

BencHEIT

EUNIS congress, Göttingen, 3.6.2022

Speakers

Ilkka Siissalo, CIO, University of Helsinki, Finland

Jussi Pekka Pispala, Head of IT services, University of Tampere, Finland

Ole Langfeldt, CIO, Norwegian University of Science and Technology, Norway

Pekka Kähköpuro, CIO, University of Tampere, Finland

Kari Kataja, DPO, Häme University of Applied Sciences

Yvonne Kivi, IT specialist, University of Helsinki, Finland

What is BencHEIT?

- Free of charge
- A yearly 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.
- Cash flow based → fluctuation between years especially for one organisation.

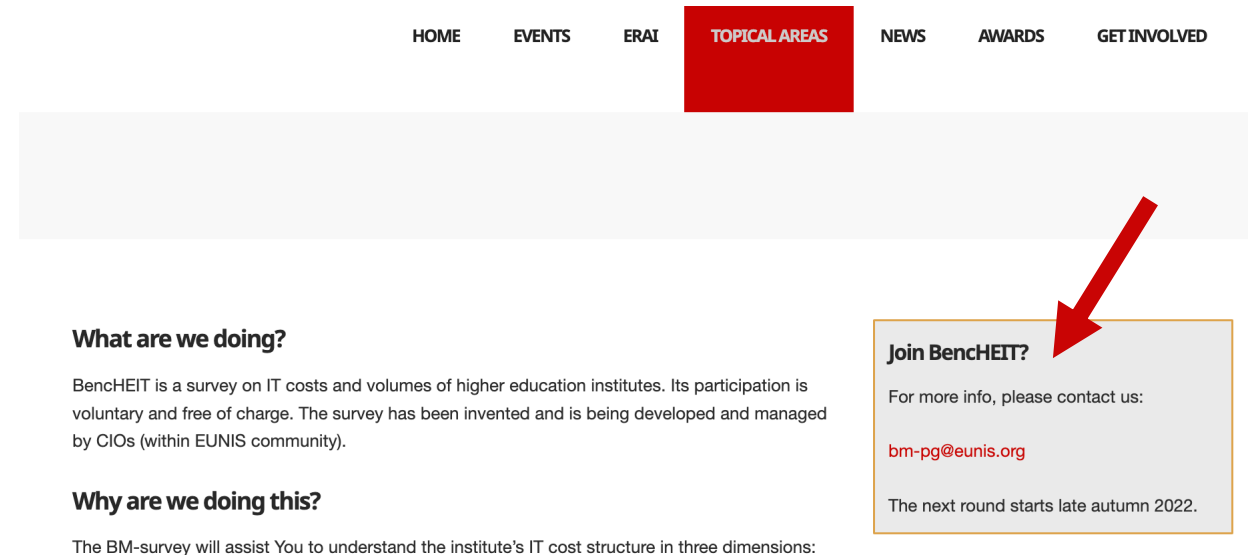
BencHEIT

BM Task Force

- Mr. Ilkka Siissalo, University of Helsinki, Chairman
- Mrs. Yvonne Kivi, University of Helsinki, Secretary
- Mr. Martijn De Keere, Ghent Univeristy
- Mr. Kari Kataja, Häme University of Applied Sciences
- Mr. Ole Langfeldt, Norwegian University of Science and Technology
- Mr. Peter Bruun Nielsen, Aarhus University Denmark
- Mr. Jussi-Pekka Pispä, Tampere University of Technology
- Mr. Teemu Seesto, FUCIO - Network of Finnish Universities' CIOs
- Mr. Thomas Sutter, University of Zürich
- Mr. Raimund Vogl, University of Münster
- Mr. Hans Wohlfarth, KTH Royal Institute of Technology

More info:

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



The screenshot shows the website's navigation menu with the following items: HOME, EVENTS, ERAI, TOPICAL AREAS (highlighted in red), NEWS, AWARDS, and GET INVOLVED. Below the menu, there is a section titled "What are we doing?" which describes BencHEIT as a survey on IT costs and volumes of higher education institutes. It also includes a "Why are we doing this?" section. To the right, a call to action box titled "Join BencHEIT?" provides contact information: "For more info, please contact us: bm-pg@eunis.org" and states "The next round starts late autumn 2022." A red arrow points to the "Join BencHEIT?" box.

What are we doing?

BencHEIT is a survey on IT costs and volumes of higher education institutes. Its participation is voluntary and free of charge. The survey has been invented and is being developed and managed by CIOs (within EUNIS community).

