BM2021 Survey and process Workshop at 23rd November 2021

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Yvonne Kivi
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BencHEIT survey

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BM Task Force

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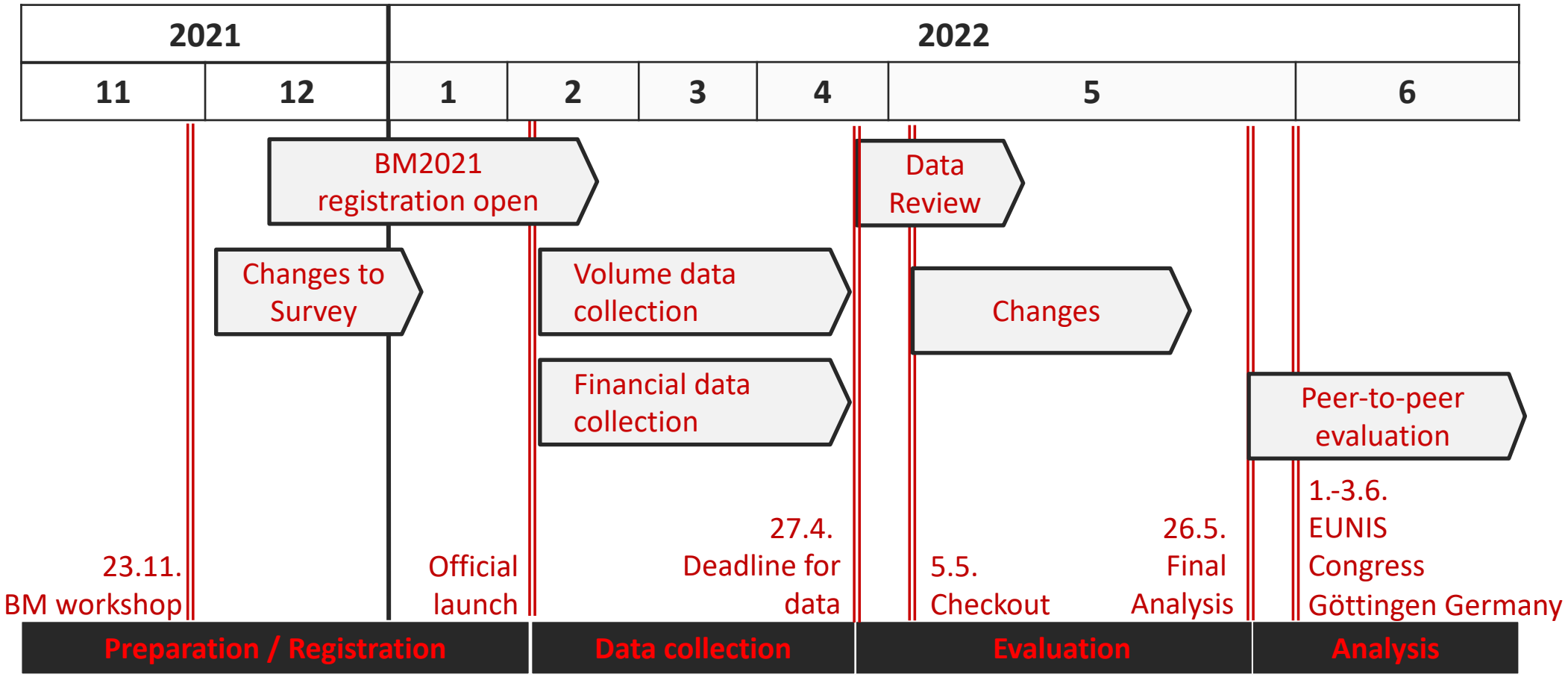
Project group (bm-pg@eunis.org)

- Mrs. Yvonne Kivi, University of Helsinki
- Mr. Teemu Seesto, FUCIO - Network of Finnish Universities' Chief IT Officers

