

EUNIS BencHEIT

BM2022 survey, suggestions for changes and improvements


Slides 2 Preliminary schedule

Slides 3-7 New features

Slides 8-12 Needs definitions

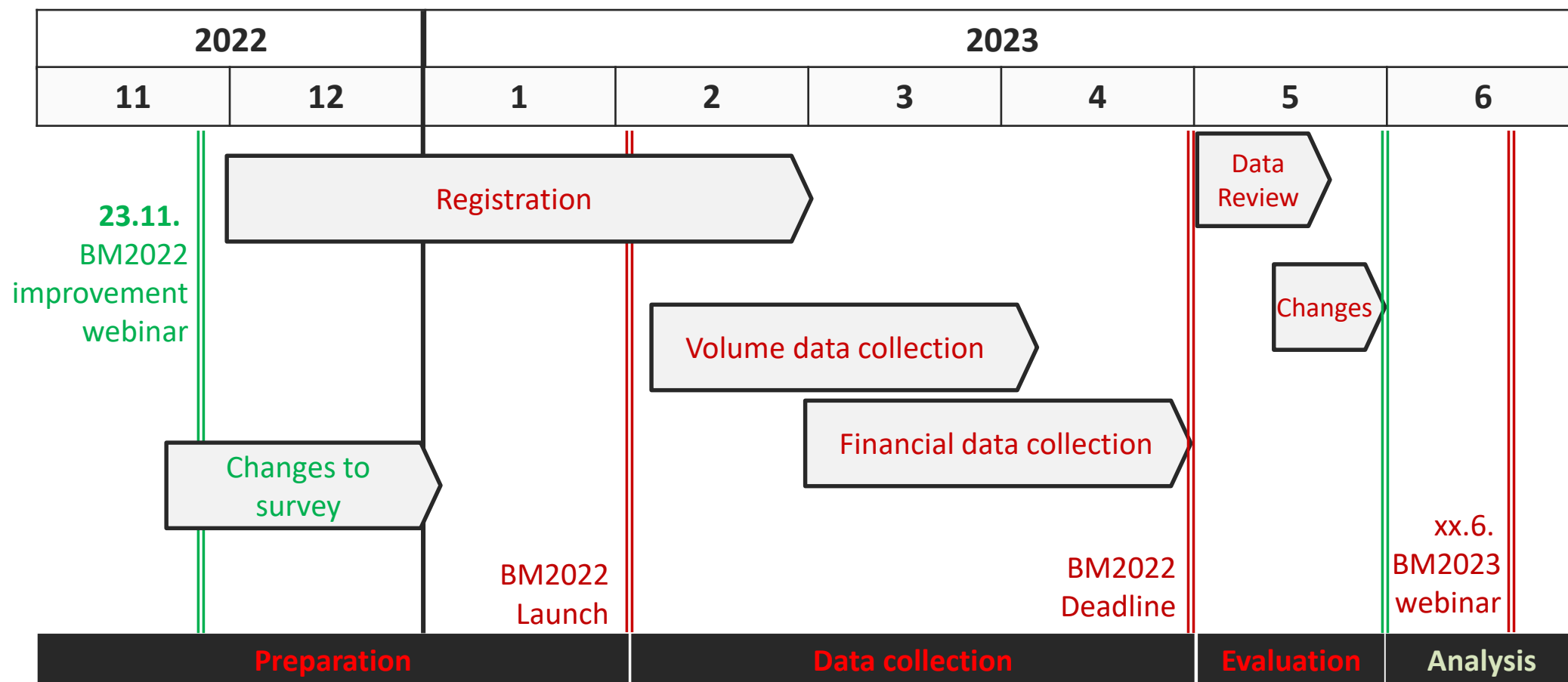
Slides 14-15 Mixing with other/public indexes

