

EUNIS BencHEIT Survey

Public results from year 2023

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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)
- No need to be EUNIS member
- Participants see the analysis and each others complete data.
- Cash flow based → fluctuation between years especially for one organisation.

BencHEIT Survey / Survey statistics

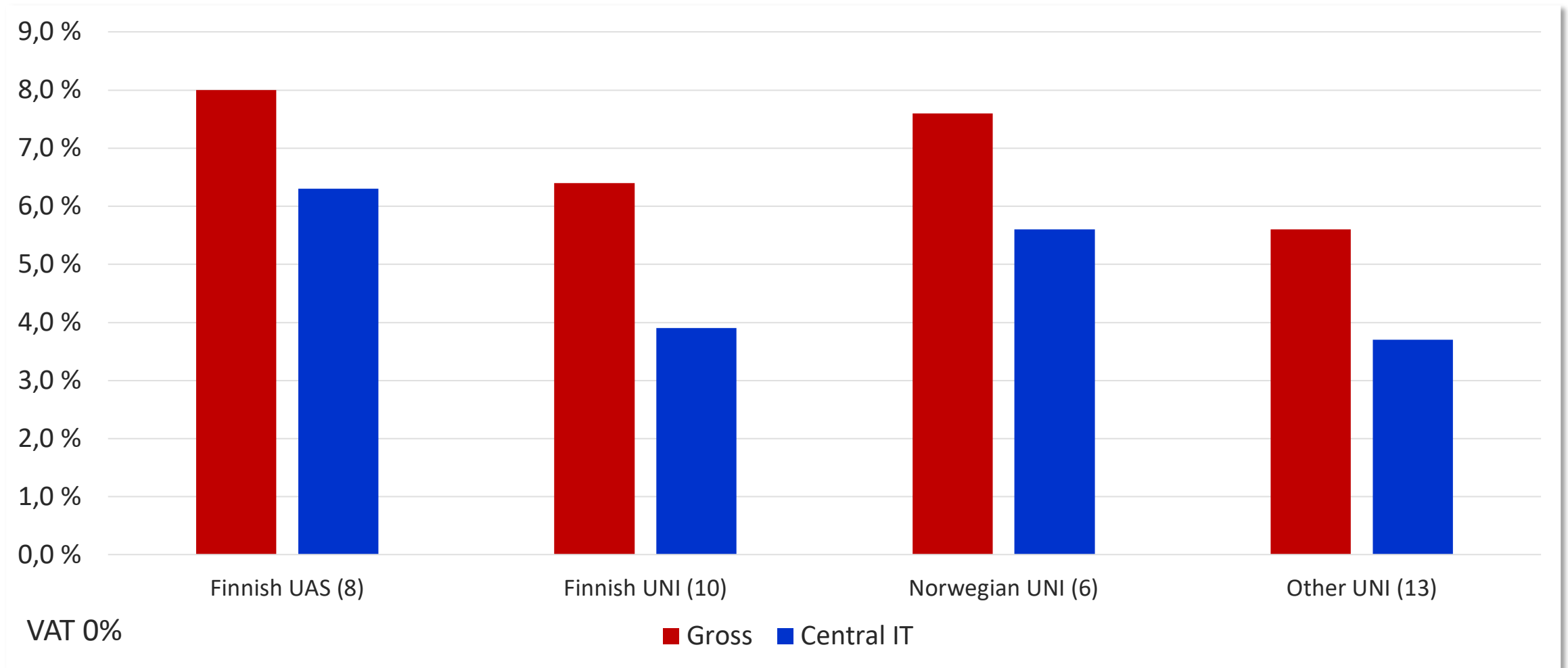
- Number of participants vary by country and year
 - BM2023 had only 37 participants
 - Survey is most popular among Norway and Finland e.g. BM2023 results covers 95%* of Finnish universities

