UNIVERSITY OF ILLINOIS SYSTEM

The University of Illinois System is among the preeminent public university systems in the nation and strives constantly to sustain and enhance its quality in teaching, research, public service, healthcare, and economic development.

FY 2025

ANNUAL REPORT

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

TABLE OF CONTENTS

WELCOME TO OUR WORLD

At AITS, we take pride in being a business behind the scenes.

Administrative Information Technology Services (AITS) delivers enterprise-wide IT solutions and services supporting the mission-critical functions of the University of Illinois. We support student services and financial aid, human resources and payroll, and finance for over 130,000 students, staff, and faculty.

At AITS, we take pride in being a business behind the scenes. Our systems and services directly support business operations that are necessary for teaching and learning as well as for research and outreach.

Through strategic planning and university-wide collaboration, our guiding principles focus on efforts to empower our university community in daily work with systems and services that function seamlessly and responsively.

WHO WE SERVE

STUDENTS

Over 97,000 students enrolled in the best-in-class universities and regional campuses that compose the University of Illinois System in the 2024-2025 academic year.

The AITS services enable students to register for classes, receive financial aid, apply for graduation and much more.

In FY25, AITS enabled:

14,923,261
Registration Transactions

711,377
Financial Aid Disbursements

527,971
Student Application Transactions

STAFF

Professionals, graduate staff, and support staff call the University of Illinois System their employer.

AITS provides employees with services such as hiring, payroll, benefits, and other needs during the employee lifecycle.

In FY25, AITS systems processed:

1,014,761
Payroll Transactions

214,818
eProcurement (iBuy) Transactions

164,241
Human Resources Front End (HRFE) Transactions

FACULTY

The University of Illinois System employs world-class faculty members.

AITS supports these faculty members and their dedication to research and teaching by enabling them to manage grants, organize research, and manage unit financials.

In FY25, AITS systems supported:

7,309
Research Proposals Submitted through START myResearch

4,305
Awards Granted from Submitted Proposals

$1.36 Billion
Research Expenditures Managed through START myResearch

WE ARE RECOGNIZED

Distinguished Employee Leadership and Team Award (DELTA)

The Distinguished Employee Leadership and Team Award (DELTA) annually recognizes System Office employees and teams for their exceptional service, accomplishments, and dedication to the university.

The Banner 9 Self-Service Project leads are 16 individuals from various AITS areas who spent over 7,000 hours throughout two years analyzing, configuring, testing, modifying, and implementing Banner 9 Self-Service and the Ellucian Experience dashboard. The Project Leads embodied outstanding communication skills, collaboration, problem solving, creativity, interpersonal skills, and both a technical and functional understanding of Banner. Their shared mission, customer dedication, and productive working relationships allowed them to implement this project.

Beginning as an upgrade to our previous, outdated Banner Self-Service which had been in place for over 20 years, the project turned into new system implementation with employee time reporting, student class registration, faculty grade entry, and the ability to run queries against financial data. Implementing Ellucian Experience also positioned us for the eventual transition to a SaaS offering (cloud-based software).

Over the course of the project, the leads always banded together and supported each other to meet the goal of delivering quality Banner Self-Service experience benefiting our students, faculty, and staff.

AITS employee team members receiving this award:

- Tim Andricks
- Peter Bossert
- Jannah Coon
- Michelle Dodge
- Cheri Gorrell
- Mark Mesplay
- Stacey Neil
- David Oldani
- Anuradha Pardeshi
- Lynn Phillips
- Rebecca Prather
- Scott Simon
- John Tanner
- Shih-Yu Tsai
- Michele Unser
- Keith Waltermire

WE ARE RECOGNIZED

AITS Excellence Award
Cheri Gorrell

The AITS Excellence Award is presented annually to one individual who demonstrates an attitude of excellence through behaviors modeling AITS' mission, values, and strategic directions.