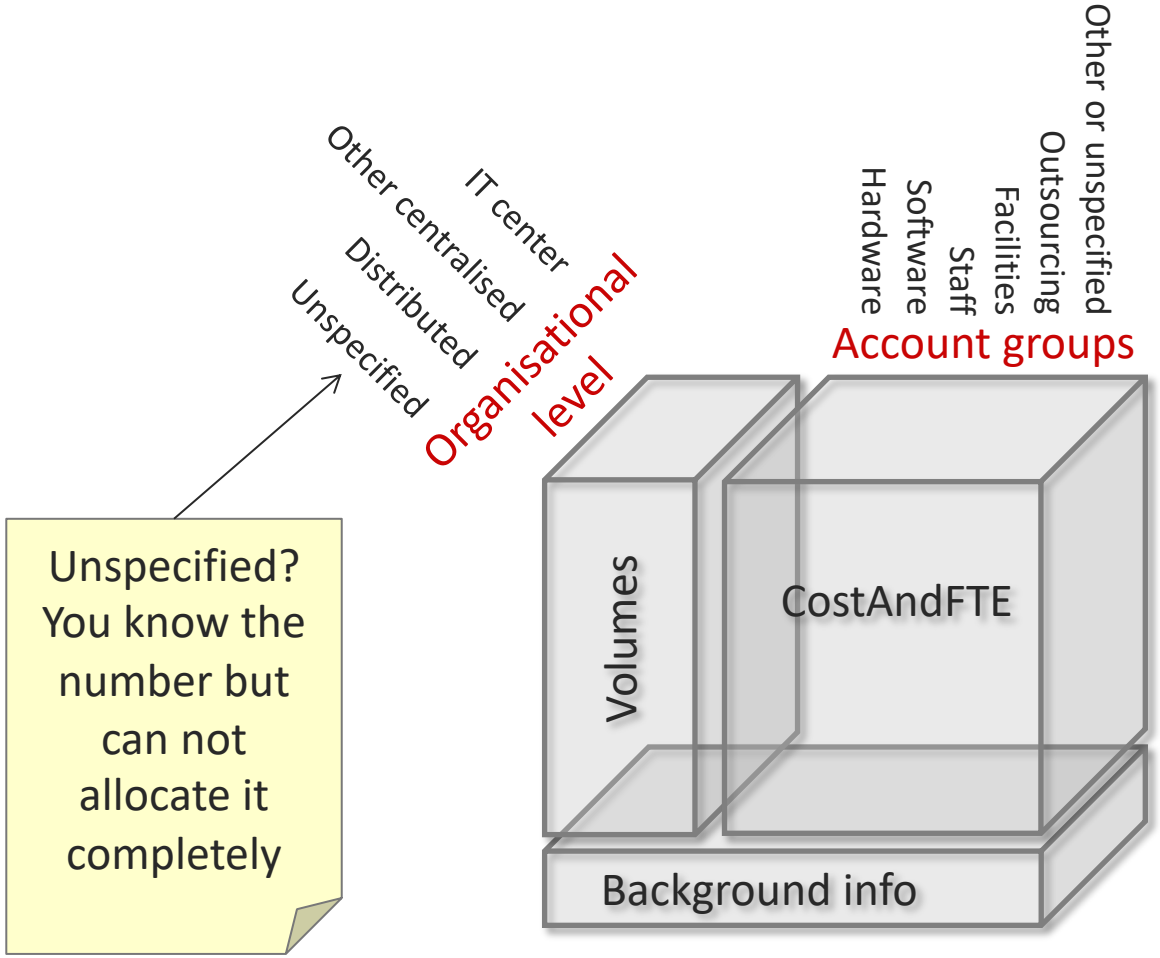
BencHEIT Survey / Background on the survey

- Free of charge
- A survey on IT costs and volumes of higher education institutes.
- Invented, developed and managed by CIOs (within EUNIS community)
- Transparency: participants see the analysis and each others complete data access rights for each participant per year
- Cash flow based → fluctuation between years especially for one organisation.
- Cost data and reporting
  - With or without value added tax
  - In your own currency