BM2023

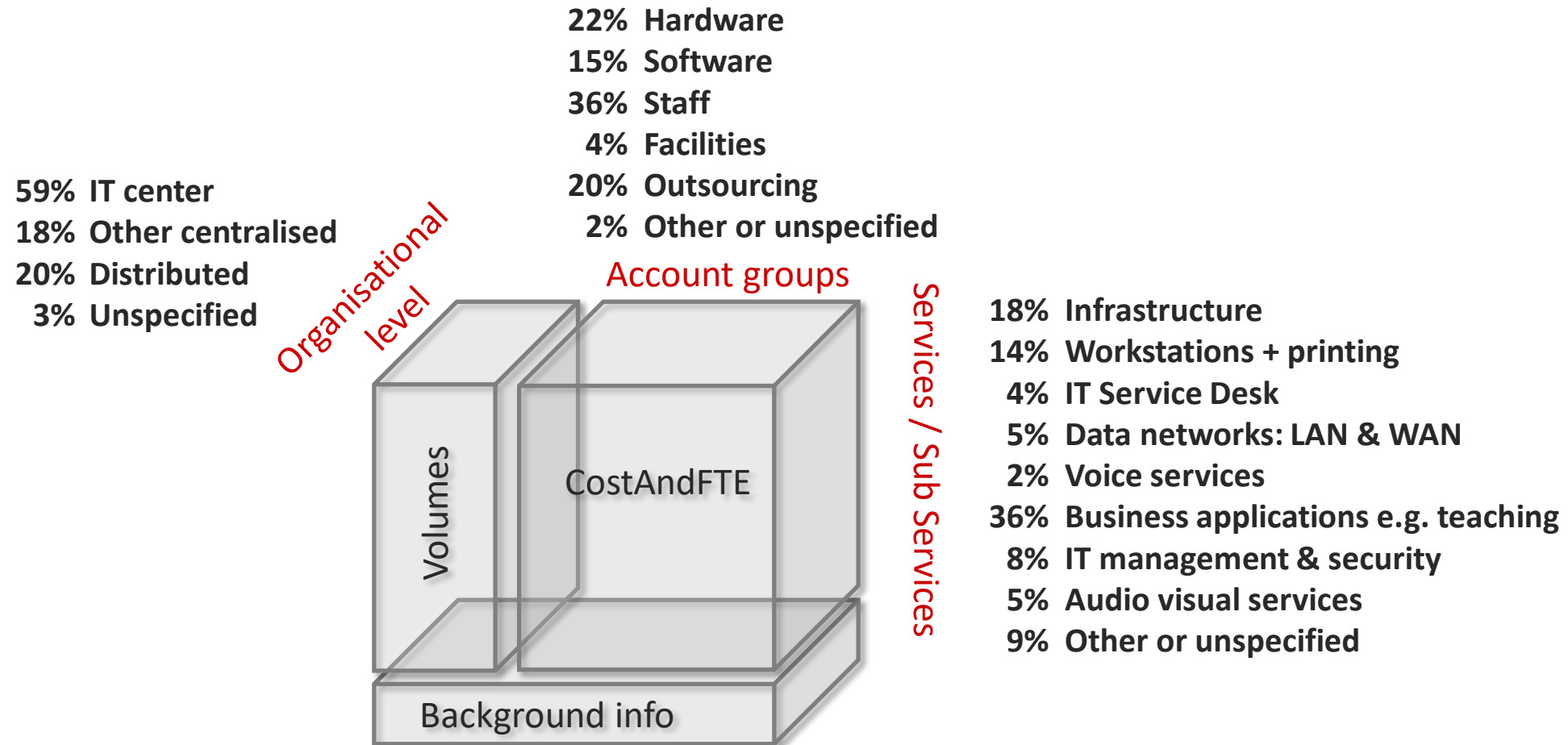
- IT cost of organisation: 2,5M€ – 90,5M€
- Organisation's staff FTE: 300 – 8 500
- IT costs per degree: 800€ – 12 000€
- IT staff from total staff: 2,2% - 7,8%