Why are we doing this?

The BM-survey will assist You to understand the institute's IT cost structure in three dimensions:

Join BencHEIT?

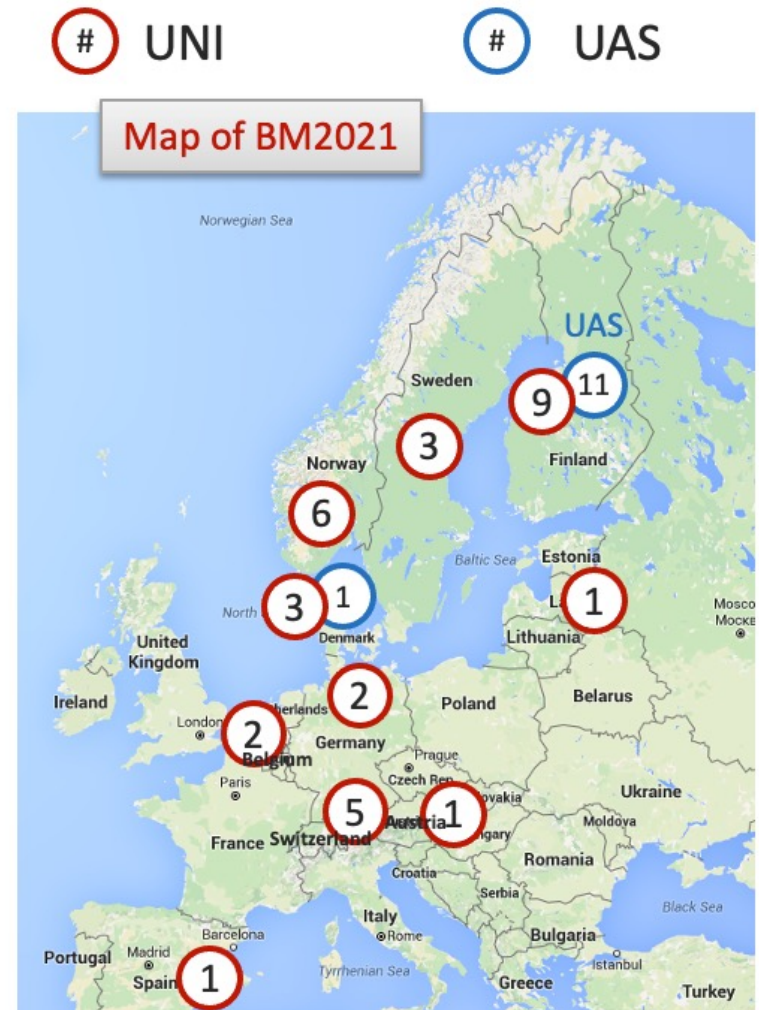
For more info, please contact us:

bm-pg@eunis.org

The next round starts late autumn 2022.

BM2022 - Participants

- At the moment we have 45 participants, we are still checking data
- The number include universities and universities of applied sciences



BM2022 - Participants

Austria	Vienna University of Economics and Business	Finland	University of Turku
Belgium	Ghent University	Finland	University of Helsinki
Belgium	Vrije Universiteit Brussel	Finland	Vaasa University of Applied Sciences
Denmark	Aarhus University Denmark	Finland	Åbo Akademi University
Denmark	Technical University of Denmark	Germany	University of Bayreuth
Denmark	University college Lillebælt	Germany	University of Münster
Denmark	University of Copenhagen	Latvia	Riga Technical University
Finland	Aalto-university	Norway	Norwegian Business School BI
Finland	Centria University of Applied Sciences	Norway	Norwegian University of Science and Technology
Finland	Haaga-Helia University of Applied Sciences	Norway	Oslo Metropolitan University
Finland	Häme University of Applied Sciences	Norway	UiT The Arctic University of Norway
Finland	Jyväskylä University of Applied Sciences	Norway	University of Bergen
Finland	University of Jyväskylä	Spain	Universitat Oberta de Catalunya
Finland	Kajaani University of Applied Sciences	Sweden	Karolinska Institutet
Finland	Lapland University Consortium	Sweden	Linköping University
Finland	Laurea University of Applied Sciences	Sweden	University of Uppsala
Finland	LUT universities	Switzerland	ETH Zurich
Finland	Satakunnan ammattikorkeakoulu	Switzerland	University of Bern
Finland	Metropolia University of Applied Sciences	Switzerland	University of Zürich
Finland	Savonia University of Applied Sciences	Switzerland	University of Lausanne
Finland	Tampere University	Switzerland	University of Zürich
Finland	Tampere University of Applied Sciences		
Finland	University of Eastern Finland		

