UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

AITS

METRICS REPORT

FY 2024

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.

TABLE OF CONTENTS

WELCOME TO OUR WORLD

At AITS, we take pride in setting our goals and actions that will enable us to continue to meet the needs of our customers, universities, and community. To make that happen, we continually collect information and make data-driven decisions.

In this report, you'll find the numbers behind how we provide dependable systems and support for students, staff, faculty, and community members around the clock.

WHO WE SERVE

94,746 Students

Over 94,000 students are enrolled in the best-in-class universities and regional campuses that compose the University of Illinois System

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

In FY24, AITS enabled:

- 13,997,739 Registration Transactions
- 662,185 Financial Aid Disbursements
- 485,119 Student Application Transactions
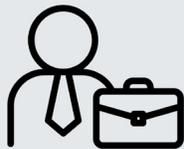
31,895 Staff

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

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

In FY24, AITS systems processed:

- 970,659 Payroll Transactions
- 420,728 eProcurement (iBuy) Transactions
- 165,797 HR Front End (HRFE) Transactions

6,804 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 FY24, AITS systems supported faculty research:

- 6,989 Research Proposals Submitted through Start myResearch
- 4,209 Awards Granted from Submitted Proposals
- 1.4 Billion of Research Expenditures Managed Through Start myResearch

OUR KEY METRICS

AITS tracks and publishes an extensive set of operational and strategic metrics each year. These may be found in our annual report and our strategic plan progress reports. The following are the key metrics that we track.

▸ 99.97% UPTIME

We've maintained our impressive **99.97%** uptime this year. This is indicative of our commitment to ensuring our systems are reliable and always accessible.

▸ 36,946 HOURS SAVED BY NEW AUTOMATIONS

For FY24, we added **84** new automations, adding **36,946** additional hours of savings annually.

▸ 16,115,702 BANNER TRANSACTIONS

Banner is the university's Enterprise Resource Planning system. It's a type of software system that helps organizations automate and manage core business processes.

UP TO 218 MILLION CYBERATTACKS PREVENTED DAILY ◂

The system faces a staggering number of cyberattacks each day. AITS security measures are instrumental in safeguarding vital information and infrastructure.

6,808 ACTIVE USERS OF OUR DATA TOOLS ◂

AITS data tools are an essential resource for **6,808** users, illustrating our clients' trust in the resources we provide.

88.3% NET PROMOTER SCORE ◂

AITS is proud of its world-class NPS, which is a testament to the high level of satisfaction among our clients.

OUR KEY METRICS

Our daily work supports the business of the University of Illinois System.

Only **16%** of our efforts are project-focused, driving optimization and transformation. A significant **84%** is dedicated to daily activities, ensuring our enterprise services run seamlessly and meet our customers' needs.

Project Work

Services & Operations
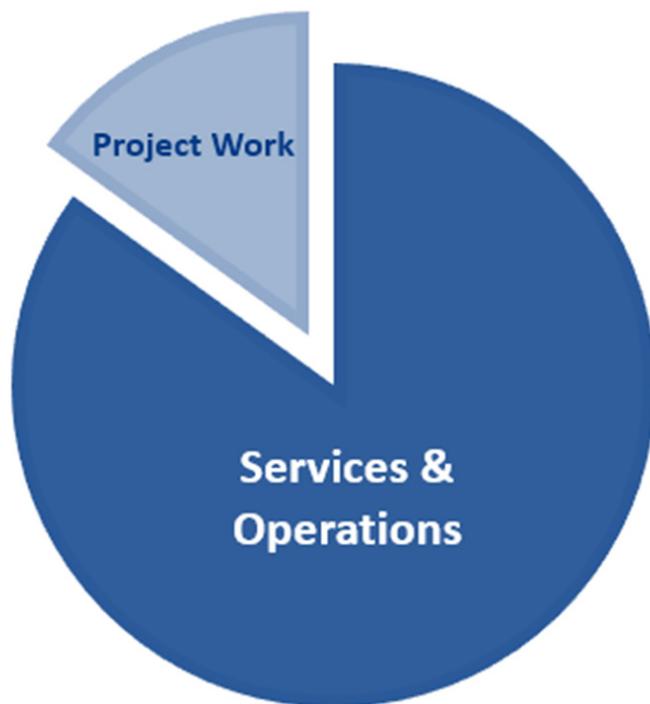
FY24 NUMBERS

These metrics provide a tangible measure of AITS' contribution to the university's overall mission. Each of these metrics represents an instance where our systems enable the university to perform a critical business function. Unlike our strategic metrics, most of these do not have a fiscal year target. They are used to demonstrate and monitor scale, scope, adoption, value, efficiency, and quality.