From Cheri's nomination: *"Cheri strives to provide the highest level of customer service to her clients based on their needs. Cheri is always forthcoming and truthful in her words and actions building the trust of her clients. She is often put on difficult projects due to her ability to think outside the box. Cheri led the Paid Leave for All Workers implementation which achieved automation of the bi-weekly leave accruals and the academic year end processing which Banner does not calculate. As a result, this saves HR approximately 1500 hours of manual labor every two weeks. Cheri promotes leadership by continually challenging old business processes to encourage clients to seek methods to better accomplish the end goal."*
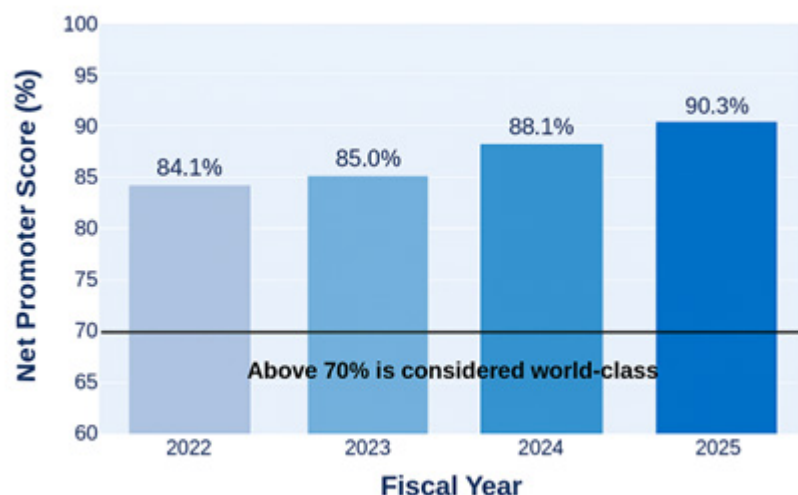
Net Promoter Score: 90.3%

Net Promoter Score (NPS) is a widely used industry metric measuring customer satisfaction on a scale of -100 to 100.

Our FY25 score means that 90.3% of survey respondents would recommend AITS services to others. A score of 70 and above is considered excellent.

We are pleased to announce our NPS improved 2.3% rising from 88% to 90.3% which highlights AITS dedication to continually improve the customer experience and service quality.

AITS Net Promoter Score Years 2022-2025

Chart: AITS Net Promoter Score (%) by Fiscal Year — 2022: 84.1%, 2023: 85.0%, 2024: 88.1%, 2025: 90.3%. Above 70% is considered world-class.

POSITIVE FEEDBACK FROM OUR CUSTOMERS

66

Heather Myers recognized by Joe Barnes, Chief Digital Risk Officer

"A huge shout out and congrats to Urbana for extending the capabilities of this platform and sharing that work. Also, none of this would have been possible without a significant amount of effort and support by Heather Myers, who has been the glue holding the Riskonnect BC&R effort together."

99

66

Kavin Chan recognized by Heather O'Leary, Sustainability Engagement Program Director

"Kavin finished his engagement with the registrar's office today, and I just wanted to thank you for allowing me to shadow this process! The framework you have is fantastic, and it was great to see Kavin's excellent facilitation skills in action. I learned a lot and have a lot to think about how we can integrate some of this into our processes at UIC."

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Adam LeGrande recognized by Sara Gantz, Academic Initiatives and Policies Associate Vice President

"I just wanted to send a quick message to you about Adam LeGrande. I have been working with him to develop a FormBuilder application to collect and track conflict of interest reports for civil service staff. I talked to Adam about this in the spring and he spent a few weeks developing a form that is going to work great and can be implemented this spring. I really appreciated that he was able to get this figured out so quickly and we only met a few times to work out details. He had several suggestions that I appreciated that will help to make monitoring the process easy – so all in all this was a great experience!"