Slide 16 Special questionnaire for BM2022: energy

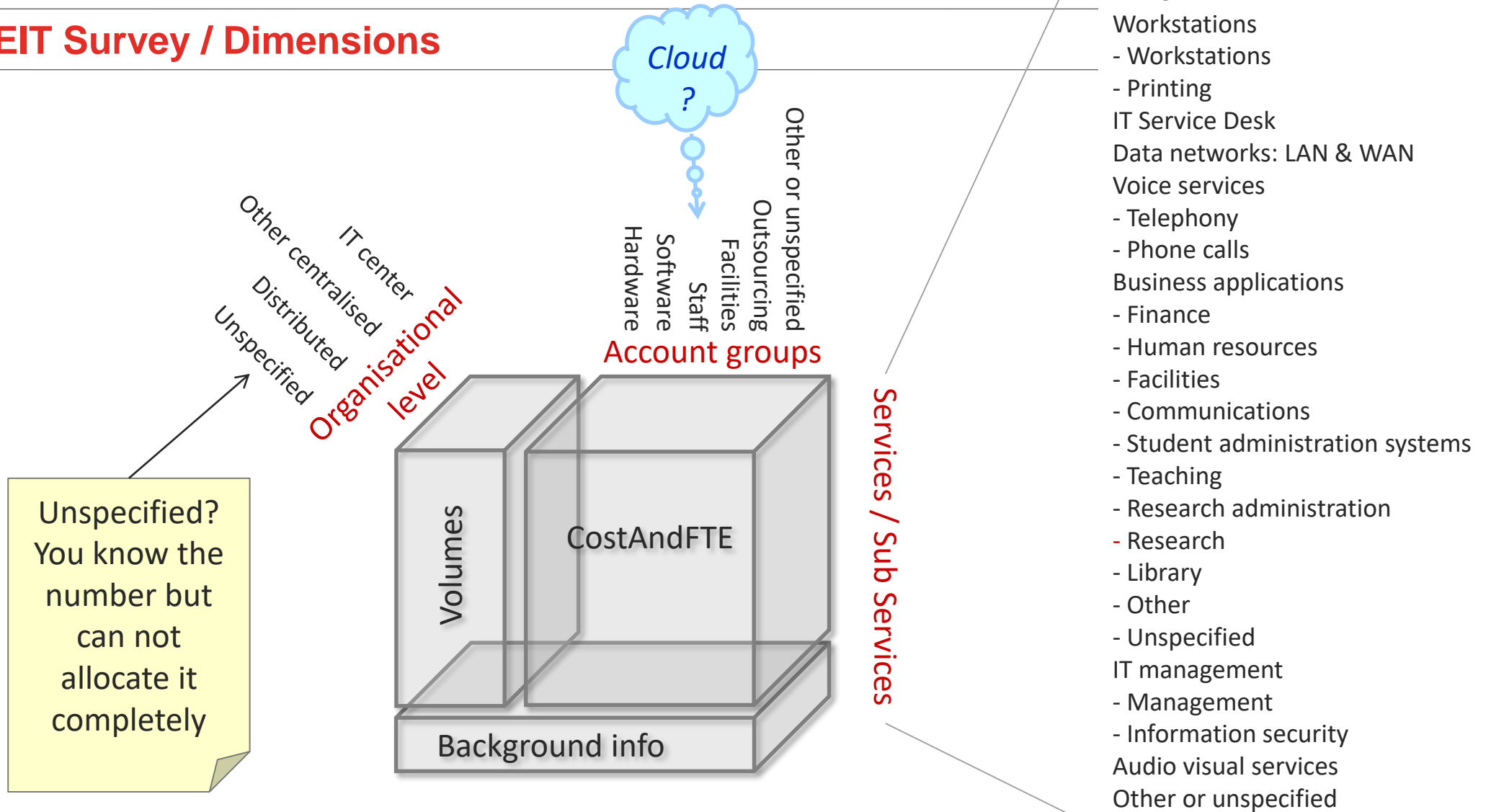


28.11.2022
Now with discussion
board notes

BM2022 Survey / Timetable

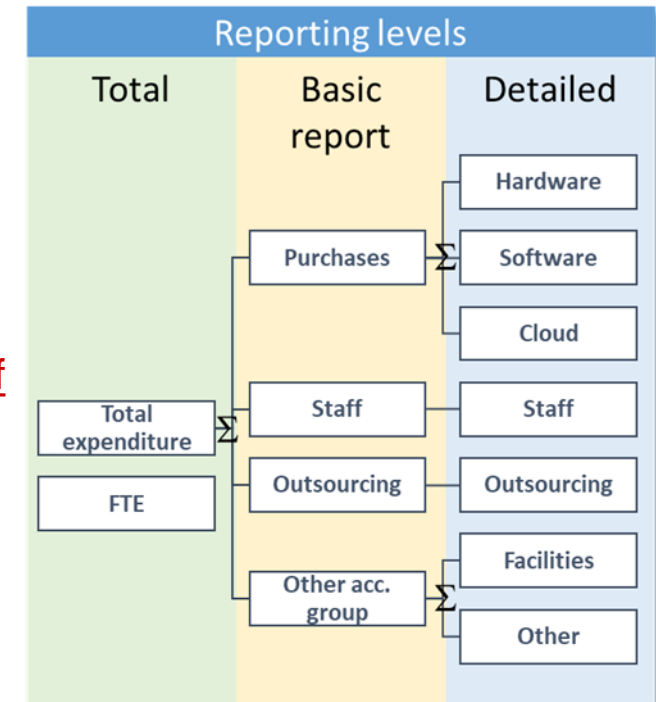


BencHEIT Survey / Dimensions



BM2022 Analysis – proposals for new features

- New account group called "*Cloud*"
 - Instead just putting all cloud services to *Outsourcing* –account group, we create a new column for all cloud services
 - Pros:
 - for many participants, costs of cloud services is an interesting topic
 - cloud is fairly easy to define:
<https://nvlpubs.nist.gov/nistpubs/Legacy/SP/nistspecialpublication800-145.pdf>
 - Cons:
 - not all [business] services are using or even can use cloud service
 - separating cloud from other costs, e.g. licences is not always clear
 - cloud is not an account group, it is a way of providing certain service
 - Neutral
 - with cloud, reporting can be summarized by service to “old account groups”, or can it?