875 Applications

We maintain 875 applications. **99%** of them are at the most recent or near recent release, ensuring our users have the best and safest tools at their disposal.

587M Web Service Transactions

Represents the volume of interactions with the university's web services, indicating the value the system is gaining by leveraging web services.

1.5K Change Requests

About 1,500 change requests illustrate our commitment to providing the best and most secure solutions. Only 40 of these needed redoing, a true testament to the quality of our work.

2.3K Data Loads

Every morning by 8:30 a.m., over 2,300 data extract, transformation, and load jobs are done, meeting our Service Level Agreements nearly every single time.

69.5K Firewall Rules

Firewall management is often a thankless job, but it's the cornerstone of our system security. Managing 69,500 rules helps protect the system from security threats.

FY24 NUMBERS

The main types of metrics you will find in this list are the following:

- **TRANSACTION COUNTS**
  A count of business transactions demonstrates our impact on the effectiveness and efficiency of the system's ongoing operations. It is also an indicator of the scale of our services and their critical role in the University of Illinois System student and business processes.

- **COUNT OF SESSIONS, USERS, TERABYTES OF DATA STORED, AND APPLICATIONS SUPPORTED**
  The majority of these counts indicate the scale of our services; a handful of these indicated scope. These counts demonstrate the value provided by these services by counting adoption and usage.

- **TIME SAVED**
  These numbers show the efficiencies we provide to the University of Illinois System.

- **ACTIVITIES PERFORMED**
  We communicate this information to demonstrate our workload and internal efficiency. Most importantly, it demonstrates our commitment to security, training, currency, and increasing the efficiency of the University of Illinois System business operations.

- **UPTIME AND PERFORMANCE**
  These metrics are typically expressed in percentages. They are indicative of the quality of our services. The following list is organized by department, as many metrics fit into more than one category.

APPLICATION ADMINSTRATION

Metric Name	Definition	Why Important	Previous FY	Current FY	Percent Change
Active Databases Supported	The total number of active databases currently supported by the IT department.	Shows the extent of database management services AITS provides to the university.	1,015	1,024	0.89%
Application Changes Made	The total number of changes made to applications in response to formal change requests.	Provides insight into the scale of change management processes and indicates our commitment to continually improving our services.	1,532	1,470	-4.05%
Application Upgrades and Replatforms	The total number of applications that have been upgraded or migrated to a new platform in this fiscal year.	Indicates the pace at which our applications are being modernized and made secure. It is also an indicator of our efficiency, workload, and commitment to increasing operational efficiencies for the University of Illinois System.	39	59	51.28%
Applications Supported	This is the number of applications supported by AITS. We measure this by counting the number of software application configuration items in our change management database.	Shows the extent of software services provided by AITS to the University of Illinois System. Each application undergoes regular maintenance and upgrades and must be managed in relation to other applications.	970	1,019	5.05%
Banner-related Application Changes	The total number of changes made to Banner-related applications in response to formal change requests.	Provides insight into the scale of change management processes and indicates our commitment to continually improving our services.	606	615	1.49%
Batch Requests Completed	The number of batch requests completed by AITS in the current fiscal year.	Indicates the volume of data process tasks handled by AITS, reflecting our workload and efficiency.	5,500	5,980	8.73%
Database Issues Resolved	The number of identified and resolved database-related issues.	This is primarily an indicator of workload, as the database issues occur across the system.	234	235	0.43%
Departments and Classes Actively Using the GitHub Collaboration and Code Management Service	The number of departments and classes actively using GitHub for collaboration and code management.	Shows the breadth of GitHub use across different departments and classes, highlighting its role in supporting a wide range of academic and administrative activities.	178	248	39.33%