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Pramod Joshi recognized by Katy Thompson, Strategic Project Management Office

"Pramod was great on our recent PCMO Chatbot project. It was clear that Pramod was our savior on the project. He was a much-needed asset to the team, and I am not sure we could have gotten to production and publishing the bot without him. Throughout the project, Pramod was always ready to contribute to the conversation, discuss and lend his knowledge and expertise. He was also timely with his work, and he always completed his work when he said he would (even at the end when we had a bit of a crunch time)."

99

HOW WE DO IT

Staff

AITS is home to 200+ dedicated IT professionals who deliver top-notch service to the University of Illinois community. Their unwavering dedication to providing extraordinary assistance to our customers is truly unparalleled. Without their invaluable contributions, AITS would be unable to uphold the exceptional level of support we extend to the University of Illinois community.

Enterprise Infrastructure

Our infrastructure services maintain a superior level of performance and reliability while being cost-effective, scalable, and accommodating to changing needs and technologies.

Governance

In collaboration with 100+ partner and customer committees, AITS prioritizes and aligns academic, business, and IT concerns and solutions.

Support

Our devoted staff provide around the clock system and application support to our many clients.

Enterprise Tools

AITS provides and supports tools for enterprise level IT services that fellow IT units develop.

Business Processes

The AITS Business Process Improvement Shared Service coordinates and facilitates process improvement engagements throughout the university community.

Strategic Planning

AITS is driven by strategic directions with a focus on successful results. We take pride in setting goals to meet the needs of our customers and universities. We plan, and we measure the plan.

STRATEGIC PLAN FY23-FY25

The AITS FY23–25 Strategic Plan promoted reliable, accessible, and innovative IT services aligned with the priorities of the university and broader higher education trends. This Plan focused on seven strategic priorities that guided programmatic and operational decisions.

Enterprise-Class Services: ON TARGET

Maintained >99.97% system uptime, implemented enterprise backup and disaster recovery solutions, produced a SaaS ERP readiness plan, and enhanced security through 2FA and LDAP replatforming.

User Experience: ON TARGET

Enhanced user digital accessibility standards: launched Banner 9 Self-Service and Ellucian Experience and the operational System Office Accessibility Review Committee.

Operational Efficiencies: ON TARGET

Achieved 21,186 in annual hours savings for the UI System through business process automation (BPA) projects, API-based integrations, Workflow tools, and robotic process automation (RPA).

Data Management, Quality, and Tools: OFF TARGET

Advanced data lakes, data virtualization, governance frameworks, and a data literacy program where 60 units are leveraging the new data virtualization service. Despite data quality efforts partially deferred due to competing priorities, significant gains were made in the number of active users leveraging enterprise data tools.

Workforce Development: ON TARGET

Notable progress in attracting and developing IT talent: average number of qualified applicants per job posting more than doubled and hundreds of professional development activities were logged.

Alignment and Engagement: ON TARGET

Collaboration with campus and administrative units through governance partnerships, awareness of AITS services, and governance collaboration targets.

Strategic Finance: ON TARGET

Enhancements in financial tracking, resource allocation, and reporting processes demonstrating accountability and stewardship of institutional resources.

AITS met or exceeded 74% of strategic goals with minimal delays tied to resource constraints and realignment for the upcoming SaaS ERP transition. This work positions AITS as a leader in advancing institutional IT capabilities. As AITS transitions to future planning cycles, the momentum and lessons from FY23–25 will inform ongoing investments in enterprise architecture, ERP transformation, data strategy, and business process automation.

FISCAL YEAR 2025 ACCOMPLISHMENTS

➤ Supporting and Improving the ERP Ecosystem

Biannual Banner maintenance occurs during the fall and spring to apply the vendor's latest releases and to ensure that the system's supported features remain current. This reduces costs and improves user functionality.

The Ellucian Experience dashboard was expanded by adding two new cards for students. The Student Account Details card allows students to quickly view their account balance and provides a link to pay their bill. The Sponsor Billing card provides students with the ability to view sponsorship details and financial aid to easily manage questions regarding their accounts.