Pekka Kähkipuro, CIO, University of Tampere, Finland

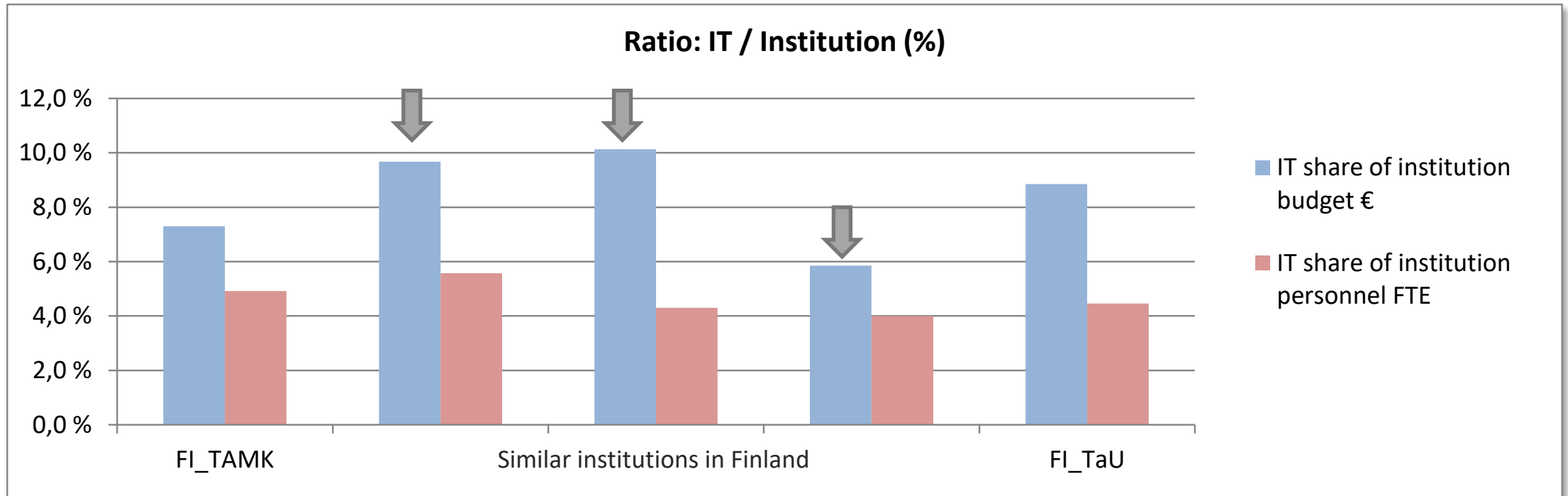
- Some of the key benefits of BencheIT

Three key benefits of Bencheit – a CIO perspective

CIO perspective: Three key activities Bencheit can support

- Compare your institution with your peers
 - Sufficiently large user base for finding relevant comparators
 - All basic aspects of IT are available through Bencheit
- Produce KPIs/metrics for internal reporting
 - No need for separate data collection for the KPIs
 - Year-on-year trends and changes are easy to follow and find
- Investigate special issues
 - A good starting point for most investigations, but additional analysis is typically needed to find the root cause(s)