BM2021 Survey / Timetable: Approximate schedule



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

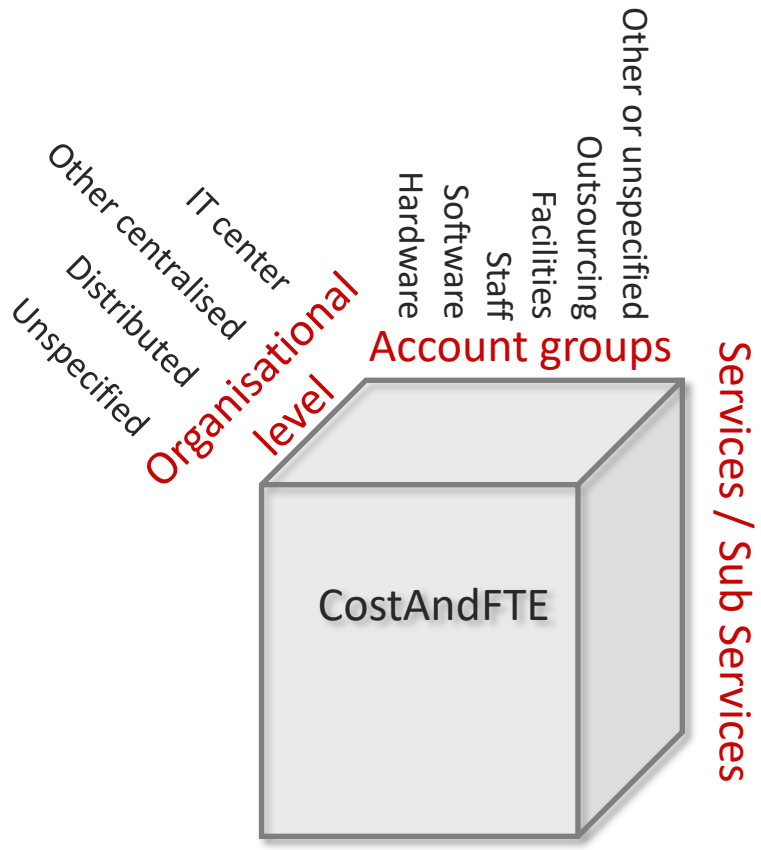
BencHEIT Survey / Dimensions: Background

- Info about the whole organisation
