

# BENCHEIT – Benchmarking Higher Education IT

## An Update on the BM2018 Survey of the EUNIS BencHEIT Task Force

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### Keywords

benchmarking, BencHEIT, CIO, IT management, costs, data-driven decision-making

## 1. SUMMARY

BencHEIT is a free of charge yearly survey with the aim of establishing a comprehensive knowledge of how cost efficiently IT works in European universities and universities of applied sciences. The BencHEIT Task Force gathers the data and generates an analysis for the CIOs to use in comparing the organization's IT costs and volumes to their peer's numbers. It also provides them with tools to start more detailed discussions on how to improve the performance of institute's IT services. Analysis gives some perspectives to common developments within the higher education IT.

Data is collected in three dimensions:

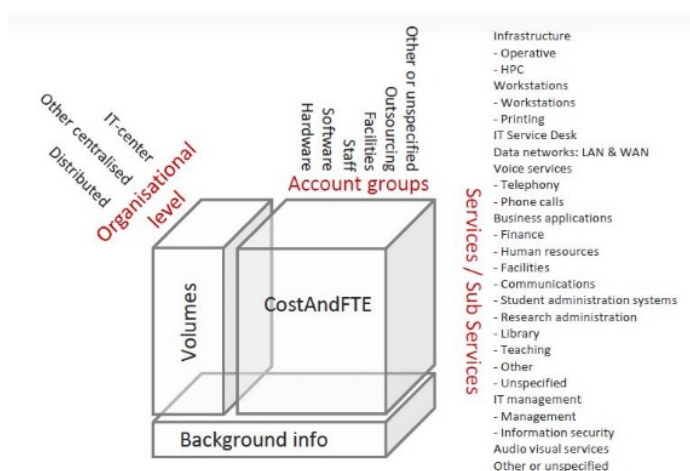


Figure 1. Dimensions of the survey

1. Organizational level: centralized IT, other centralized units, distributed units e.g. faculties and research centers. This way participating organization can see how (de)centralized their IT is in comparison to others.

2. Account level: financial data is divided in hardware, software, staff, facilities, outsourcing and other costs.

3. Services: all costs and also some of the volume data is collected within different IT services e.g. infrastructure, workstations, business applications.

The initiative was started as a country-wide Finnish project, and from 2012 onwards it was opened to all European HEIs that were interested. The number of participants has increased every year since the project took its current form in 2012. In the last round there were 60 participants from 16 countries. For this year's round, 62 participants have registered, an improvement of two new HEIs from last year's survey.

For the past six years, the Task Force has hosted workshops together with EUNIS for participating organizations and those wishing to get to know more about the Task Force. At the workshop, the participants discuss proposed improvements for the next year's benchmarking analysis and the feasibility of the data gathered during the process. The BencHEIT survey is thus iterative in nature but still aims to preserve comparability with earlier year's analysis results in order to construct a longitudinal analysis of the data. The participants also share information about their national benchmarking initiatives and other trends in the field. Last November in Zurich, we had around 40 participants discussing different ongoing IT benchmarking projects in Europe and how they relate to BencHEIT. This year the workshop will be held in Thessaloniki.

BencHEIT is one of the official EUNIS task forces. This presentation aims to be both a short summary of what the BencHEIT's aims and benefits are, but it also aims to give a glimpse of what new results have been obtained during the latest benchmarking round during January-April 2019 and what new features have been included in this year survey as opposed to earlier years.

In our presentation we will first outline the project and its benchmarking process. As the analysis of this year data will be ready in late May 2019, the EUNIS Congress is the first occasion to reveal some of the results and key findings from the last round. We will also show historical development of a few indicators during last five years of benchmarking process. The participants who have taken part in the survey during previous years will see their historical data already when filling in the survey.

The BencHEIT survey analysis provides its participants an option to compare themselves with their peer institutions and with their sector's latest development. When filling in the survey, you can also choose the currency you want to report your costs in. The currency can also be converted when looking at the results of other participants and comparing them to your own.

## 2. AUTHORS' BIOGRAPHIES



**Teemu Seesto** has M. Sc. in economics from Turku School of Economics. He has been a teacher of information systems science for twenty years. Seesto was the CIO of Turku School of Economics during 2006-2010. He is currently the IT general secretary of FUCIO, the Network of Finnish universities' CIOs. Teemu is a member of the BencHEIT steering group.



**Suvi Valsta** is an IT Specialist at the University of Helsinki and the project manager of BencHEIT. She holds an MA degree from the University of Helsinki. Suvi is the key contact person to most of the institutions that participate in the BencHEIT work.



**Ilkka Siissalo** is the CIO of University of Helsinki, EUNIS Vice President and chairman of the BencHEIT steering group. Ilkka holds an M. Sc degree in biochemical sciences as well as a bachelor level degree in marketing. Ilkka has acted as the IT leader in various research related institutions both within the private sector and academia for over 25 years.