Example 1 – Comparison with peers

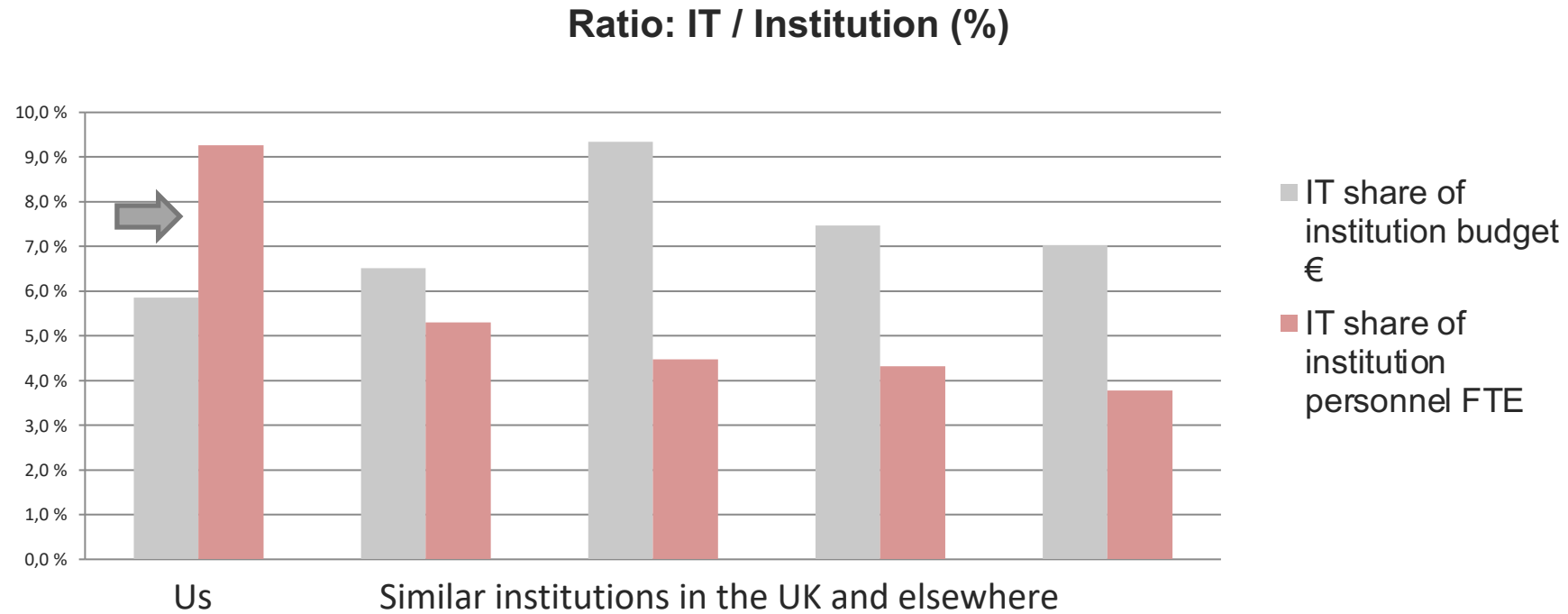


Example 2 - KPIs

Our KPIs:

- Run-grow-transform ratio
 - Customer satisfaction survey averages
 - Overall IT costs
 - IT costs per student \leftarrow TE and staff FTE
 - IT share of institutional costs \leftarrow
- Four out of five can be obtained from \leftarrow Bencheit and the fifth is available from our service management tool!

Example 3 - Investigation



Question: Is the size of our IT organisation right?

Ilkka Siissalo, CIO, University of Helsinki, Finland

- What happens when there's a new rector and new vice rectors?
 - How can BencHEIT help with educating new academic leaders?

Jussi-Pekka Pispä, Head of IT services, University of Tampere, Finland

- Data gathering and its challenges

Data gathering and its challenges

Data Gathering of costs 1

- Centralized IT-costs are relatively easy to gather, but dividing cost to services and subservices (f.ex. Infrastructure, workstations, Data Network) requires some kind of ABC-counting (service-based cost centres)
- To gather Other Centralized costs and Costs in academic units needs help from economics department
- You got to have proper chart of accounts with separate IT-accounts which support bencheit model (hardware, software, staff, facilities, outsourcing and other)

Data Gathering of costs 2

- How an invoice has been accounted i.e. has book-keeper used right account? How you post a single bill defines the reliability of bookkeeping
- IT-service desk can be organized in different ways
- To which services you put Decentralized staff cost?
- Business applications
 - In SAAS-systems you get easily all cost of service. In own service production it is much more difficult
 - How do you handle divided cost f.ex. Integrations?
- Who and what belongs to management?

FTE

- Difficulties especially in allocating FTE to services and subservices between infrastructure and workstations f.ex. software packaging
- IT FTE is relatively easy to gather
- FTE in Other Centralized units and in academic unit have to collect from units
 - You don't necessarily get it from HR-system
 - It is more reliable if you have name-list. It is valuable to other purposes too

Volumes

- Volumes from CMDB
 - Is all key hardware in CMDB?
 - Is CMDB up to date?
 - If you use data to bill customers, it puts you to update data
 - How can you get volume figures from outsourced services?
 - Is space managing system up to date?
 - Who gathers the figures?
- Tickets
 - Several kind of tickets: incident, service orders
 - Are phone calls, chats and chatbot messages tickets?

Differences between years

- Big variation between years depending investments and projects
- Every time you take apart to Bencheit expense rate raises (learning curve)
- Centralizing increases costs because centralized costs are easier to collect
- University merger and major projects raise costs