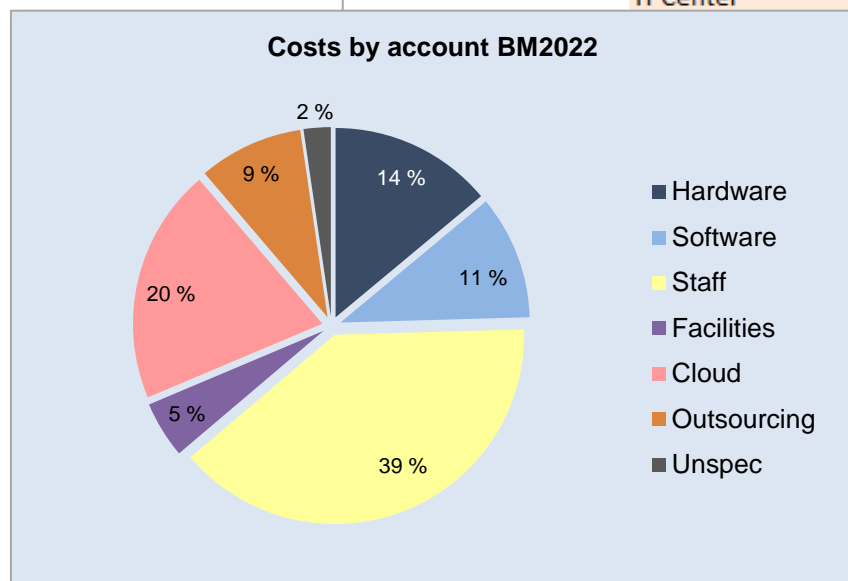


Please comment this idea in Flinga board: <https://edu.flinga.fi/s/ESY6AK5>

BM2022 Analysis – proposals for new features / Cloud

Chosen currency:
EURO

Service	Sub Service	Organisation Level	Grand total	Hardware (EURO)	Software (EURO)	Staff (EURO)	Facilities (EURO)	Cloud (EURO)	Outsourcing (EURO)
		Grand total	43 203 502	6 026 436	4 579 350	16 959 009	2 092 091	8 685 697	3 860 918
	Human resources		1 056 405	0	268 361	82 986	7 020	697 838	200
		IT Center	99 746		2 520	82 986	7 020	7 020	200
		Other centralised	956 659		265 841			690 818	
		Distributed	0						
		Unspecified org.level	0						
	Facilities		1 238 369	0	161 285	48 944	314 599	713 541	0
		IT Center	678 142			48 944	314 599	314 599	
			560 227		161 285			398 942	
			0						
			0						
			1 666 553	0	170 864	983 478	100 238	390 014	21 959
			1 195 082			983 478	100 238	100 238	11 128
			409 640		170 864			238 776	
			61 831					51 000	10 831



BM2022 Analysis – proposals for new features / Cloud

Should we 'restore' cloud cost to any 'classic' account group?

	Hardware	Software	Outsourcing
Infrastructure			
Operational infrastructure	?	?	
High Performance Computing	?		
Workstations, client and peripherals			
Workstations			
Printing and other peripherals	?	?	
IT Service Desk / Helpdesk			
Data networks: LAN & WAN			
Fixed networks			
Wireless networks			
Voice services			
Telephony			
Phone calls			
Audio visual services		?	

	Hardware	Software	Outsourcing
Business applications			
Communications		?	
Facilities		?	
Finance		?	
Human resources		?	
Library			
Other applications			
Research	?	?	
Research admin.			
Teaching		?	
Student admin. systems		?	
IT management, admin. + info sec and EA			
IT management etc.			
IT Security	?	?	

Please comment this idea in Flinga board: <https://edu.flinga.fi/s/ESY6AK5>

BM2022 Analysis – proposals for new features / Answers to Cloud -issue

Comments in webinar

- When measuring cloud services I don't think we need to divide them to hw-sw etc
- Cloud also covers a lot of different type of services. Cloud can now cover hardware, software, network and security. So capturing it just under one umbrella is perhaps not so useful
- So much is moving to cloud nowadays and rarely you can choose, so it wouldn't help with decision making
- Cloud would overlap with outsourcing/software (and licenses in general)
- In KTH we don't need this dividing, it is already part of the Outsourcing anyway
- Universities are (very) gradually moving many IT services to cloud service providers. If we just measure those things that we run ourselves, we do not see the whole big picture
- We (Ghent University) consider measuring how much is spend on IT cloud services useful - in relation to our total budget, but also to compare over universities
- I agree my colleague.
At the moment we do not have an Accounting Group for Clouds

What is the share of cloud services?	
Percentage of each account group	
(=column sum) in cloud services	5 486 685

Total sum in cloud

- What if BM2022 asks the %-share of cloud services in particular account group.
- This would not have an effect on total sum of costs

1545	755	161 069	16 837	14 000	10 643	0
1545	16 857				5 955	
3 582	163 582				4 688	
0						
9 991	0	0	3 279 197	130 794	0	0
5 062			1 326 518	119 544		
0						
3 929			1 952 679	11 250		
0						
Σ		Σ			Σ	
Hardware	Software		Facilities		Outsourcing	Other
5 %	50 %				75 %	
301 322	2 289 675		0	0	2 895 689	0

BM2022 Analysis – proposals for new features

- Analysis indicators based on Head Count and FTE
 - Some of the universities – especially in Switzerland – are using head count and not FTE
 - BM-pg: “can be done”
 - Pros:
 - many e.g. pricing of licences are more often based on numbers of users instead of FTE
 - Cons:
 - makes analysis even more complicated
 - definition of head count: is it same in different countries?
 - Neutral:
 - this should be included in required fields in order to work properly

BM2022 Analysis – Head count and FTE as part of an index

- Staff FTE is used in..
 - Institution staff / IT (FTE)
 - IT Costs / Staff (FTE)
 - Workstations in personal use / Staff FTE
 - Tickets / Staff FTE
- Student FTE is used in...
 - Students / IT personnel (FTE)
 - IT Costs / Student (FTE)
 - Space dedicated to IT classrooms / Student FTE
 - Classroom workstations / Student FTE
- Both in ..
 - Workstation costs / (Staff + Student FTE)
 - Printing costs / (Staff + Student FTE)

BM2022 Analysis – proposals for new features

- Analysis indicators based on Head Count and FTE

Because of this, additional new “Setup / Parameters” sheet is needed.