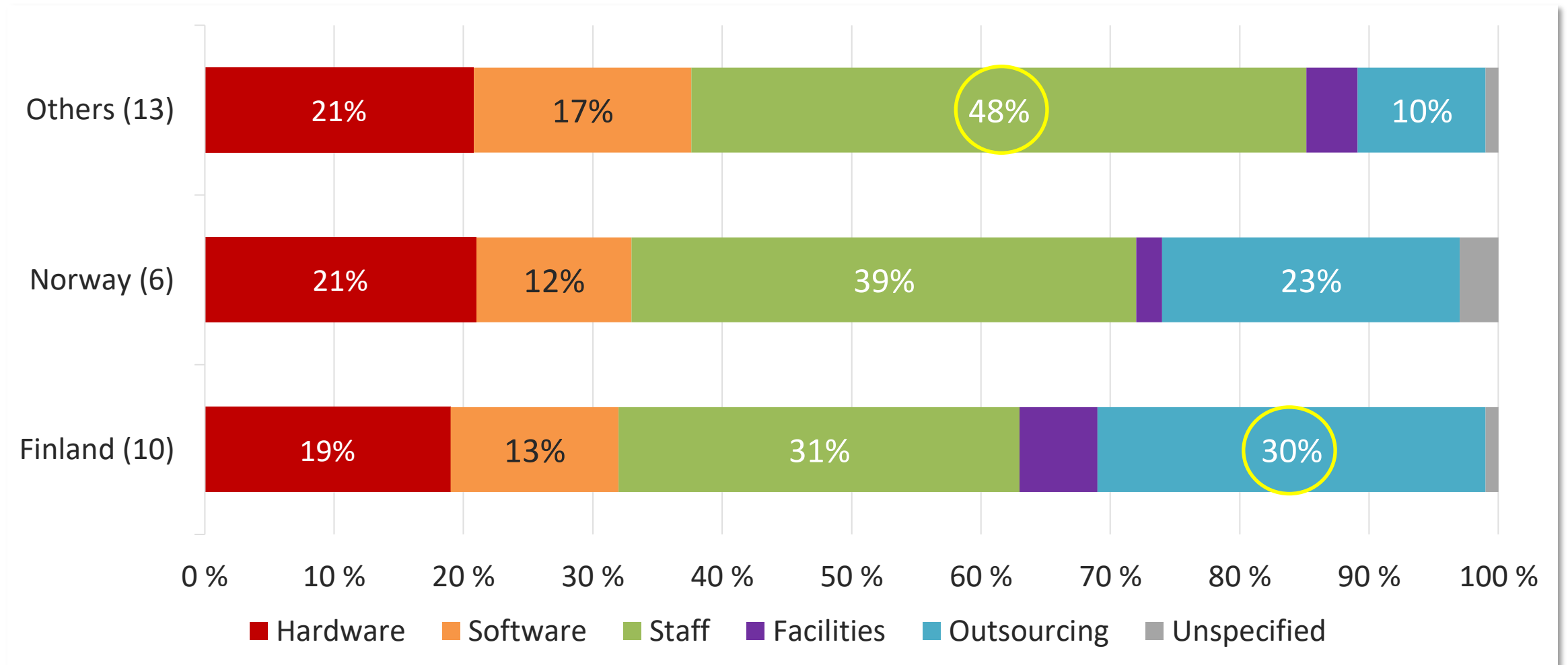
BM2023 / IT costs' share from total costs of university