  - 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



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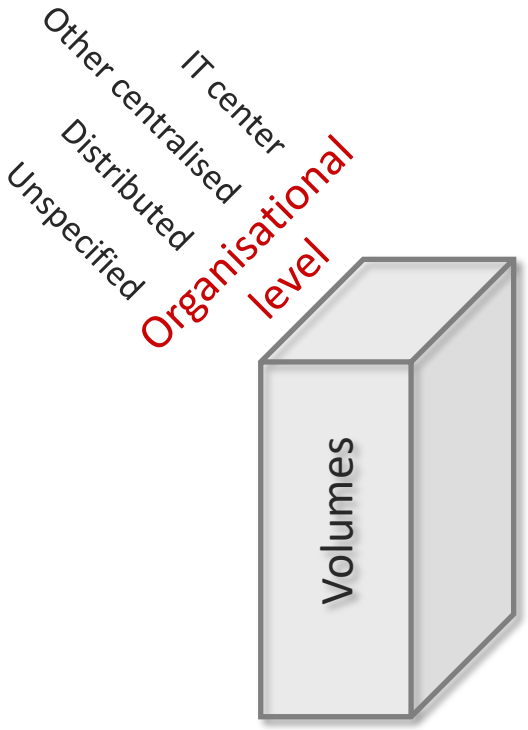
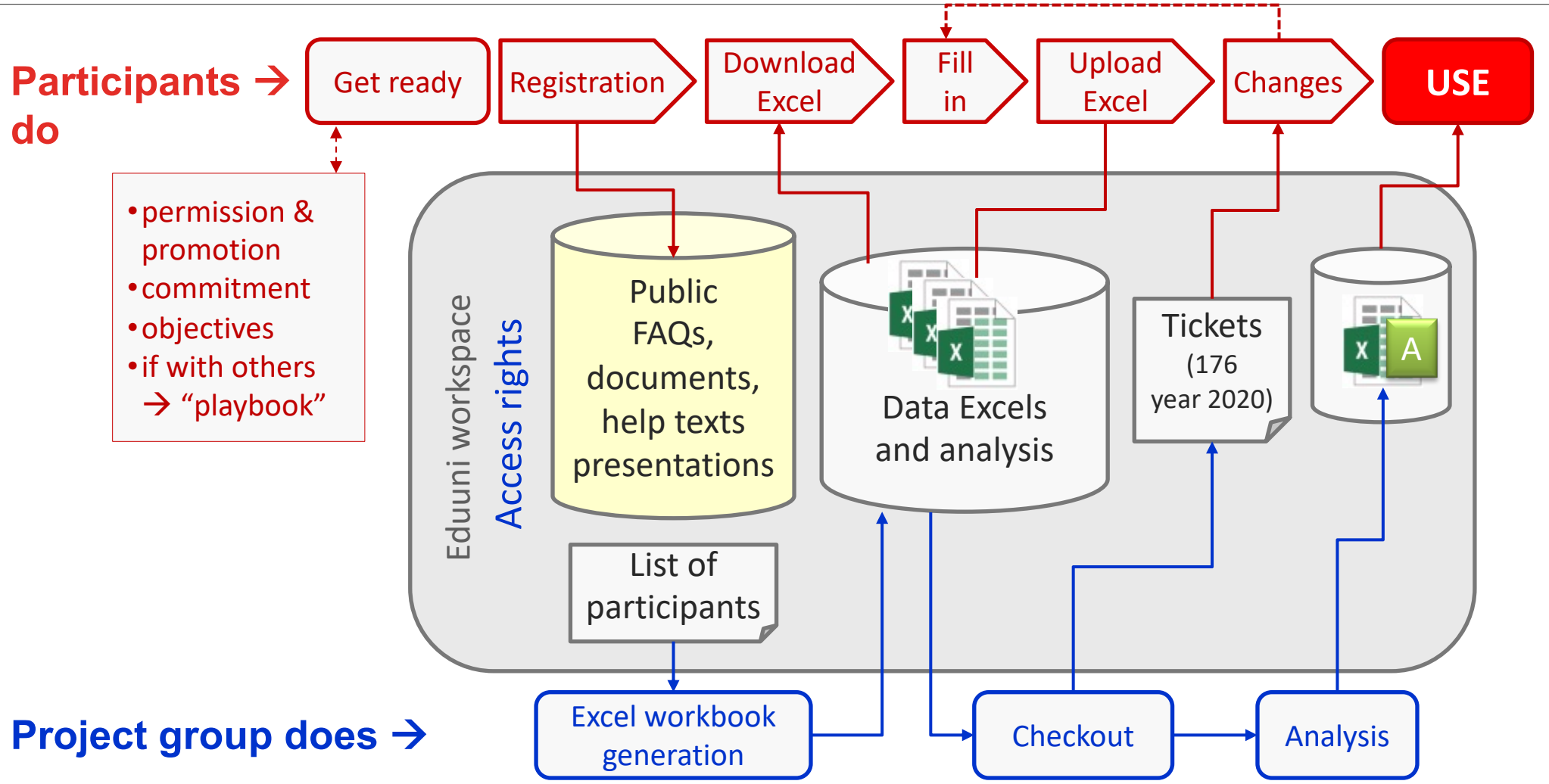
BencHEIT Survey / Dimensions: Volumes