APPLICATION ADMINSTRATION

Metric Name	Definition	Why Important	Previous FY	Current FY	Percent Change
Eddie Sessions	The number of user sessions on the Eddie data warehouse reporting service.	Insight into the usage and importance of the Eddie service to the University of Illinois System.	1,400,000	1,430,727	2.19%
Eddie Uptime	This is the time our Eddie service is available for use.	High uptime indicates stable operations and a positive user experience. This indicates the quality of service provided by AITS.	99.4%	99.8%	0.39%
Identities Managed by Identity and Access Management System (in millions)	The total number of digital identities managed through the Identity and Access Management (IAM) system is counted in millions.	This reflects the scale of identity management services AITS provides to the University of Illinois System. It is also an indicator of the critical function of this service.	3.00	3.19	6.33%
Knowledge Base Solution in use by University of Illinois Colleges and Departments	The number of colleges and departments that have contributed to or are utilizing the knowledge base service.	Reflects the range of departments and colleges using the Knowledgebase, providing an indication of its utility and penetration across the institution.	17	17	0.00%
Licensed users of GitHub, a Collaboration and Version Control Service.	The number of individuals taking advantage of the GitHub version control and collaboration service.	Tracks the number of licensed GitHub users, reflecting the degree of adoption of this platform and its value to staff and students for version control and collaboration on coding projects.	8,094	15,270	88.66%
Non-Banner Infrastructure Component Changes	The total number of changes made to applications in other applications in response to formal change requests.	Provides insight into the scale of change management processes and indicates our commitment to continually improving our services.	13,213	12,194	-7.71%
Number of Times the KnowledgeBase Has Been Used (All KBs)	The total number of times users have accessed any of the knowledge bases provided by IT for self-help information and instructions.	Shows the usage of the KnowledgeBase, reflecting its value to users and our commitment to excellent and efficient customer support.	9,408,422	8,631,692	-8.26%
Percentage of Applications that are Within or Near Latest Version	The proportion of applications in the IT inventory that are either using the latest version or a version close to the latest.	High percentages indicate a modern, up-to-date infrastructure. This shows AITS's commitment to keeping our systems secure and providing the most recent features.	98.5%	99%	0.51%
Requested Changes to Systems and Applications that Failed on the First Attempt and Required Rework	The number of change requests (to systems, applications, etc.) that failed on the first attempt and required rework.	Demonstrates the maturity and quality of our deployment processes.	42	40	-4.76%
Significant System or Application Deployments Completed (major rollouts)	The number of significant system or application deployments for the fiscal year.	This is an indicator of AITS' productivity and commitment to providing secure systems with new features for our clients.	30	34	13.33%

APPLICATION ADMINSTRATION

Metric Name	Definition	Why Important	Previous FY	Current FY	Percent Change
SiteMinder Logins (in millions)	The total number of logins facilitated through the SiteMinder platform is recorded in millions.	Indicates the usage and reliance on the SiteMinder platform. High numbers demonstrate its critical role in providing seamless access to our clients.	11.20	12.60	12.50%
Tableau Sessions	The number of user sessions initiated on the Tableau platform.	Provides an insight into the frequency of Tableau usage within the organization. Indicative of its usefulness and popularity within the system.	150,000	95,000	-36.67%
Tableau Uptime	The percentage of time Tableau is available for our clients.	High uptime indicates a stable system, which is essential for uninterrupted visualization operations within the system and on its public web pages.	99.9%	99.9%	0.00%
Tableau Visualizations (sheets	The number of Tableau visualizations created, including those embedded in web pages.	Indicates the adoption of Tableau as a tool for visualization and its value for internal analysis and external communications.	25,233	30,456	20.70%
Tableau Workbooks	Each Tableau workbook has any number of visualizations. This is a measure of those workbooks.	Indicates the adoption of Tableau as a tool for visualization and its value for internal analysis and external communications.	4,775	5,465	14.45%
uPortal Sessions	The number of user sessions logged in the university's web portal.	Shows the usage of the university's portal, reflecting its importance as a communication and service platform. uPortal is a critical service for UIC.	6,294,984	5,112,024	-18.79%
Uptime for the Data Warehouse	The percentage of time that the data warehouse is available and operational.	This is a critical measure of the reliability of the university's data infrastructure, which affects data-driven processes and decision-making.	99.9%	99.9%	0.00%
Views of Tableau Visualizations (including visualizations embedded in websites)	The number of views of Tableau visualizations, including those that are embedded in websites.	Indicates the adoption of Tableau as a tool for visualization and its value for internal analysis and external communications.	2,073,099	890,129	-57.06%
Web Apps Supported	The number of web applications that are maintained and supported by AITS.	Indicate the scope of services provided by AITS. This is an indicator of workload and efficiency.	332	337	4.66%
Websites Supported	The total number of websites maintained and supported by the IT department.	Shows the extent of websites built and supported by AITS. This service helps units focus on their core work by eliminating the burden of designing and supporting their own website.	49	45	-8.16%