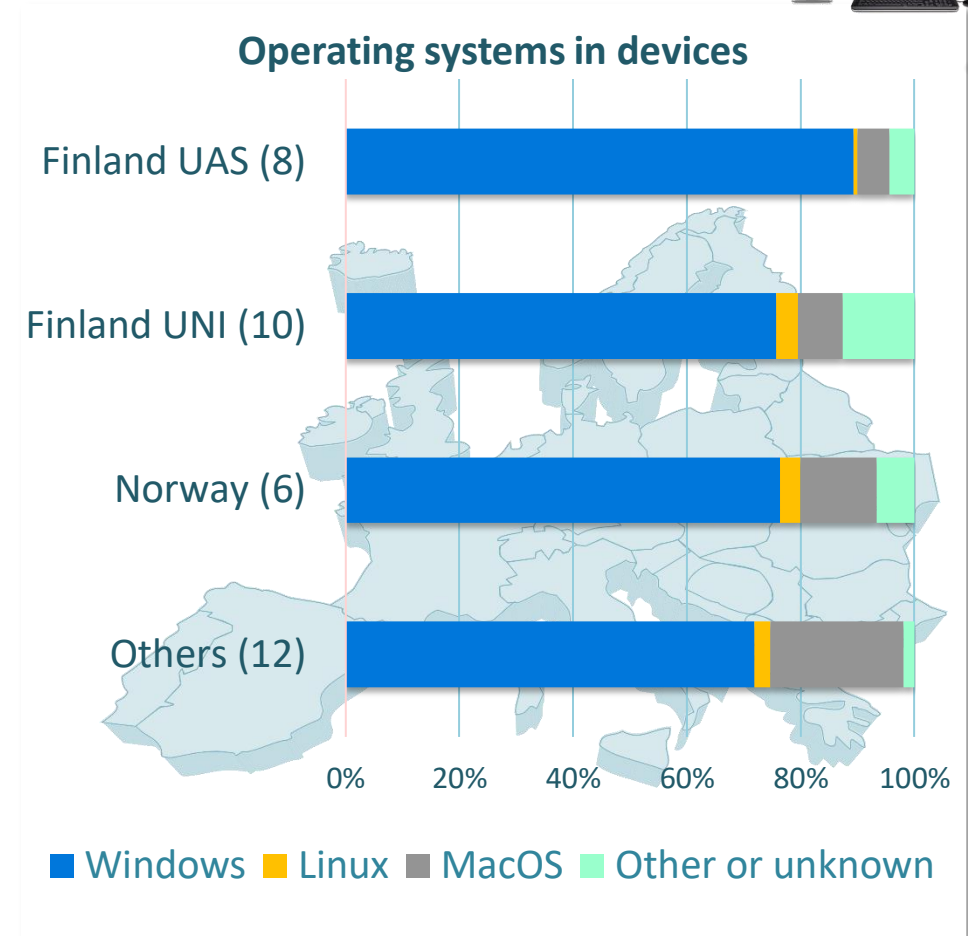
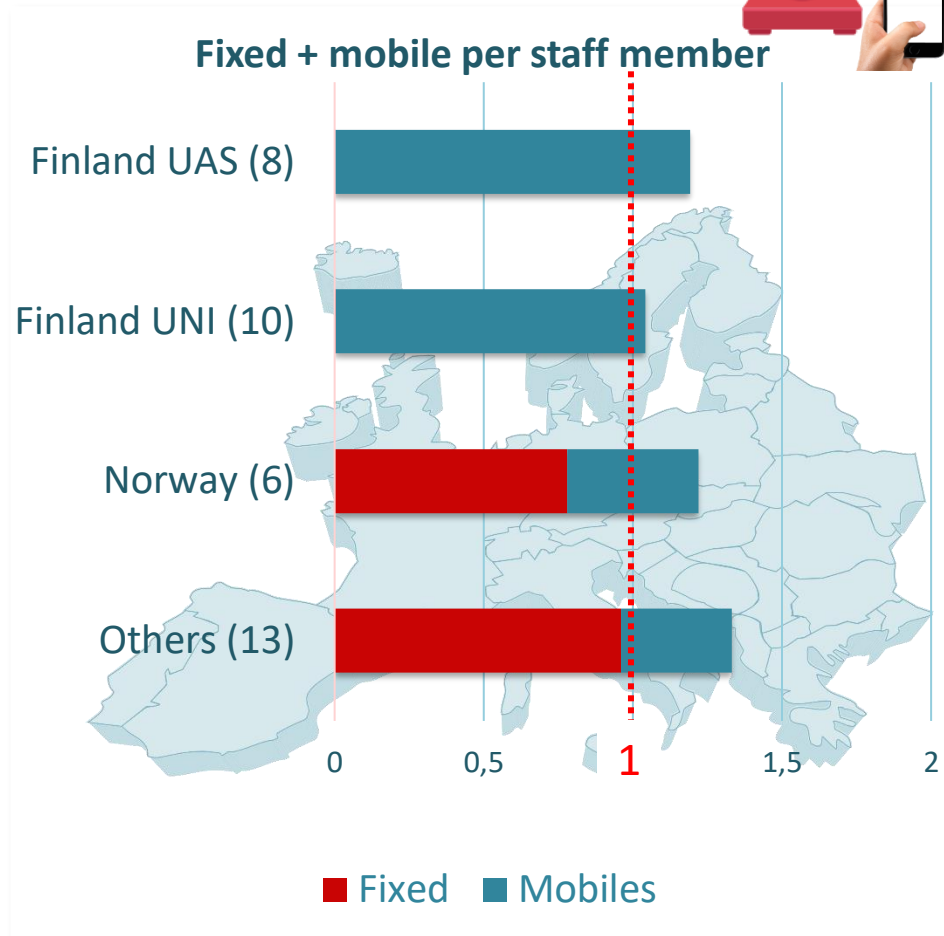
BencHEIT Survey / Dimensions and share of costs* (BM2023)