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



BM2020 Survey / How it works?



* do you have permission to collect and deliver data?

BencHEIT Survey / Excel-file

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

CostAndFTE

VAT) and personnel grouped according to three dimens

hosen currency: URO		Grand total	Help texts	Grand total
				35870415
ervice	Sub Service	Organisation Level		
		Unspecified org.level		0
Vorkstations, client and peripherals			Look at subservices below	9373988
	Workstations		Costs and FTEs related to PCs, other workstations, tablets, thin clients, virtual desktop clients etc.	7191714
		IT Center		1880177
		Other centralised		354833
		Distributed		4956704
		Unspecified org.level		0
	Printing and other peripherals		Costs and FTEs related to printers, multifunctional printer/fax/copier devices, papers, printer maintenance etc.	1806023
		IT Center		127706
		Other centralised		203104
		Distributed		1475213
		Unspecified org.level		0
	Unspecified peripherals (sum.level)		If you cannot divide costs within	376250

EUNIS Summary of Bencheit survey 2019

Some required fields are still missing value

Organisation: Ghent University

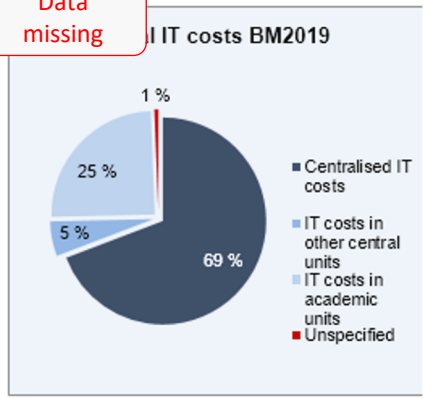
Reporting currency: EURO

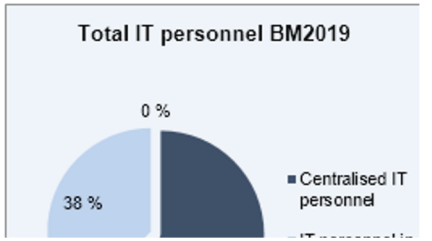
Facts	BM2019
Total students (FTE)	35327
Total personnel (FTE)	8392
Total operational costs in millions EURO	0,0 M