Additionally, AITS maintained an impressive 99.97% uptime this year outside of planned maintenance events.

Student Account Details

Recent Transactions

05/20/2025	Payment Plan Payment	-$2,184.47
04/21/2025	Payment Plan Payment	-$2,184.46
03/20/2025	Payment Plan Payment	-$2,184.46
03/15/2025	Credit Card Payment	-$300.00
02/20/2025	Payment Plan Payment	-$2,284.47

Account Balance: $0.00
Amount Due: $0.00

VIEW ACCOUNT

Sponsor Billing

Please click on a row to see billing details for a term.

Sponsor Billing Summary

Term	Balance
Spring 2025 - Springfield	$4,112.45
Fall 2024 - Springfield	$0.00

➤ Enhancing Data Tools and Analytics

Modernized BI Project

The Next-Generation Data Analytics platform is implementing modern tools to enhance the universities' reporting and data analytics capabilities. This architecture supports a data informed culture of integration and innovation. This implementation includes the following enhanced tools:

Denodo and Logical Data Warehouse: Creates data representation from disparate sources without having to move or copy the data. Denodo's general release was July 2024 leading to the Logical Data Warehouse deployment in November 2024. Through virtual access and no data physical movement, this allows units faster proprietary data integration from the Enterprise Data Warehouse. Over 50 organizations are using this product as of FY24 year-end.

Enterprise Reporting Tool SAP BusinessObjects (BO): Delivers standard reports and ad hoc reporting capabilities. SAP introduced the new UNX format which all BO Universes must transition to by the end of 2026. This introduces a more flexible and scalable semantic layer architecture allowing for better data modeling and maintenance.

Enabled Data-Informed Analysis

Reported analytics for help desk ticketing, project management, time and expense tracking. This resulted in better data decision-making throughout the universities.

Promoted Data Literacy at the Universities

Developed and launched the new **"Introduction to Data Literacy"** course that empowers university staff to confidently and responsibly navigate data in academic settings. The course provides foundational knowledge in data governance, access, ethical use, and regulatory compliance. This fosters a culture of informed, secure, and values-driven data practices across campus.

FISCAL YEAR 2025 ACCOMPLISHMENTS

➤ Disaster Recovery and Business Continuity Planning

In June 2025, AITS successfully conducted a Disaster Recovery failover test to strengthen the resilience and recoverability of all enterprise IT services including Banner, Human Resources Front End, Research Administration, and the Enterprise Data Warehouse. A total of 259 terabytes of data, supporting over 950 applications, were seamlessly transferred from the production data center to the development data center on June 14. Production services were successfully operated from the development data center for one week including the processing of an adjustment payroll. On June 21, systems were migrated back to the production data center completing the process with minimal disruption.

For more information, visit the AITS Disaster Recovery webpage.

➤ Cybersecurity

The following FY25 metrics demonstrate AITS protective efforts against ongoing cybersecurity threats and attacks:

- Cyberattacks prevented per day (in millions): 183M average, 217M max
- Threat actor reconnaissance scans prevented: 47,833
- Threat actor addresses blocked: 25,653,885
- Server security vulnerabilities patched: 945 (411,015 total system patches applied)
- Firewall rules managed: 68,376
- Disaster Recovery annual tabletop exercise: 1

➤ CrowdStrike Incident Response and Recovery

On July 19, 2024, a faulty CrowdStrike update caused a global outage that impacted all AITS-managed Windows servers including critical application and database systems. Despite the widespread disruption, AITS responded swiftly and effectively by leveraging incident response protocols to minimize downtime and restore services rapidly. Key highlights include:

- Prompt Detection: Monitoring systems triggered alerts within minutes of the outage enabling immediate investigation and escalation.
- Coordinated Response: A cross-functional incident response team was mobilized within the first hour, initiating a coordinated recovery effort across infrastructure, application, and support teams.
- Manual Recovery Execution: Hundreds of Windows virtual machines (VMs) were manually remediated overnight. Production services were restored by 9:30 a.m. the same day with non-production environments restored the following Tuesday.

