

AITS

Administrative Information
Technology Services

UNIVERSITY OF ILLINOIS SYSTEM
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

**Fiscal
Year
2018
Annual
Report**

About This Report

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Administrative Information Technology Services (AITS) delivers enterprise-wide IT solutions and services in support of the mission critical functions of the University of Illinois. We support student services and financial aid, human resources and payroll, facilities, advancement, research administration, and finance for over 100,000 students, staff and faculty.

This annual report highlights our key challenges and accomplishments during Fiscal Year 2018, and the projects and initiatives we are engaged with going forward. It represents a continuing effort to support transparency and reflects the continuous hard work by our employees to provide high-quality administrative services and technology infrastructure, complete projects that are prioritized by the campuses with our governance process, and assist university units with data analytics and business intelligence tools.

AITS would like to thank all of our dedicated partners across the University of Illinois System whose daily contributions allow us—together—to meet our goals and deliver on our commitment to continuous improvement of our customer experiences.





Who We Are

Employees are the driving force behind AITS' success and achievements. They have a clear sense of organizational purpose, and together provide a culture of growth and development where excellent performance is the goal and expectation for everyone.

Peer-to-peer recognition

37 High Fives & Fist Bumps were sent between AITS staff members to recognize those who positively impact their colleagues and the workplace.

“Our families, students, staff, and I are so grateful to you for building an amazing website for University Primary School! I really appreciate all of your time, care, advocacy, advice, and continue willingness to help out as we get stuck!”

—DR. ALISHA L. LEWIS, DIRECTOR,
UNIVERSITY PRIMARY SCHOOL

“I wanted to thank you and the team for the dedication and the hard work to get this phase of HireTouch into production. We feel that this project will greatly help UIC with our goals toward a more efficient process.”

—KEN SCOTT, MANAGER, HRIS

Informal recognition

23 “Happy Customer” comments from customers/university peers were submitted in FY18

“The other UI resource that was simply indispensable for this project was the folks out at Administrative Information Technology Services. They took the algorithms that I had created and then turned them into a well-designed app.”

—BECKY FULLER, ASSOCIATE
PROFESSOR OF ANIMAL BIOLOGY



Formal recognition

..... AITS EXCELLENCE AWARD

In its third year, the Excellence Award continues to recognize individuals who demonstrate an attitude of excellence through behaviors supporting and modeling AITS's mission, vision, values, and/or strategic directions—the foundation of the organization's ability to deliver on our promises to customers.



..... SPOTLIGHT ON KATE TECHTOW—2017 WINNER

"The quality of work Kate contributes to the unit—timely and thorough completion of assignments—sets a high bar for everyone else. Kate is very customer focused and provides a good role model for the team. She is reliably able to provide professional, helpful, and timely responses to customers and escalates any issues she feels might impact them. She is often able to provide a much needed perspective and is willing to ask important questions to provide the best possible solution. Kate has demonstrated a clear customer focus in her role supporting our training program, as well as other customer interactions throughout the year."

Green Office Initiative



..... ENERGY CONSERVATION INCENTIVE PROGRAM (ECIP) AWARD

The AITS Gerty building was awarded second place in the Energy Advancement Category as part of the Energy Conservation Incentive Program (ECIP) for 2017. This award was achieved through our many energy saving efforts such as turning lights off when not needed and largely due to the HVAC and chiller upgrade that occurred in 2016. Along with the more energy efficient equipment installed during that project, came the implementation of temperature scheduling controls.



..... ISEE GREEN OFFICE CERTIFICATION

We've taken small actions to make a big difference. AITS Gerty building is committed to reduce use of resources and improve overall sustainability in the day-to-day practices of our office. As a Certified Green Office we pledge to:

- Use a minimum of 30% recycled paper
- Turn off lights, monitors, and other unused devices at night and over weekends
- Offer at least one vegetarian food option at every event that AITS hosts
- Utilize labeled recycling bins

FY18 Accomplishments



➔ Maintained high availability (**99.92% uptime**) for our mission critical Banner systems.