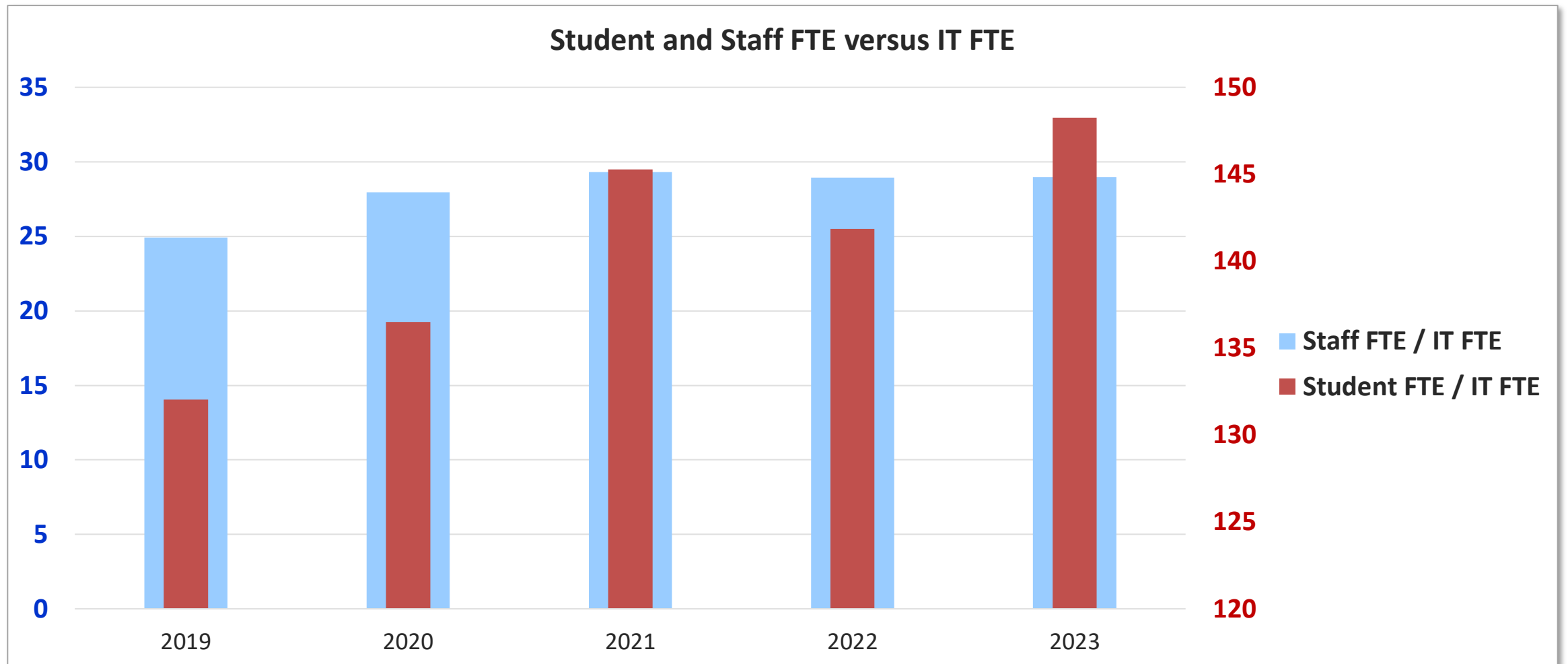
BM2023 / IT costs by account group: Universities