This incident underscored the importance of proactive monitoring, clear communication, and a well-practiced incident response plan in maintaining operational resilience.

FISCAL YEAR 2025 ACCOMPLISHMENTS

▶ Records and Information Management Services

- Organized biannual meetings of records officers from state universities in Illinois to better communicate, share experiences, and promote successful practices. In collaboration with the State Records Commission, the meetings advocate for state-wide improvements and efficiencies.
- Launched an updated awareness campaign featuring information management tips through playing cards, a new employee orientation video, and an immersive "escape room" training experience.
- Deployed a new records disposal web form to replace error-prone spreadsheets simplifying the process and significantly reducing time spent inventorying files.
- Utilized professionally trained students to assist units with large backlogs and limited staff which provided file processing and disposition services.

▶ Improving User Experience and University of Illinois Efficiency

Accessibility – Title II

In accordance with recent updates to Title II of the Americans with Disabilities Act, AITS continues to enhance websites, web-based content, and mobile apps to be more accessible and for individuals with assistive technologies.

Title II testing, the largest accessibility testing area, includes internal applications, websites, knowledge base articles, and Tableau dashboards. Testing will be completed by the compliance date of April 2026.

Automation Impact

AITS continues to drive system-wide efficiency by eliminating process work through smart automation and AI. In FY25 alone, these efforts saved nearly 220,000 hours through tools like Robotic Process Automation (RPA), K2 workflows, FormBuilder, and Adobe Sign.

FY25 Automation measures which saved more than 1200 hours a year:

- EVP/VPAA Digital Risk Office – Asset Contact Database: 3,000 hours
- Treasury/Risk Management – Certificate Issuance Phase 1: 1,875 hours
- University Bursar – GAR Account Create and Update: 1,275 hours
- UIC School of Public Health – Continuing Education Registration: 3,740 hours

LOOKING AHEAD

Future Enterprise Resource Planning (ERP) System

Administrative Information Technology Services (AITS) has embarked on an ERP Software as a Service (SaaS) readiness program to ensure the university system is prepared for an eventual transition to a SaaS ERP solution. This consists of assessing current and future state and executing the work required to prepare our people, processes, and technology for change.

As the SaaS ERP solution program progresses, the decision will be driven by business and academic needs of the system. This will be an equal partnership between business offices and AITS.

This program consists of several subprograms which focus on all areas of a SaaS ERP transition and will focus on the following questions:

Do we want to change?
Do we need to change?
Are we ready to change?
When should we change?

SaaS Readiness Program Overview

Technical
- Inventory technical components and processes
- Monitor the market and product maturity
- Propose and execute pre-SaaS projects

Business
- Inventory business policies, processes, and in-house systems
- Identify changes and improvements
- Propose and execute pre-SaaS projects

Data
- Inventory and assessment of data and data tools
- Identify data to be migrated and retention policy
- Data quality and clean-up

Identity
- Document identity lifecycles
- Inventory identity-related products, tools, processes, and systems
- Review identity capabilities in SaaS ERP solutions

Change Management, Staffing, & Skills
- Develop change management plan
- Staff inventory and mapping
- Professional development

Financial
- Short-term and long-term funding models and resource plans
- Budget planning and management
- Cost benefit analysis

LOOKING AHEAD

➤ Data Strategy and Ecosystem

System-Wide Data Strategy

Through collaboration, robust data governance, and by fostering data literacy, we aim to transform raw data into actionable insights elevating our ability to strategically manage and utilize data across the U of I System. The Task Force identified goals to provide enduring significance to the data strategy effort and ensure the program's sustainability. Each goal is supported by specific, interrelated actions that collectively reinforce one another. These goals and actions are informed by insights from focus groups and conversations with peer institutions.