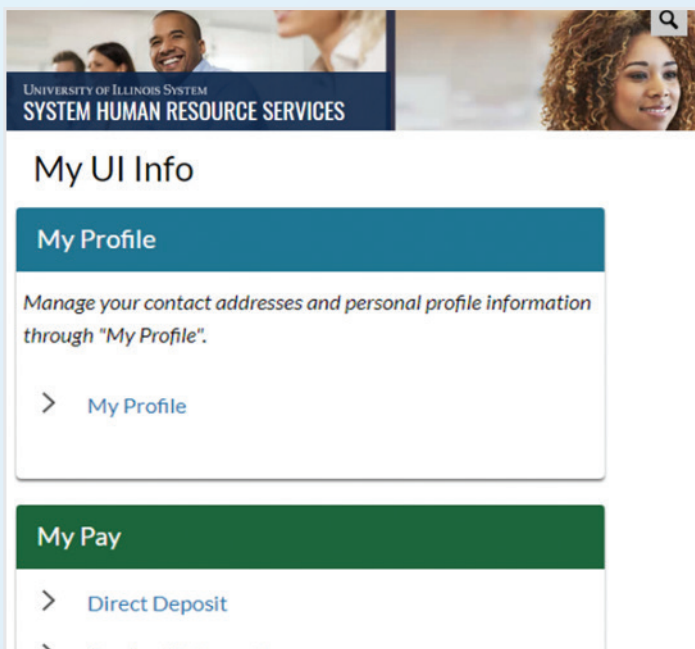


➔ Protected faculty, student, and System data and assets by implementing multi-factor authentication for critical systems.

➔ Prevented approximately **17 million** security attacks per day at our data center locations.

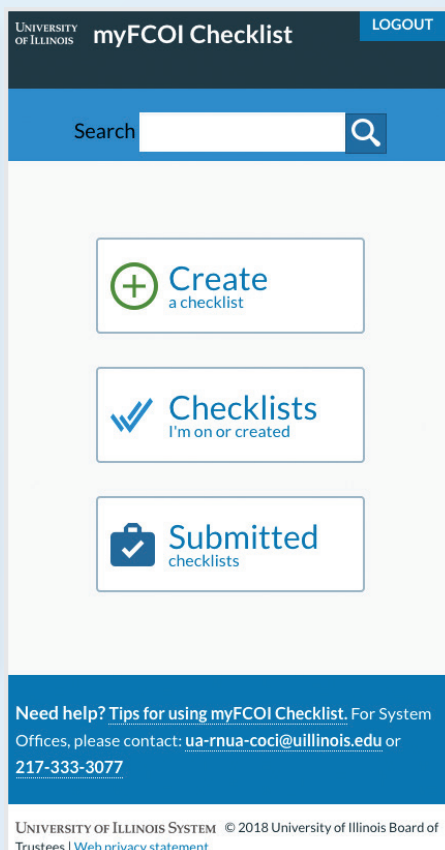


➔ Maintained enterprise services at the most current versions.



NESSIE/UHR REDESIGN AND CONSOLIDATION

The NESSIE/UHR redesign and consolidation has streamlined and modernized the information of two websites. The project combines and enhances these sites with a user-focused responsive web design that minimizes administrative overhead and saves time for University of Illinois staff. With over 1.5 million annual visits to the current websites, even small improvements will provide significant time savings for the University of Illinois.



MYFCOI CHECKLIST

This system replaced paper processes for Conflict of Interest submissions and review.

“The Apps Redesign is FANTASTIC! Thank you—I can’t tell you how much I appreciate you streamlining this and making it so visually appealing and easy to use.”

—BRENDA DAVIS KOESTER, ASSISTANT DIRECTOR, FAMILY RESILIENCY CENTER

The screenshot shows the 'Application Directory' header with the subtitle 'Key student, research, business, and administrative systems used throughout the University of Illinois System'. Below this is a 'Student & Faculty Self-Service' button. The main content is titled 'Applications by Category' and is divided into two sections: 'Accounts/Support' and 'Banner'. The 'Accounts/Support' section lists: 2FA, Password Management, PEAR (Protected Email Attachment Repository), and Service Desk Manager. The 'Banner' section lists: Banner Administrative Forms, Document Manager(Xtender) - Chicago Student, Document Manager(Xtender) - Financial, Document Manager(Xtender) - Human Resources and UPB, and Document Manager(Xtender) - Springfield Student.

APPLICATION DIRECTORY REDESIGN

Key student, research, business, and administrative systems used throughout the University of Illinois System can be found on this newly categorized webpage.