BM2023 / Volume data

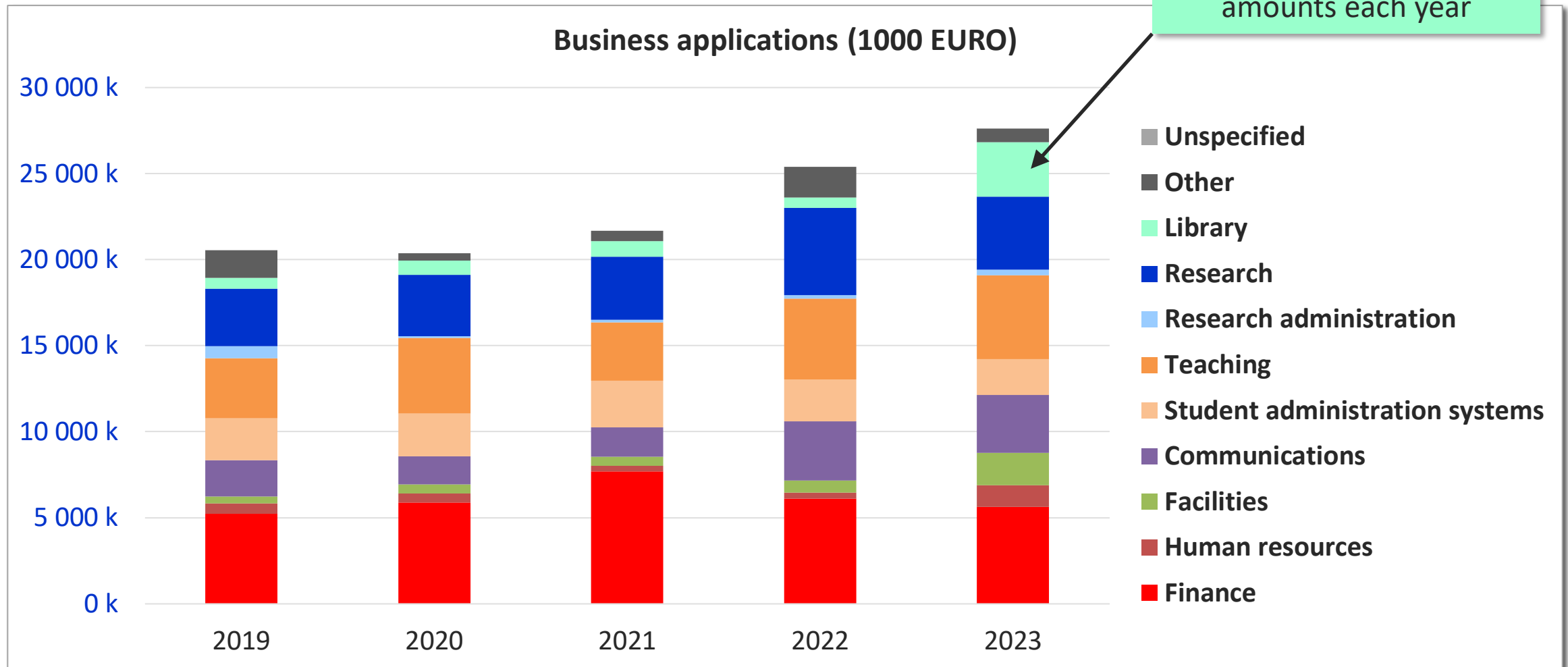


BM-survey / Longitudinal analysis / Case: NTNU, Norway



BM-survey / Longitudinal analysis / Case: NTNU, Norway

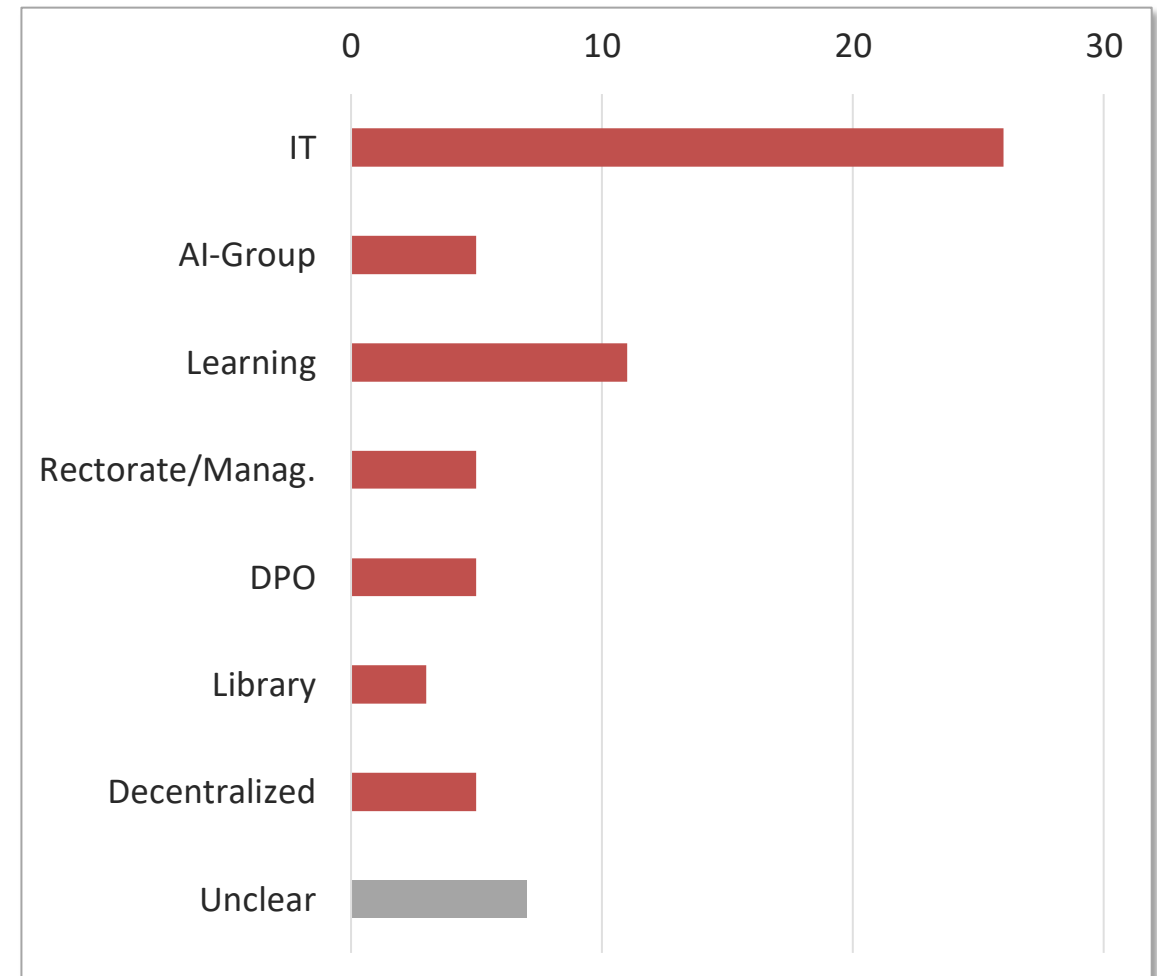
HEI's are investing in different services different amounts each year