Data missing

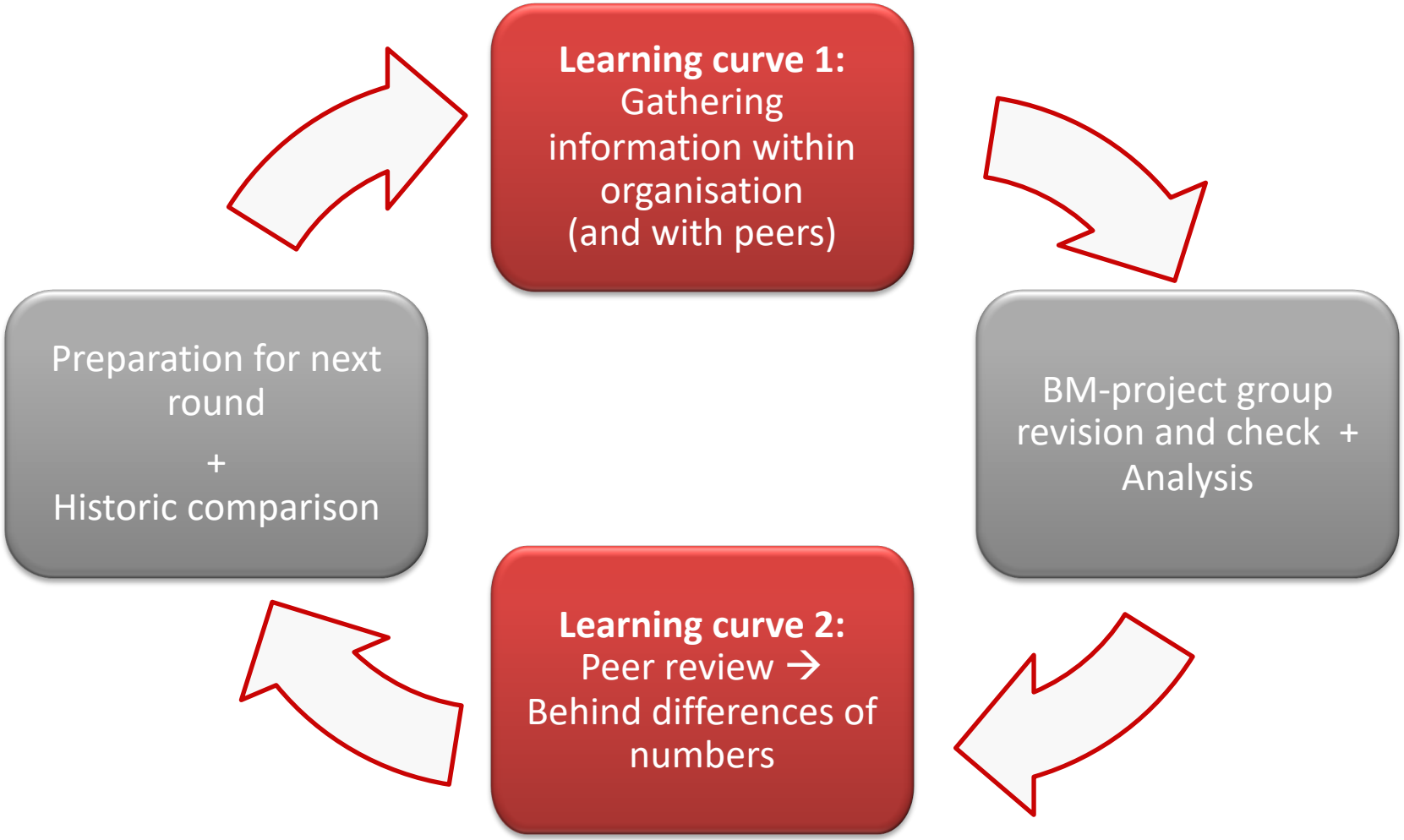
Costs	1000 EURO	%
Centralised IT costs	24 825 k	69,2 %
IT costs in other central units	1 950 k	5,4 %
IT costs in academic units	8 868 k	24,7 %
Unspecified	227 k	0,6 %
Total IT costs	**35 870 k**	**100,0 %**
IT share of institution budget	#DIV/0!	