It could look like this



On BM2021-workspace
choose from menu: Analysis
[BM2022-Analysis test.xlsx](#)

You can choose either
FTE or Head count
as the basis for indexes.

It changes all calculations on almost all sheets.

This is how it would look with data from BM2021 (participants only)

What is definition for

- Student head count
- Staff head count

Please make your primary choices for reports here
 Choices made on this sheet affect all other worksheets. Some other worksheets may offer additional selections.
 Blue cells are for your [drop down] choices.

Choose primary comparison organisation	(CH) ETH Zurich
	CH_ETH

Note! Any change in currency or VAT method must be confirmed by refreshing pivot calculation.

Reporting currency	DKK-Danish krone
Original data was given as	CHF-Swiss franc

Costs do include/exlude value added tax (VAT)?	excluded
Original data was given as	excluded

Indexes using number of persons use ...	FTE	No student FTE (head count used instead)
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Note! This choice doesn't apply to IT staff FTE on CostAndFTE-sheet.

Please comment this idea in Flinga board: <https://edu.flinga.fi/s/ESY6AK5>

BM2022 Analysis – Head count and FTE as part of an index

Comments in webinar: FTE or Head count

- Headcount is a physical person
- Head count = persons
- Given a specific date for both students and employees
- How/where do we register affiliates that are on site and using university computers network, printers and resources? They do not have a salary but still the need support and bandwidth. For Uppsala this group of researchers are almost as many as the employees

Comments in webinar: Student FTE

- Students: FTE and head counts are the same because all of our studies are seen as full time studies
- Student is people enrolled - as on a specific date. Problem is that some students are also staff

- There is no specific definition for student head count → only FTE
- University personnel head count → number of employees on 31.12.
! This does not take into account staff not on payroll

Comments in webinar: Staff FTE

- Head Count = Number of employees at 31.12.
- FTE = sum of workforce
- Head Count = Number of employees at specific date
- choose a specific date for head count
- Agree that you count at a specific date
- Apparently, the University count the people present during the year, not at one moment. So the number is higher than expected

BM2022 Analysis – needs fixing

- Definition of “IT WORK” = IT FTE
 - Currently there is no explanation of what is IT work
 - Especially this is difficult in “Other centralized” and “Distributed” organizational units.

Comments in webinar

- Laboratory / research-project tech support?
- All persons working with IT related tasks "below" the use of application level. They are normally classified in our HR system (In Sweden class 45 and 46)
- The function given by HR is useless in our case. we need to phone faculties to know who is really work making IT work.
- We are really not confident on HR
- project development, maintenance
- categorized by work title
- Everyone working at centralized IT unit and everyone doing admin and IT organisation work in our decentralized units
- Is everything done in IT unit IT work?

What is a definition for
IT work
?

- Based on discussion and comments, IT work is difficult to define, but it is fairly easy to understand

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BM2022 Analysis – needs fixing

