

# AITS FY16 Metrics Report

As of 7/1/2016  
University of Illinois  
Administrative Information Technology Services

# AITS FY16 Metrics

## Overview

AITS provides a wide range of administrative information technology solutions and services to 80,000 students and 24,000 employees across the university community that are accessible, reliable, accurate, efficient, and responsive to customer needs. Administrative IT systems at the university are utilized in areas such as student services, finance, human resources, facilities, advancement, and research administration to support the mission activities of the enterprise, create efficiencies in business processes through automation, and to provide business intelligence services to help with data analysis and inform decision making. A full overview of the AITS unit and its operations is available in the AITS FY16 Annual Report posted on the AITS web site at [go.uillinois.edu/AITSReports](http://go.uillinois.edu/AITSReports).

This collection of metrics is designed to supplement and support the AITS strategic plan and progress report. The metrics were collected and compiled by the individual groups within AITS as a means for measuring progress and efficiency. Organizations within AITS have been collecting metrics for several years. This document consolidates these metrics and also identifies new items to measure. AITS, and its customers throughout the University of Illinois, will review these measurements.

This report is intended to:

- Provide a transparent overview of AITS operations and performance.
- Set performance goals and operational expectations for the next year.
- Determine if the metrics provided in the report are still relevant and if any are missing, then implement processes for collecting the information that was not available for this report.
- Refine views of the data to increase the utility of the information and make interpretation easier.

The measurements that are presented individually in this report can be combined or refined for use in presentations, discussions, and other reports to assist the AITS customers.

These metrics have been organized into the following categories:

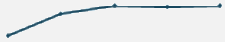




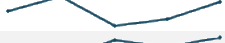







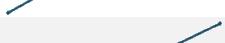



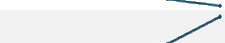



- Reliability
- Customer Service
- Projects
- Services Offered
- Infrastructure

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## AITs FY16 Metrics-Executive Summary

This chart represents a portion of the AITS metrics in a chart to evaluate trends. Additional metrics and full information are available throughout the document.

Category	Page #	Metric	This FY (2016)	Last FY (2015)	% Change	5 Year Trend
Reliability	5	Banner and Related Systems Availability	100.0%	100.0%	↑ 0%	
Reliability	6	EDDIE-Scheduled Outages	8	16	↓ -800%	
Reliability	6	EDDIE-Unscheduled Outages	4	4	→ 0%	
Reliability	6	EDDIE-Partial Outages	4	8	↓ -400%	
Reliability	6	EDW-Scheduled Outages	4	2	↑ 200%	
Customer Service	7	Banner Self-Service Usage	9,042,769	8,523,626	↑ 6%	
Customer Service	8	Banner-Student Application Transactions	303,000	288,000	↑ 5%	
Customer Service	8	Banner-Financial Aid Disbursements	535,600	574,000	↓ -7%	
Customer Service	9	Banner-Registration Record Transactions	12,823,000	12,122,000	↑ 6%	
Customer Service	9	Banner-Courses Completed	703,000	685,900	↑ 2%	
Customer Service	10	Banner-Regular Payroll Transactions	887,800	872,000	↑ 2%	
Customer Service	10	HR Front End Transactions (HRFE)	136,700	141,000	↓ -3%	
Customer Service	11	eProcurement Transactions (iBuy)	158,600	164,000	↓ -3%	
Customer Service	11	Travel & Expense Reimbursements (TEM)	244,400	274,000	↓ -11%	
Customer Service	12	EDDIE Sessions	3,138,555	473,166	↑ 563%	
Customer Service	13	Security Requests-SECAPP Requests	31,663	24,872	↑ 27%	
Customer Service	13	Security Requests-Service Desk Tickets	52,965	50,788	↑ 4%	
Customer Service	14	AITs Service Desk Tickets Closed	3,043	3,191	↓ -5%	
Customer Service	15	KnowledgeBase Use-All KBs	2,772,750	188,321	↑ 1372%	
Customer Service	16	BI/DW Training (Attendees)	389	381	↑ 2%	
Customer Service	16	BI/DW Support Cases Opened	1105	1234	↓ -10%	

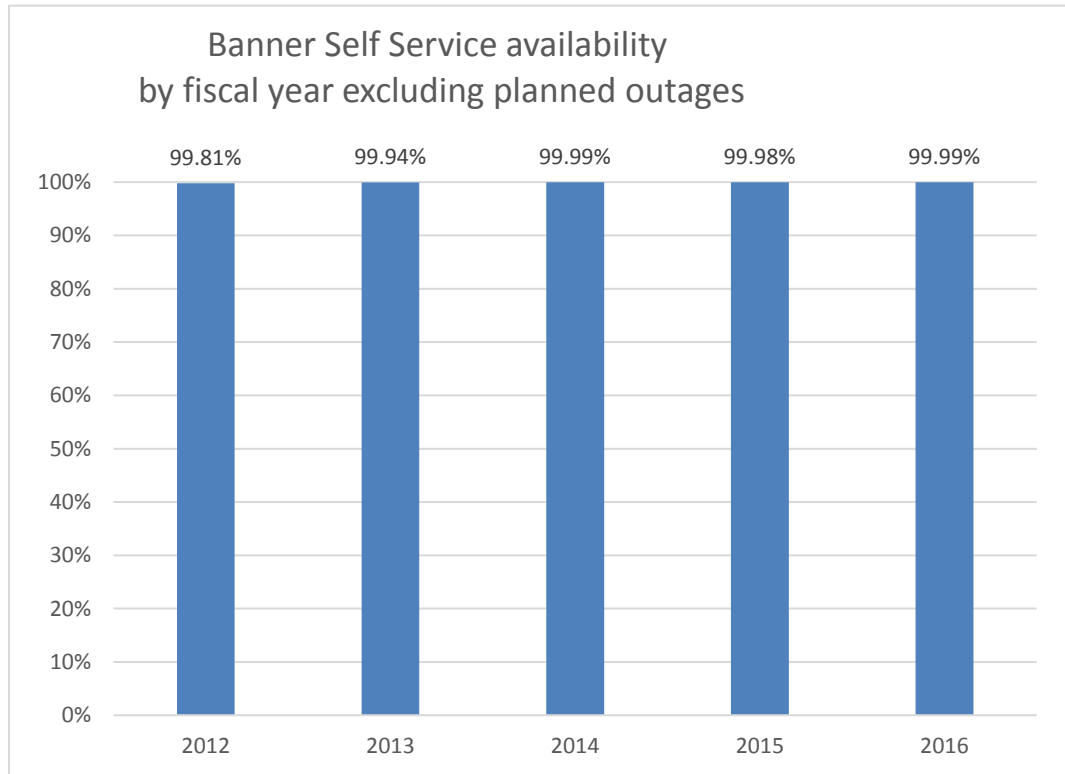
# Administrative Information Technology Services