APPLICATION DEVELOPMENT AND SUPPORT

Metric Name	Definition	Why Important	Previous FY	Current FY	Percent Change
AdobeSign Documents Sent (by calendar year)	The total number of documents sent using AdobeSign within the calendar year.	The volume of documents sent using AdobeSign indicates the demand for this service.	62,166	70,417	13.27%
Finance and HR Data Delivery Jobs Completed on Time (prior to 8:30 am each day)	The SLA for data extraction, transforming, and loading for our finance and HR clients is to have all jobs complete by 8:30 am.	This indicates the reliability of our data architecture and delivery services, a critical component of the operations of the system.	98.0%	99%	1.02%
Hours Saved by Automation Added in the Fiscal Year	Strategic goal	Quantifies the time savings achieved through automation, indicative of operational efficiency and cost-effectiveness.	47,000	36,946	-21.39%
Student Delivery Jobs Completed on Time (by 8:30 am each day)	The SLA for data extraction, transforming, and loading for our student clients is to have all jobs complete by 8:30 am.	This indicates the reliability of our data architecture and delivery services, a critical component to the operations of the system.	99.00%	100%	1.01%
Time Saved by Banner Workflow	The estimated time saved by the system through the use of the Banner Workflow tool.	This is primarily an indication of the impact of our Banner Workflow services on the system's efficiency.	15,150	15,738	3.88%
Time Saved by K2 Solutions	AITS supports the intelligent process automation and workflow system, K2. This is the estimated time saved by solutions built in K2.	Indicates the impact of the K2 service and AITS-developed solutions on the efficiency of the system.	7,131	11,572	62.28%
Time Saved for the University of Illinois System by the Adoption of AdobeSign	The estimated time saved by the number of AdobeSign documents sent in the fiscal year.	Highlights the efficiency gains achieved through the adoption of AdobeSign.	99,796	103,148	3.36%

DECISION SUPPORT

Metric Name	Definition	Previous FY	Current FY	Percent Change
BI/DW Training (attendees)	The number of training attendees on topics such as data tools and analysis, business process improvement, and project management.	279	293	5.02%

INFRASTRUCTURE, CLOUD ARCHITECTURE, AND ASSURANCE

Metric Name	Definition	Previous FY	Current FY	Percent Change
Cyberattacks Prevented per Day (in millions)	The average number of cyberattacks thwarted by our security measures each day.	74	182	156.34%
Disaster Recovery- Annual Tabletop Exercises	A measure of completion of the yearly disaster recovery tabletop exercises, which are discussions or role-playing activities used to test disaster response plans.	1	1	0.00%
Number of Threat Actor Addresses Blocked	The total number of IP addresses identified as potential threats and subsequently blocked to prevent unauthorized access or attacks.	23,917,091	25,589,755	6.99%
Number of Threat Actor Reconnaissance Scans Prevented	The number of reconnaissance scans initiated by potential threat actors that have been detected and prevented.	79,144	52,406	-33.78%
Server Security Vulnerabilities Patched	The number of identified security vulnerabilities in servers that have been patched to prevent potential exploits.	855	827	-3.27%