AIMS WEBSITE REDESIGN

The AITS external website has recently received stylistic changes in order to remain consistent with new System Office branding. More importantly, several accessibility issues were also resolved during the page’s redesign. Ongoing work with the website’s content and organization continues for an optimum user experience.

The screenshot shows the 'ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES' header. Below the header is a navigation menu with links: Get Started, Get Help, Access, Services, and Reference Library. The main content area features the 'AIMS' logo and the tagline 'serving the University community with enterprise-level IT solutions'. A descriptive paragraph states: 'Administrative Information Technology Services delivers enterprise-wide IT solutions and services in support of the mission critical functions of the University of Illinois. We support student services and financial aid, human resources and payroll, facilities, advancement, research administration, and finance for over 100,000 students, staff and faculty.' Below this are two links: 'Learn more about AITS' and 'Go to the Application Directory'. A 'Top Links' section contains a grid of links: Banner 9 Upgrade, Business Objects, Gartner Research, AITS Maintenance Windows, Reports & Data, For USCs Only, AITS Mobile, AITS Strategic Plan, Decision Support, Training, Password Reset Information, and AITS Pricing for Services. A 'News' section at the bottom features three news items: 'BDM-Xtender Training' (06/06/2018), 'AIMS Monthly Report is now available' (06/01/2018), 'Decision Support May Release Notes' (05/11/2018), 'Answers and Support getting updated URL' (04/29/2018), 'Document Direct Upgrade 4/29/2018' (04/29/2018), and 'apps.uillinois.edu is getting updated' (04/29/2018).

Who We Serve



AIMS SERVICES ENABLE STUDENTS TO:



Register for classes



Receive financial aid



Check grades & class schedules



Access transcripts



Pay tuition



Receive work study & student employment earnings



Apply for graduation

83,711

students served

12 Million

registration records processed

225,000

password resets

AIMS SERVICES HELP FACULTY & STAFF TO:

- Manage grants
- Manage unit financials & accounting
- Online purchasing
- Submit & receive reimbursements
- Access class rosters
- Manage grades
- Recruit, admit & retain students
- Manage benefits
- Hire staff
- Receive earnings

24,892

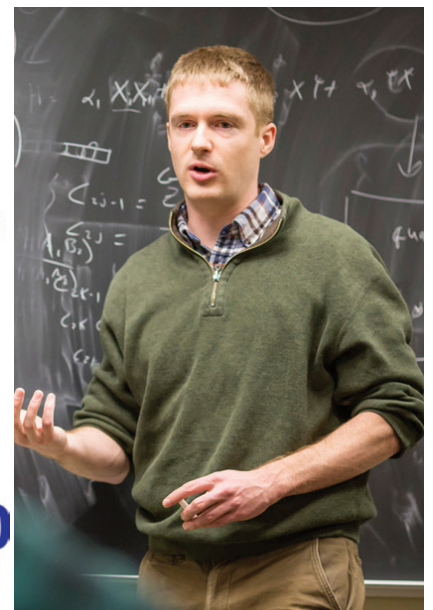
faculty & staff served

70+

units engaged in training & project work

874,300

accounts payable transactions



What We Do

FOUNDATIONAL INFRASTRUCTURE
AND HIGHLY AVAILABLE ENTERPRISE SYSTEMS

STUDENT SERVICES
Financial Aid Processing | Registration & Records |
Recruiting and Admissions

HR SERVICES
Benefits | Payroll | Recruiting & Training

RESEARCH SERVICES
Research Administration Management

FINANCIAL SERVICES
Accounts Payable/Receivable | Contract Management
| eProcurement | General Ledger Management |
Inventory Accounting | Travel Expense
Reimbursement

15M
business
transactions
enabled annually

1,578,598
Mobile application hits

3,661,828
Total uPortal sessions

3,824,319
electronic banner
documents stored

2,638,555

data warehouse sessions

12,521,247

registration record transactions

879,685

regular payroll transactions

583,103

financial aid disbursements

110,491

transcripts processed

111,672

students registered

143,904

HR Front End transactions

159,616

eProcurement transactions

310,945

transactions on student
applications

Enterprise System Research Administration

myProposals (Kuali Coeus)

6,046

Proposals Submitted

3,552

Awards

“The 4 hour project management workshops are incredibly helpful and I have been spreading the word! I especially like that you have hands on exercises that are of a general project (planning a dinner party). Shows how relevant the information and how it can be applied. I'll be looking for the next time the WBS workshop is offered.”

