About This Report

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.

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

“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

“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

“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
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

Available

Secure

Up To Date

- 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.
AITS 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.

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.

"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
Who We Serve

**AITS 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

**AITS 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

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**15M**

business transactions

enabled annually

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**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

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**Enterprise System Research Administration**

myProposals (Kuali Coeus)

**6,046**
Proposals Submitted

**3,552**
Awards

**159,616**
eProcurement transactions

**310,945**
transactions on student applications
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 EllucianLive.

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

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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
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.

How We Do It

- **1209 databases supported**
- **510 TB configured storage**
- **1,500 PB total backups**
- **787 major software applications and business processes supported**
- **2,300+ desktop users supported**
- **59 websites supported**
- **6,000 square feet of data center space in Chicago & Urbana**
- **283 vended applications**
- **1,500 total backups**
- **1,200 databases supported**
- **510 TB configured storage**
- **787 major software applications and business processes supported**
- **2,300+ desktop users supported**
- **59 websites supported**
- **6,000 square feet of data center space in Chicago & Urbana**
- **283 vended applications**
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.

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

<table>
<thead>
<tr>
<th>Number</th>
<th>Line of Business</th>
<th>FTE Cost</th>
<th>Non Labor Costs</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Business Process Improvement</td>
<td>$286,015</td>
<td>$25,961</td>
<td>$311,976</td>
</tr>
<tr>
<td>2</td>
<td>Collaboration tools</td>
<td>$7,540</td>
<td>$11,366</td>
<td>$20,068</td>
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<tr>
<td>3</td>
<td>Compliance</td>
<td>$195,750</td>
<td>$7,093</td>
<td>$202,843</td>
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<tr>
<td>4</td>
<td>Database Customer Services (Consulting)</td>
<td>$187,758</td>
<td>$127</td>
<td>$187,884</td>
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<tr>
<td>5</td>
<td>Customer Training</td>
<td>$77,864</td>
<td>$6,656</td>
<td>$84,520</td>
</tr>
<tr>
<td>6</td>
<td>Data Visualization</td>
<td>$314,400</td>
<td>0</td>
<td>$314,400</td>
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<tr>
<td>7</td>
<td>Centralized Desktop Support</td>
<td>$1,264,613</td>
<td>$29,435</td>
<td>$1,294,048</td>
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<tr>
<td>8</td>
<td>Enterprise System Support</td>
<td>$2,888,268</td>
<td>$419,264</td>
<td>$3,307,532</td>
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<tr>
<td>9</td>
<td>Enterprise System Research Administration</td>
<td>$1,091,800</td>
<td>$1,062,599</td>
<td>$2,154,398</td>
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<td>10</td>
<td>Enterprise System Finance Applications</td>
<td>$1,453,284</td>
<td>$1,000,530</td>
<td>$2,453,822</td>
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<td>Enterprise System HR Applications</td>
<td>$2,349,294</td>
<td>$945,814</td>
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<td>Enterprise System Student Applications</td>
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<td>$3,321,426</td>
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<td>13</td>
<td>Enterprise System Capital Programs</td>
<td>$488,327</td>
<td>$17,380</td>
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<td>14</td>
<td>Enterprise System Mobile Applications</td>
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<td>15</td>
<td>Identity and Access Management</td>
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<td>16</td>
<td>Mobile Applications (Consulting)</td>
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<tr>
<td>17</td>
<td>Enterprise Data and Reports</td>
<td>$2,170,821</td>
<td>$533,622</td>
<td>$2,704,443</td>
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<tr>
<td>18</td>
<td>Records and Information Management System</td>
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<td>$1,688</td>
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<td>19</td>
<td>Security</td>
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<td>$27,044</td>
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<tr>
<td>20</td>
<td>Enterprise Class Storage/Backup Services</td>
<td>$139,782</td>
<td>$61,992</td>
<td>$201,773</td>
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<tr>
<td>21</td>
<td>Server Support Services (Maint &amp; Consulting)</td>
<td>$86,440</td>
<td>$62,020</td>
<td>$148,460</td>
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<tr>
<td>22</td>
<td>Workflow Development (Consulting)</td>
<td>$265,559</td>
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<td>$265,559</td>
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<tr>
<td>23</td>
<td>Application System Support</td>
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<td>$917,121</td>
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<tr>
<td>24</td>
<td>Security Provisioning</td>
<td>$109,740</td>
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<td>$109,740</td>
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<tr>
<td>25</td>
<td>UI Ready (Kuali)</td>
<td>$116,418</td>
<td>$20,324</td>
<td>$136,742</td>
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<tr>
<td>26</td>
<td>Video Bridge Conferencing (Consulting)</td>
<td>$65,606</td>
<td>$34,830</td>
<td>$100,436</td>
</tr>
<tr>
<td>27</td>
<td>Web Services (Consulting)</td>
<td>$110,363</td>
<td>$103,474</td>
<td>$213,837</td>
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<tr>
<td>28</td>
<td>Projects and Portfolio Management (Consulting)</td>
<td>$9,993</td>
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<td>$9,993</td>
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<tr>
<td>29</td>
<td>Web Services Infrastructure</td>
<td>$7,505</td>
<td>0</td>
<td>$7,505</td>
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<tr>
<td>30</td>
<td>Web Services Infrastructure</td>
<td>$122,692</td>
<td>$13,018</td>
<td>$135,710</td>
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<tr>
<td>31</td>
<td>Enterprise Integrations</td>
<td>$157,712</td>
<td>0</td>
<td>$157,712</td>
</tr>
</tbody>
</table>

$18,732,083 | $7,129,890 | $25,862,973

Urbana-Champaign 44%

Chicago 32%

Springfield 10%

System Offices 14%

Self-Supporting 1%
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.aits.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.

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.

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.

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.

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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!