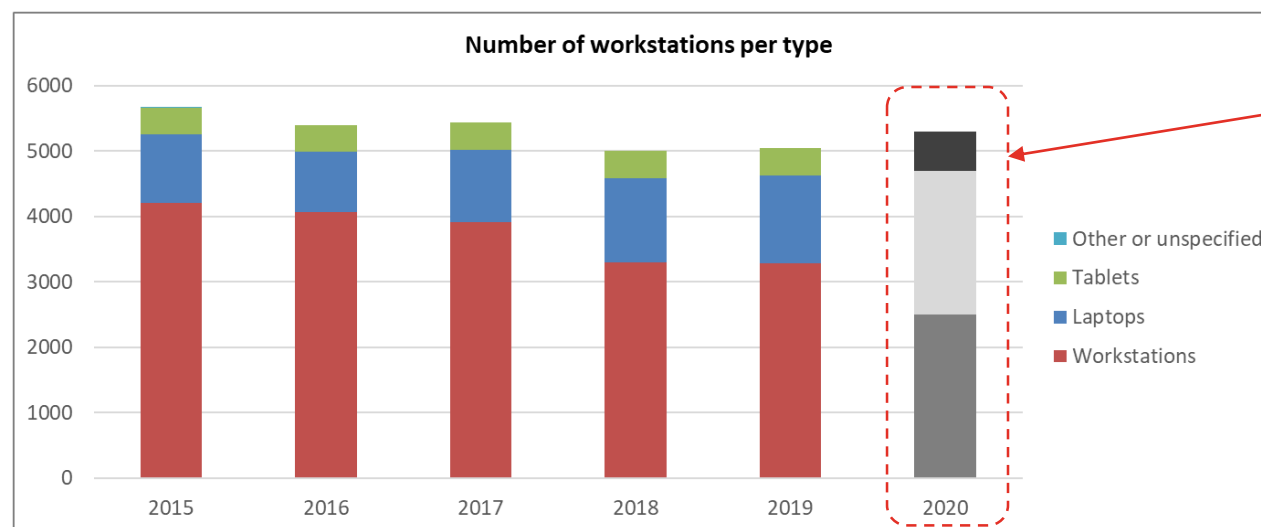
IT costs	1000 EURO
Centralized IT costs	558 997 k
IT costs in other central units	169 660 k
IT costs in academic units	271 993 k
Unspecified	33 076 k
Total IT costs	1 033 726 k
IT share of institution budget	6,1 %

Calculation method differs from other tables, as this sums all data up (Choose5 and CIOsummary use average of averages in group indicators)

BencHEIT Survey / Tool: Longitudinal analysis

My development
over the years

Metropolia Ammattikorkeakoulu					
Workstations per type	2015	2016	2017	2018	2019
Workstations	4 213	4 071	3 913	3 292	3 290
Laptops	1 045	917	1 104	1 287	1 337
Tablets	407	408	420	420	420
Other or unspecified	5				
Total # of workstations	5 957	5 846	5 837	5 299	5 347



What might be the effect
of Corona in 2020 ?

BencHEIT Survey → Know your numbers!

Thank you!

bencheit@eunis.org

BM2019 - Participants

Austria	Vienna University of Economics and Business	Finland	University of the Arts Helsinki
Belgium	Ghent University	Finland	Åbo Akademi University
Denmark	Aarhus University Denmark	Finland	Åland University of Applied Sciences
Denmark	Technical University of Denmark	Germany	University of Münster
Finland	Aalto-university	Norway	Norwegian Business School BI
Finland	Diaconia University of Applied Sciences	Norway	Norwegian University of Life Sciences
Finland	Haaga-Helia University of Applied Sciences	Norway	Norwegian University of Science and Technology
Finland	Häme University of Applied Sciences	Norway	Oslo Metropolitan University
Finland	Jyväskylä University of Applied Sciences	Norway	UiT The Arctic University of Norway
Finland	Kajaani University of Applied Sciences	Norway	University of Bergen
Finland	Karelia University of Applied Sciences	Norway	University of Oslo
Finland	Laurea University of Applied Sciences	Spain	Universitat Oberta de Catalunya
Finland	LUT University	Sweden	Karolinska Institutet
Finland	Metropolia University of Applied Sciences	Sweden	Linköping University
Finland	Oulu University of Applied Sciences	Sweden	Royal Institute of Technology
Finland	Savonia University of Applied Sciences	Sweden	Uppsala University
Finland	South-Eastern Finland University of Applied Sciences	Switzerland	ETH Zurich
Finland	Tampere University	Switzerland	University of Bern
Finland	Tampere University of Applied Sciences	Switzerland	University of Geneva
Finland	University of Eastern Finland	Switzerland	University of Lausanne
Finland	University of Helsinki	Switzerland	University of St.Gallen
Finland	University of Oulu	Switzerland	University of Zürich