AITS contributed to the university-wide strategy led by CIO Matt Riley (UIC) and Kelly Block. The initiative focuses on aligning data governance, tools, and talent to support institutional goals.

For more information, visit the [UI System Data Strategy Task Force webpage](#).

BI Phase 2

AITS is actively advancing several initiatives that will improve data access, decision making, and operational efficiency across the university:

- Data Lakes: Leveraging Microsoft Fabric to provide flexible, scalable storage and analytics for both raw and curated data—enabling faster insights and stronger data integration. Planned integration with Denodo will expand access to enterprise data in real time.

- Curricular Analytics: In early development stages, this effort aims to support academic planning and student success by analyzing course structures, prerequisites, and time-to-degree trends.

- HR Applicant Tracking & Job Description Reporting: New reporting tools are in development to support data-driven hiring and more consistent job documentation across units.

➤ Records and Information Management Services FY26 Initiatives

- Address legacy enterprise systems and inactive Banner data to protect privacy, reduce risk, improve efficiencies, and prepare for the next-generation ERP system.

- Develop digital records for inventory, appraisal, redaction, and chatbot tools using AI-based large language models.

- Collaborate to deploy an enterprise policy management platform and update retention policies.

LOOKING AHEAD

➤ AI Research and Training

The AI team has been implementing AI tools, services, and training to improve administrative efficiency and evolving AI execution strategies.

Denodo AI Software Development Kit: Exploring AI and data virtualization options.

GitHub Copilot Pilot: Initial training was provided at the start of the pilot program, and the overall feedback has been positive. Next steps are broader rollout and additional training.

ChatGPT Team Pilot: Used for summarizing verbal notes and proprietary reports, the ability to ask follow-up questions, generating content for AITS communications, event planning, newsletters, and assisting with research, planning, and data analysis

On-Premises AI Server: Supporting sensitive and custom workloads. Necessary hardware including NVIDIA GPUs has been purchased and configured.

Azure AI Services: Cloud-based solution for deploying and scaling AI use cases.

AI Use Cases in Development: Including chatbots, data extraction, and analysis.

AI Committee: Coordinates AI initiatives, policies, guidelines, and best practices.

- **University AI Policy:** In collaboration with System HR and legal teams, the team is reviewing a new Illinois law regarding AI application with HR use cases to determine university implications.
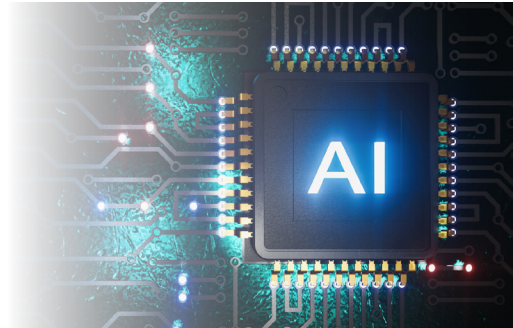
➤ Identity Governance Administration (IGA) Tool Implementation: SailPoint

The Identity and Access Management (IAM) Steering Committee is leading the implementation of SailPoint, a new Identity Governance and Administration (IGA) tool. IGA, a core part of IAM, enhances visibility, control, and auditing of user identities and access to ensure compliance with university policies. While IAM ensures the right people access the right resources, IGA strengthens oversight and accountability.

This project will unify and modernize our current, occasionally conflicting IAM processes and definitions across the university system. SailPoint, a SaaS-based solution, will deliver improved security, streamlined workflows, and reduced compliance risks. It also serves as a strategic step toward the future transition to the SaaS ERP system.

THANK YOU

AITS would like to acknowledge all our dedicated partners across the University of Illinois System whose daily, consistent contributions help us meet our goals. Thank you for your commitment to continuous improvement of our customer experiences.

CONTACT US

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