—MARY HYNES, INTERIM COLLECTIONS MANAGER

Value/Efficiency/University and Higher Education Outreach

OVER 70 UNITS directly engaged through participation in training and project work or by supporting BPI Shared Service extended team

282 TOTAL PARTICIPANTS across all three universities and system were trained in Web Intelligence, Finance/HR/Student reporting; 40 total sessions offered; 111 hours of training

336 TOTAL TRAINED in process improvement concepts, tools, and techniques in FY18”.

85% OF AITS budget directly supports university business processes

168 UNIVERSITY UNITS ASSISTED through RIMS engagements regarding university record retention, management and disposal.

AITS staff members made **OVER 20 PRESENTATIONS** at local and national conferences such as ElllucianLive,



Business Processes

Provide analysis, training, tools, and methodology in business process improvement and project management in support of initiatives to improve customer service, free-up staff time, deliver services faster and/or reduce cost.



Customer Requests

Build and support new systems and functionality as requested by university constituents that are evaluated, selected and prioritized by multi-campus customer-driven IT governance (Information Technology Priorities Committee (ITPC)).



Data and Analytics

Scope, design, and deliver solutions to university business problems using a combination of enterprise data warehouse, business intelligence, and data visualization frameworks.



Support 7x24x365

The AITS Service Desk provides support for clients/constituents and serves as a single point of contact for personalized help with administrative systems. Assistance is also provided through a self-service collaborative tool containing thousands of documents at answers.uillinois.edu.

Reliability
keeping systems available—**99.99% uptime for BANNER applications**

Support
via chat, email, phone, self-service on-line resource—**over 5.8 million Knowledge Base references**

Security
securing university data—**Over 17 million attacks blocked per day**

Scale
enterprise applications for the University of Illinois System—**Over 15 million business transactions enabled annually**



How We Do It

IT Governance

AITs participates in over 100 partner and customer committees to collaborate on academic, business and information technology issues and solutions, and to help insure IT investments are prioritized and aligned against the university goals and strategies as broadly as possible.

Enterprise Tools

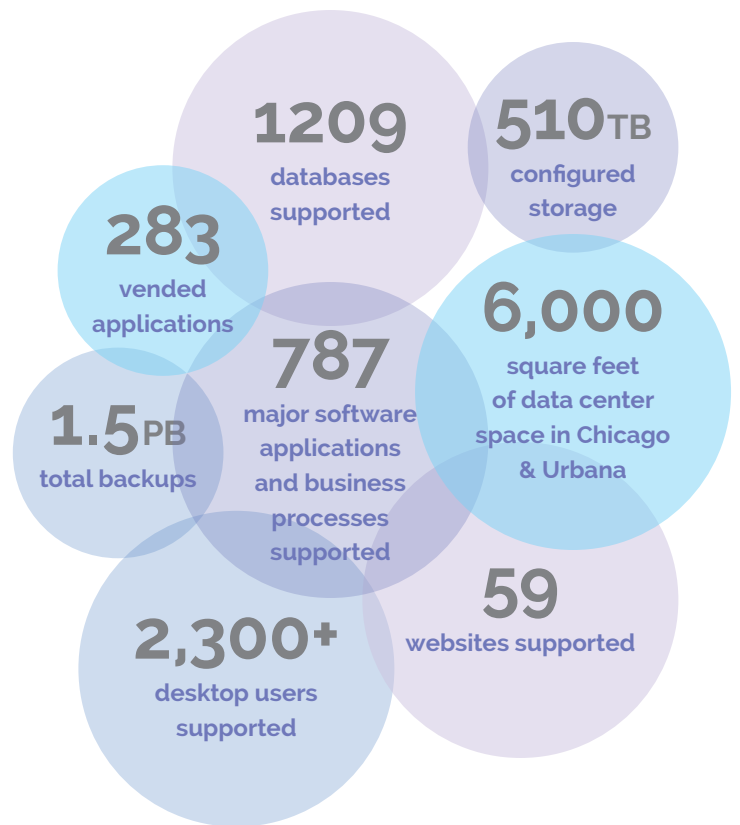
Support and provide resources and provisioning of tools for enterprise level IT services being developed or provided by other IT units. Provide IT projects, program, and portfolio management training and consulting services.