BM2023 Artificial Intelligence / Additional survey

36 respondents

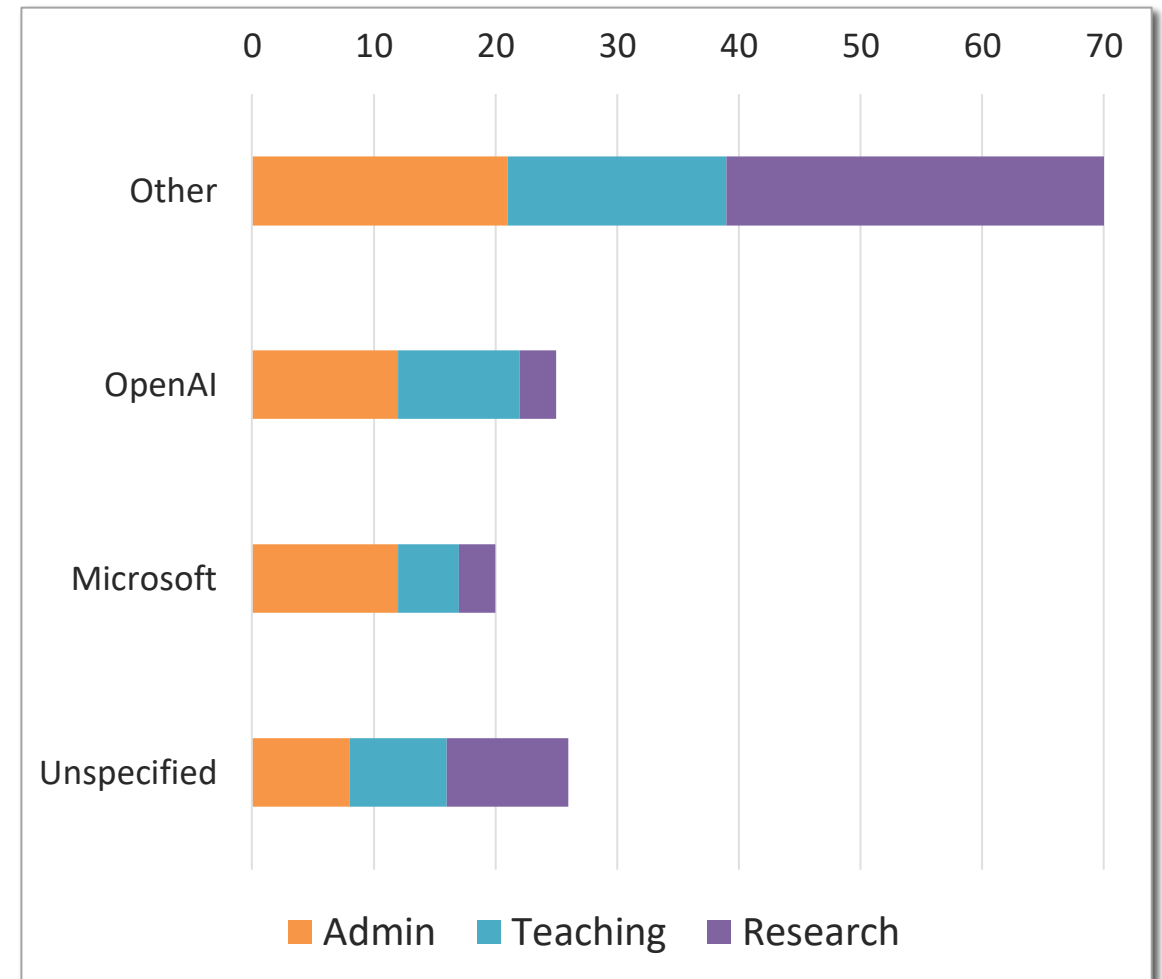
- **Who is responsible of assessing and implementing AI tools?**
- Some answers relate to “Generic AI” only
- IT is involved in each case if there is a process
- 7/36 is Unclear or no process