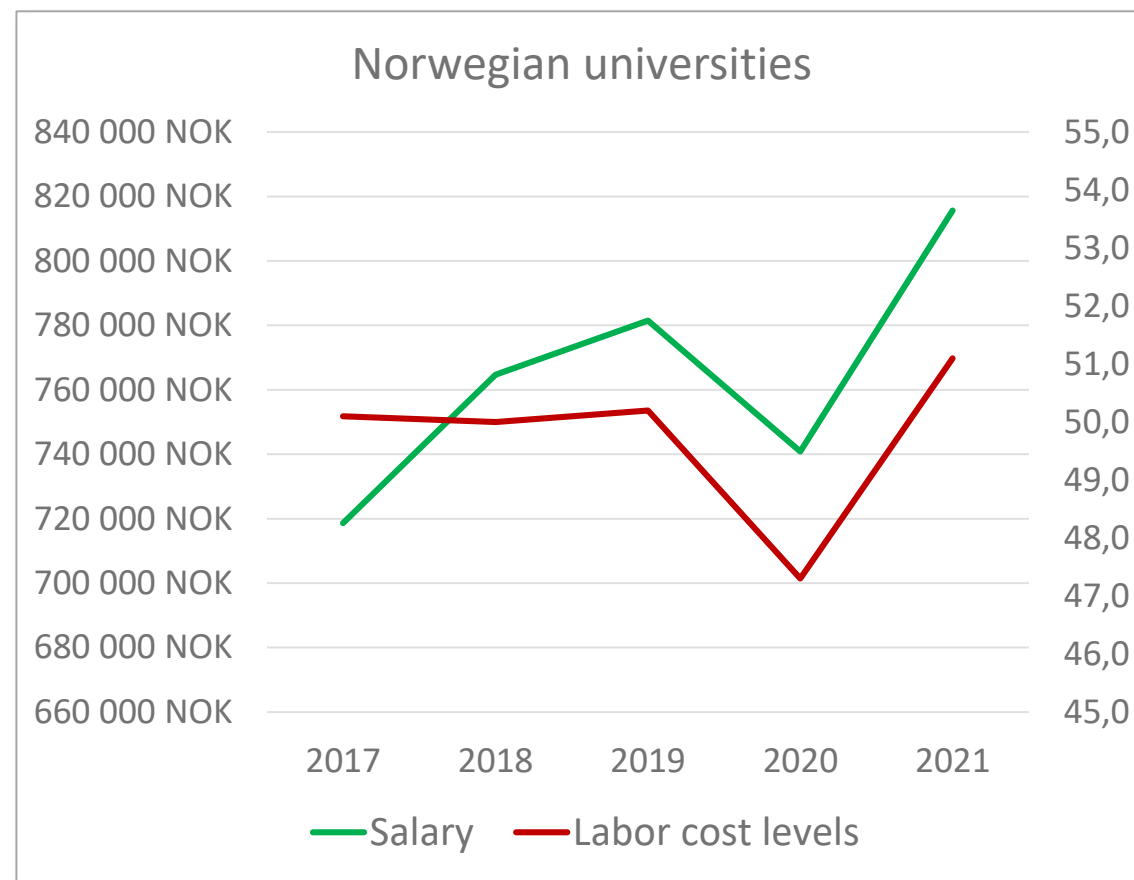
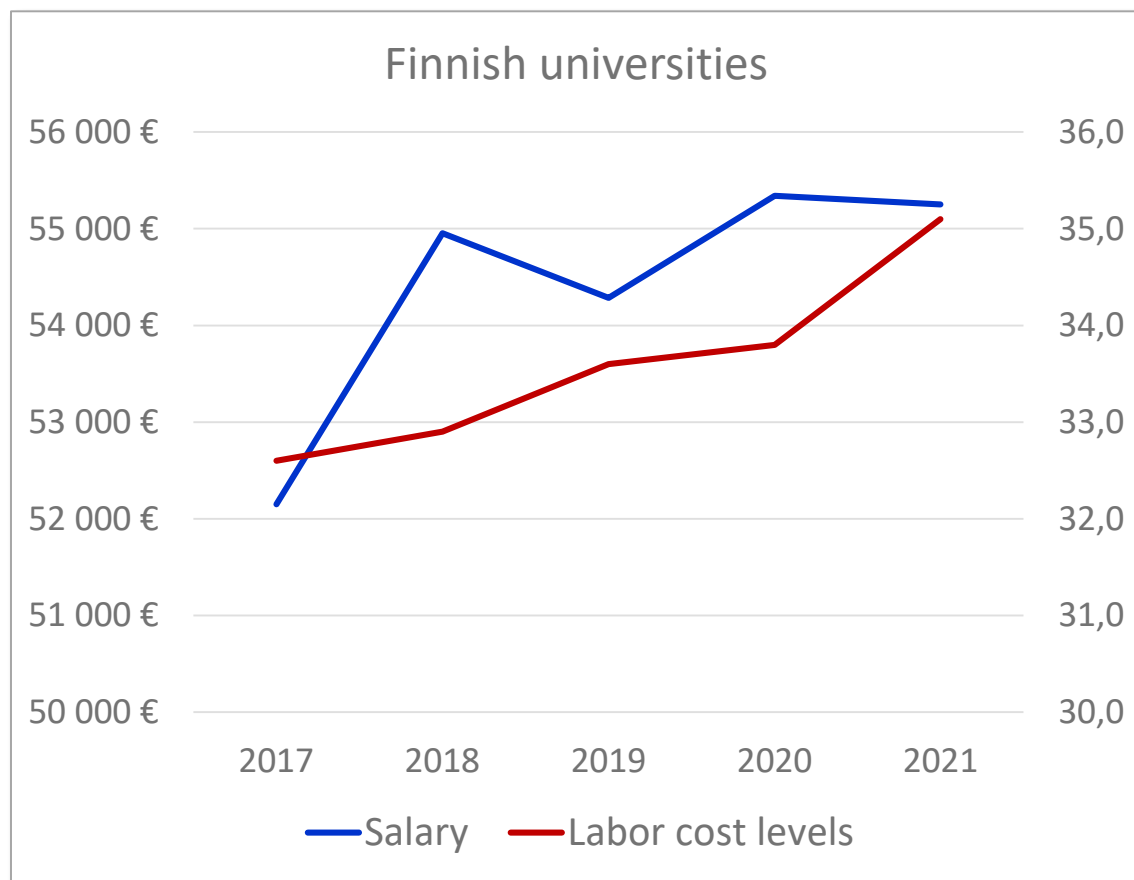
- Definition and recording HD/SD tickets and ‘handlers’
 - In Finnish organizations the method and process of recording tickets in HD/SD services system is inconsistent
 - Some accept only tickets through email
 - Some do not register phone calls or ‘verbal assignments’
 - Ticket maybe created also via chat bot
 - Large ticket is counted as a small ticket regardless of the work it generates
 - Number of person handling tickets
 - “A person handling more than 500 tickets / year”
 - “A person that has access to ticketing system”
 - “Ticket owner”