Strategic Planning

Everything AITs does is driven by a focus on successful results and the following values: Leadership, Stewardship, Customer Satisfaction, People, Integrity and Learning. We plan and we measure the plan.

Enterprise Administrative Computing Infrastructure

The University of Illinois System requires a foundational infrastructure of reliable information technology resources on which other systems and services depend. These infrastructure services must maintain a superior level of performance and reliability in order to support the mission of the University while being cost-effective, scalable, and accommodating to changing needs and technologies.



What it Costs

AITs Streamlines operations to utilize resources in the most efficient manner while providing the highest quality services to customers.

Customer Resource Utilization

The projects that AITs works on, support cost reduction and labor efficiencies that are distributed throughout the universities, colleges, and departments of the university.

Urbana-Champaign
44%

Chicago
32%

Springfield
10%

System Offices
14%

Self-Supporting
1%

Lines of Business

AITs has utilized activity based costing for the past five years to understand very precisely our spending towards providing services to the University of Illinois community. This analysis shows us that **85%** of our spend is directly supporting the universities while **14%** supports System Offices.

AITs FY2017 Activity Based Costing

Number	Line of Business	FTE Cost	Non Labor Costs	Total Cost
1	Business Process Improvement	\$286,415	\$25,961	\$312,376
2	Collaboration tools	\$4,540	-\$11,366	-\$6,826
3	Compliance	\$195,750	\$7,093	\$202,843
4	Database Customer Services (Consulting)	\$187,758	\$127	\$187,884
5	Customer Training	\$81,064	\$6,956	\$88,019
6	Data Visualization	\$314,409	\$0	\$314,409
7	Centralized Desktop Support	\$1,264,613	\$29,435	\$1,294,049
8	Enterprise System Support	\$2,888,268	\$419,264	\$3,307,532
9	Enterprise System Research Administration	\$1,091,800	\$1,062,599	\$2,154,398
10	Enterprise System Finance Applications	\$1,453,284	\$1,000,539	\$2,453,822
11	Enterprise System HR Applications	\$2,349,294	\$945,814	\$3,295,108
12	Enterprise System Student Applications	\$2,218,977	\$1,102,449	\$3,321,426
13	Enterprise System Capital Programs	\$488,327	\$17,380	\$505,707
14	Enterprise System Mobile Applications	\$392,273	\$46,132	\$438,405
15	Identity and Access Management	\$1,124,799	\$1,648,699	\$2,773,499
16	Mobile Applications (Consulting)	\$7,215	\$0	\$7,215
17	Enterprise Data and Reports	\$2,170,821	\$533,622	\$2,704,443
18	Records and Information Management System	\$77,354	-\$168	\$77,185
19	Security	\$27,041	\$0	\$27,041
20	Enterprise Class Storage/Backup Services	\$139,782	\$61,690	\$201,473
21	Server Support Services (Maint & Consulting)	\$86,440	\$62,020	\$148,460
22	Workflow Development (Consulting)	\$265,559	\$0	\$265,559
23	Application System Support	\$917,121	\$0	\$917,121
24	Security Provisioning	\$105,740	\$0	\$105,740
25	Data Center Management / Co Location Services	\$116,418	\$20,324	\$136,742
26	UI Ready (Kuali)	\$69,656	\$34,830	\$104,486
27	Video Bridge Conferencing (Consulting)	\$110,363	\$103,474	\$213,837
28	Web Services (Consulting)	\$9,993	\$0	\$9,993
29	Projects and Portfolio Management (Consulting)	\$7,505	\$0	\$7,505
30	Web Services Infrastructure	\$122,692	\$13,018	\$135,709
31	Enterprise Integrations	\$157,712	\$0	\$157,712
	TOTAL	\$18,732,983	\$7,129,890	\$25,862,873

AITS Strategic Plan FY19–FY21



Save Time

Improve and add services that increase productivity for faculty, students and staff.



Improve Ease of Use

Improve the usability of AITS Services.



Improve Speed to Service

Improve the time to delivery of AITS Services.



Deliver Information

Provide for strategic, wide-spread use of our data.



Collaborate

Build and strengthen relationships throughout the University based on mutual trust.