BM2023 Artificial Intelligence / Additional survey

115 answers

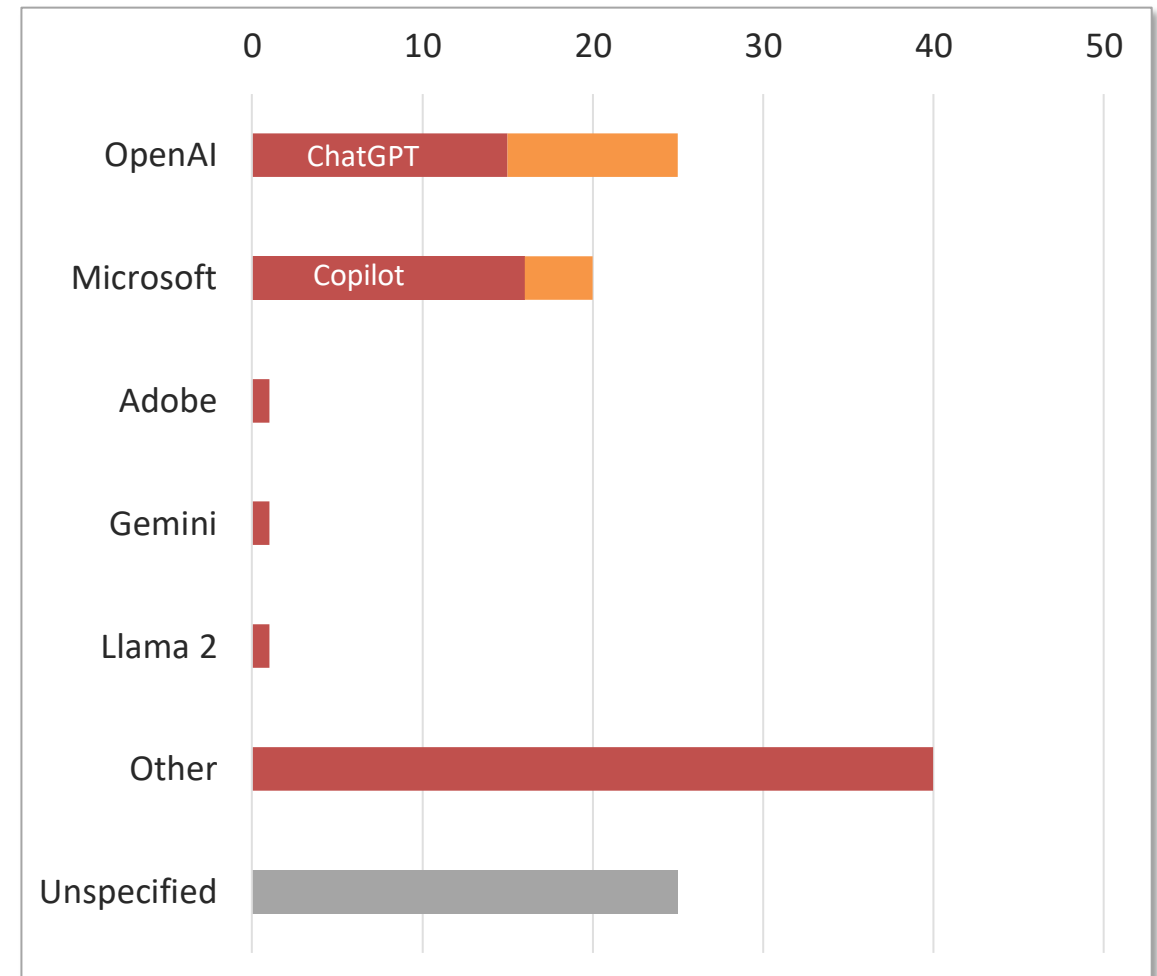
- **Which processes use Ai tools (May 2024)?**
- Some very specific purposes
 - IT security
 - video captions
 - plagiarism checking
- Lot of IT testing/piloting especially in administrative services
- Use in research sometimes “under the radar”



BM2023 Artificial Intelligence / Additional survey

115 answers

- **Which tools are most popular (May 2024)?**
- Some universities did not name any individual products just “many” or “plenty”
- Most popular within Microsoft is Copilot in various versions (16/20)
- OpenAI’s ChatGPT in various versions (15/25)



BencHEIT Survey

Thank you!

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