BM2022 Analysis – mixing with other statistics

- Using additional statistics to improve and verify our findings
 - Every country releases statistics over their educational sector. Same applies to various other organisations (Eurostat*, Gartner, Educause)
 - Are there any public statistics which could look interesting to compare with BM data?

Open source indexes to
compare with?

BM2022 Analysis – mixing with other statistics: Eurostat labor costs vs. “salaries”



*https://ec.europa.eu/eurostat/databrowser/view/LC_LCI_LEV__custom_3489837/default/table?lang=en

BM2022 Analysis – Additional questionnaire just for BM2022

Is this any of interest to your university?

- This year has seen a major shift in facilities cost because of Russian war in Ukraine. Electricity costs are exceptionally high.
- Should we make a special survey on this just for BM2022?
- Some ideas for questions:
 - Can your university measure power consumption of your own data center?
 - What kind of actions have you done to lower the consumption of electricity?
 - Are you prepared for sudden power shortage? Do you e.g. have automated generators or just UPS in your data center.
 - Has electricity costs affected your IT budget?

- Has your university a 'green program' e.g. using sustainable energy source only?
- Does your university itself produce energy a with solar panels?

Comments in webinar

- The collection of watt usage needs to span more years ...in order to measure/see changes in digitalization (for better or worse)
- Yes we can measure power of, and also within our own DC
- Would be interesting but we couldn't answer every question
- Measurements from central Datacenters would be interesting divided by amount of served personnel
- The energy cost problem is hopefully short lived. Not so sure how interesting it is to capture

• **Conclusion: we do this at least once**

Please comment this idea in Flinga board: <https://edu.flinga.fi/s/ESY6AK5>

BM2022 Survey / Please join us

On EUNIS Task Force page

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

you can fill in a form to register for round BM2022
(a Microsoft forms)

Know your numbers!