Personnel	FTE	%
Centralised IT personnel	110,8	54,3 %
IT personnel in other central units	16,5	8,1 %
IT personnel in academic units	76,8	37,6 %
Unspecified	0,0	0,0 %
Total IT personnel	**204,1**	**100,0 %**
IT share of institution personnel	2,4 %	





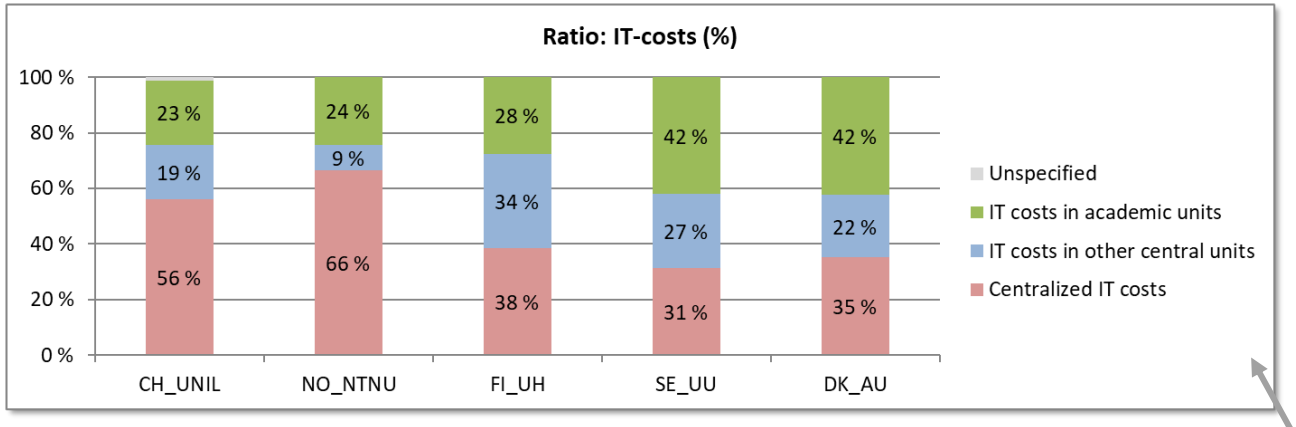
BencHEIT Survey / The process

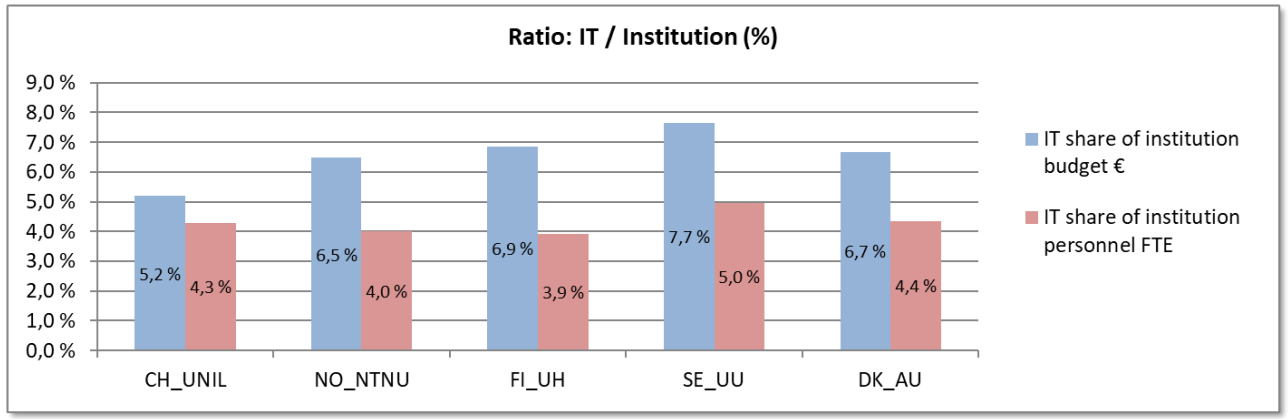


BencHEIT Survey / Analysis

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

- Compare your organization against peers





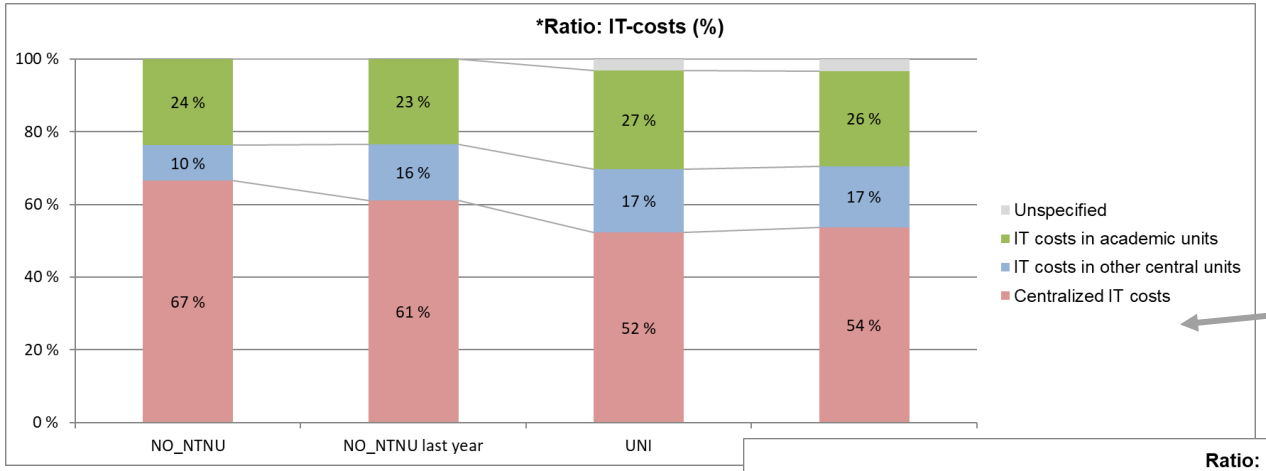
- 86 indicators
- Report filtering by
  - country
  - account group
  - organisational level
- Summaries by
  - country
  - sector
  - university type