The AITS Strategic Plan outlines the information technology strategies and initiatives of Administrative Information Technology Services. It is designed to be a three-year IT plan that evolves with collaborative input alongside other strategic plans throughout the University of Illinois System.

The FY19–FY21 AITS Strategic Plan is currently in development. As always, goals and initiatives will be developed with the highest level of collaboration, innovation, and reliability in mind. For a complete accounting of current initiatives and our progress against them, please see the AITS Strategic Plan page on the AITS website at www.ait.s.uillinois.edu.

As part of AITS strategic plan goals and initiatives performance feedback is actively solicited from constituents and transparently address areas of concern.

AITS FY16–FY18 Strategic Goals Summary

STRATEGIC TEAMS

- Business Process Support
- Collaboration and Communication Services
- Financial Stewardship
- Information Security and Privacy Infrastructure
- Institutional Data and Information
- IT Governance
- Organizational Effectiveness

CUSTOMER FEEDBACK OPPORTUNITIES



Governance & strategic planning events



Pop-up application surveys



University governance groups & committees



Post project reviews



Service desk surveys



Continued, regular close work with our clients



147
Achieved and On Target initiatives



18
Deferred initiatives



7
Off Target initiatives

Looking Forward

Cloud Technologies

Cloud technologies will improve AITS' operational efficiency, increase our administrative productivity, improve utilization of our physical plant, and identify other means to trim our operating expenses while enhancing the quality of our teaching, research, and service. Benefits of the cloud include agility, flexibility and responsiveness as well its cost effective procurement model.

"Organizations that do not have a high-level cloud computing strategy driven by their business strategy will significantly increase their risk of failure and wasted investment." —Gartner

Next Generation ERP

Fiscal Year 2018 has been a year of discovery related to our next-generation ERP strategy. This has consisted of talking with analysts as well as meeting with peer institutions to understand their strategies and future ERP plans. The reasons for replacing our ERP include old technology, lack of functionality, loss of vendor support or closing of data centers. In reviewing the current U of I Banner system, these technological reasons are not applicable. There are current discussions ongoing with business process owners to get their perspective. We need to understand if there are current functionality gaps that Banner cannot address and if there is support from within the University community to do a business process review. Once information is gathered, the findings will be presented to senior University leadership and the next steps will be determined.

Realignment update

Phase III of the System Office IT Alignment is in the implementation phase. System level services including Client Support, Datacenter, and Security services have been moved to individual university levels at the start of FY19.

Research & Development—Next Generation Services

In the past AITS has invested in research and development to implement new services and technologies that have provided significant gains in functionality for users and internal efficiency for the system. Some of these include: Knowledge base, RIMS, database encryption, data warehouse and FormBuilder. We need to allocate time for R&D to explore, pilot, and ultimately implement these technologies as they become mature in the marketplace. Allocating some time now, will allow AITS to be responsive to the System's needs and requests in the future. This will also take partnerships across the system to be successful.

Artificial Intelligence

Chatbots are a common technology used within the customer service industry. These technologies will increase first contact resolution, provide faster response times for customers so they can get back to their work or studies.

Tools for Business Process Automation

Demand for business process automation has increased 130% over the past five years. There are hundreds of processes across the system that could be automated with an Intelligent Business Process Management System (iBPMS). AITS would use this centrally to increase the efficiency of solution development and delivery. Departments can quickly automate their own business processes by leveraging a common library of solutions for specific items.

Provide a Comprehensive Data Analytics Platform

AITS will extend the data warehouse with data from the systems that support our operations and student services. This has been discussed at multiple forums within the System and most recently at Illinois Data Science Initiative led data summits. In all these forums there was strong consensus that extending the data warehouse to provide this integrated data platform would be a strategic success factor for the System.

MORE INFORMATION

aits.uillinois.edu

AITS website for AITS services, help resources, and organizational information

uillinois.edu/cio

UA CIO website for shared services, business process improvement, IT governance information, records and information management, and portfolio and project management.



Want to Get Involved?

AITS believes it is important for the system's IT community to be engaged, responsive and aligned with faculty, student and staff needs, which is why we welcome and encourage the sharing of ideas and technology resources. If you would like to get involved and have ideas for a new project, process improvement initiative, or enterprise service, or would like to provide talent or financial resources for an existing or future project, let us know!