PORTFOLIO AND PROCESS MANAGEMENT

Metric Name	Definition	Previous FY	Current FY	Percent Change
BPI Training Engagements	The number of training sessions conducted to enhance Business Process Improvement skills across the system.	5	2	-60.00%
BPI, Process Mapping, and Facilitation Engagements	The count of business process improvement, process mapping, and facilitation sessions held by AITS.	24	10	-58.33%
Business Process and Project Management Trainees	Eliminate and use the combined number.	87	93	6.90%
Distinct Units Helped by Records and Information Management Services	The number of units that have requested and received assistance from Records and Information Management Services.	170	152	-10.59%
ITPC projects Closed by Fiscal Year	The total number of ITPC projects closed in the fiscal year. This includes projects that were started in previous years.	21	20	-4.76%
Project Budget Performance	This measures how closely the IT department's projects adhere to their planned budget.	66.0%	70%	6.06%
Project Hours for All Projects Closed in the Fiscal Year	Number of hours devoted to projects. These numbers are measured at the time of project closing and include hours from previous fiscal years if the project runs multiple fiscal years.	85,936	40,968	-52.33%
Project Hours for ITPC Projects Closed in Current Fiscal Year	Number of hours devoted to ITPC projects. These numbers are measured at the time of project closing and include hours from previous fiscal years if the project runs multiple fiscal years.	89,371	42,138	-52.38%
Project Schedule Performance	Measure of how closely AITS and ITPC projects adhere to their planned schedule.	47.0%	70%	48.94%
Tons of Paper that can be Eliminated Through the Efforts of Records and Information Management Services	The amount of paper materials, measured in tons, that have been approved for purging or disposal.	77.50	59	-23.87%
Unique Inquiries Handled by Records and Information Management Services	The number of unique inquiries handled by the Records and Information Management Service.	440	288	-34.55%

TECHNICAL APPLICATION MANAGEMENT

Metric Name	Definition	Previous FY	Current FY	Percent Change
Awards Processed Through the Start myResearch System	The number of research grant awards processed in the research administration system.	4,143	4,209	1.59%
Banner- Courses Completed	The number of courses successfully registered as completed in the Banner system.	832,071	839,737	0.92%
Banner- Financial Aid Disbursements	The number of financial aid disbursements recorded and processed in the Banner system.	667,165	662,185	-0.75%
Banner- Registration Record Transactions	The total number of student registration transactions processed in the Banner system.	13,919,955	13,997,739	0.56%
Banner- Regular Payroll Transactions	The total number of regular payroll transactions processed through the Banner system.	930,573	970,659	4.31%
Banner- Student Application Transactions	The total number of student application transactions processed in the Banner system.	532,053	485,119	-8.82%
Chrome River Transactions	The number of transactions performed by the Chrome River travel and expense management system.	314,197	328,321	4.50%
HR Front End Transactions (HRFE)	The total number of human resources-related transactions.	164,413	165,797	0.84%
Net Promoter Score	A measure of how likely users are to recommend the university's IT services on a scale from -100 to 100.	85.10	88.3	3.76%
Payroll Adjustment Transactions (PARIS)	The total number of payroll adjustments handled through the Payroll Adjustment Reporting Information System (PARIS).	43,177	43,395	0.50%
Proposals Submitted Through the Start myResearch System	The number of research proposals submitted through the research administration system.	6,927	6,989	0.90%
Purchase Orders Created Outside of the iBuy Online Purchasing System	The total number of transactions processed outside of the iBuy online procurement system.	5,214	1,470	-71.81%
Requests for Access Made Through the Security Application	The number of access requests (to systems, applications, data, etc.) made via the security management application.	37,156	48,215	29.76%
Research Expenditures Managed Through Start myResearch (in billions)	The total amount, in billions, of research expenditures managed through Start myResearch.	1.10	1.40	27.27%
Transactions in the iBuy Online Purchasing System (eProcurement Transactions)	The total number of transactions processed in the iBuy online procurement system.	174,455	193,287	10.79%
Transcripts Processed	The number of academic transcripts processed by our Banner system.	109,311	108,425	-0.81%

Contact Us

Administrative Information Technology Services (AITS)

Address
50 Gerty Drive
M/C 673
Champaign, Illinois 61820

Website
www.aits.uillinois.edu