values from BM2019

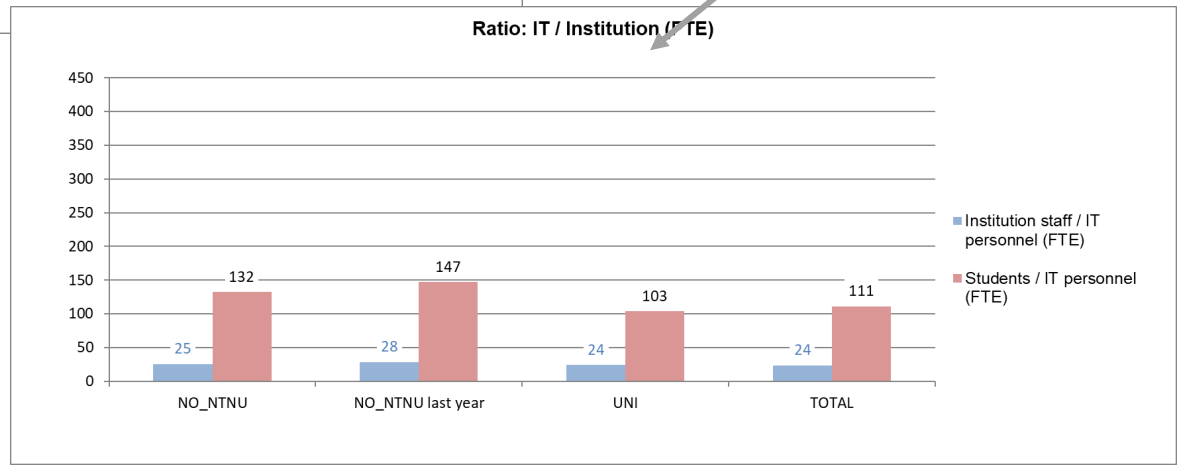
BencHEIT Survey / Analysis

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

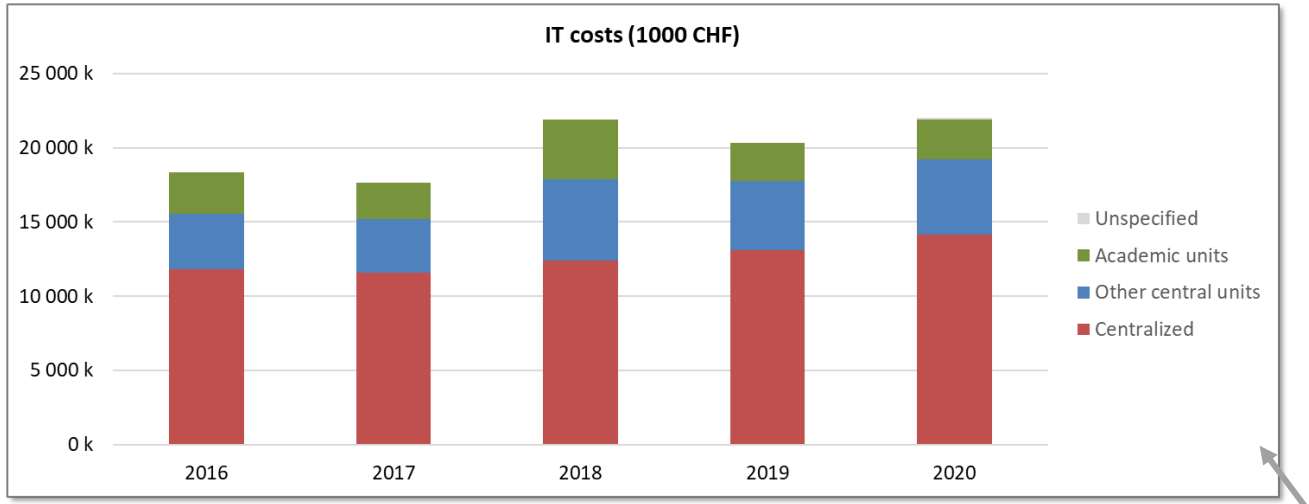
- Compare your organization against the average

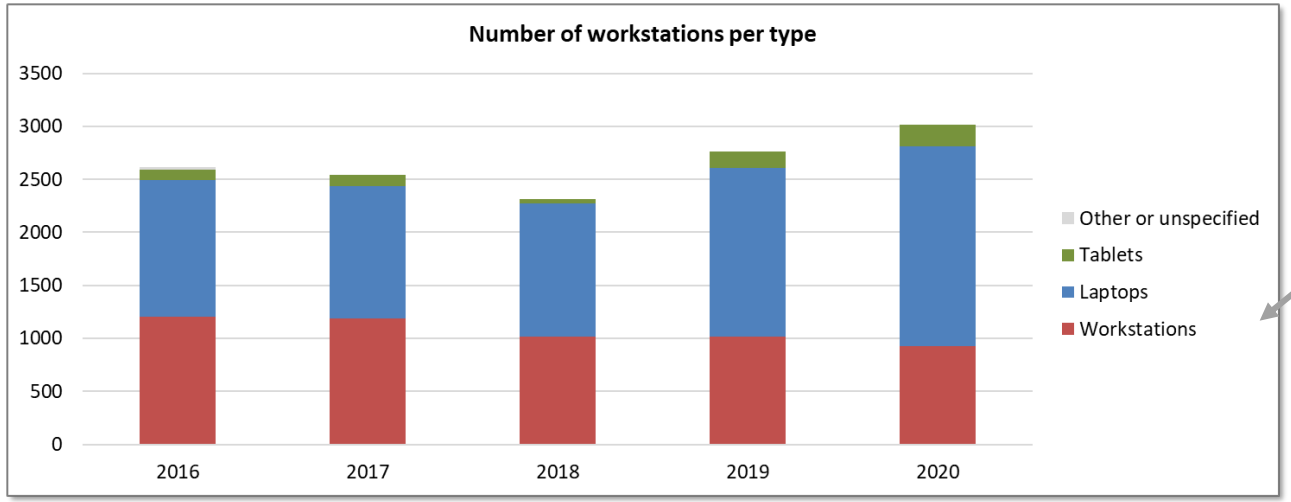


values from BM2019



BencHEIT Survey / Longitudinal Analysis





For those who have participated at least 3 times during last 5 years

values from BM2020

BencHEIT Survey → Know your numbers!

Thank you!

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