Category	Page #	Metric	This FY (2016)	Last FY (2015)	% Change	5 Year Trend
Services	23	Enterprise Messages Received	243,604,480	287,376,571	↓ -15%	
Services	23	Enterprise Messages Delivered	343,196,664	403,931,491	↓ -15%	
Services	25	Enterprise Objects Available by month (avg)	218	202	↑ 8%	
Services	25	Enterprise Objects Used by month (avg)	145	137	↑ 6%	
Infrastructure	26	Active Databases	1,226	1,410	↓ -13%	
Infrastructure	26	Host Servers	55	50	↑ 10%	
Infrastructure	27	Equipment Age 5 or > Years	19%	27%	↓ -8%	
Infrastructure	27	Equipment Age 4 Years	13%	12%	↑ 1%	
Infrastructure	27	Equipment Age 3 Years	1%	20%	↓ -19%	
Infrastructure	27	Equipment Age 2 Years	15%	22%	↓ -7%	
Infrastructure	27	Equipment Age 1 Year	24%	14%	↑ 10%	
Infrastructure	28	Customer Workstation/Computer Support	2,307	2,348	↓ -2%	
Infrastructure	29	Data Center Allocated Configured Capacity in TBs	439	386	↑ 14%	
Infrastructure	29	Data Center Back Up Storage	1,589	1,351	↑ 18%	
Infrastructure	30	Configuration Items (CI) Supported	688	659	↑ 4%	
Infrastructure	31	Change Requests-Banner Infrastructure Impacted	672	693	↓ -3%	
Infrastructure	31	Change Requests-Non-Banner Infrastructure Impacted	9,814	10,061	↓ -2%	
Infrastructure	31	Total Change Requests	2,065	1,949	↑ 6%	
Infrastructure	33	Successful Change Requests	2,007	1,870	↑ 7%	
Infrastructure	33	Labeled "Not Successful" Change Requests	48	157	↓ -69%	
Infrastructure	35	Weekend Rollouts Per Year	25	33	↓ -24%	
Infrastructure	35	Weekend Changes Per Year	54	65	↓ -17%	

## Reliability

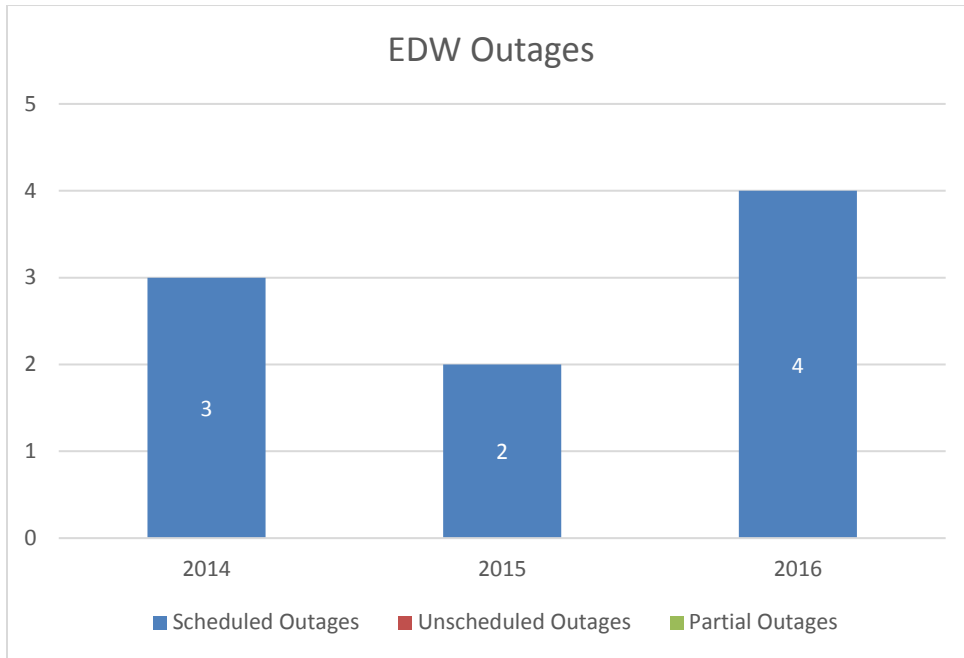
### Banner and Related Systems Availability

Description: Banner is used by students, faculty, and staff to register for classes, pay tuition, apply for admissions, grade students, pay employees, make needed departmental purchases related to learning, and generate transcripts. As such, it is truly a 24x7 critical system that people depend on to be available. This availability measurement includes Banner Self Service and the systems and services upon which it depends, such as: apps.uillinois.edu site, EAS, brokers, Banner database, the network, the campus backbone, and application servers.



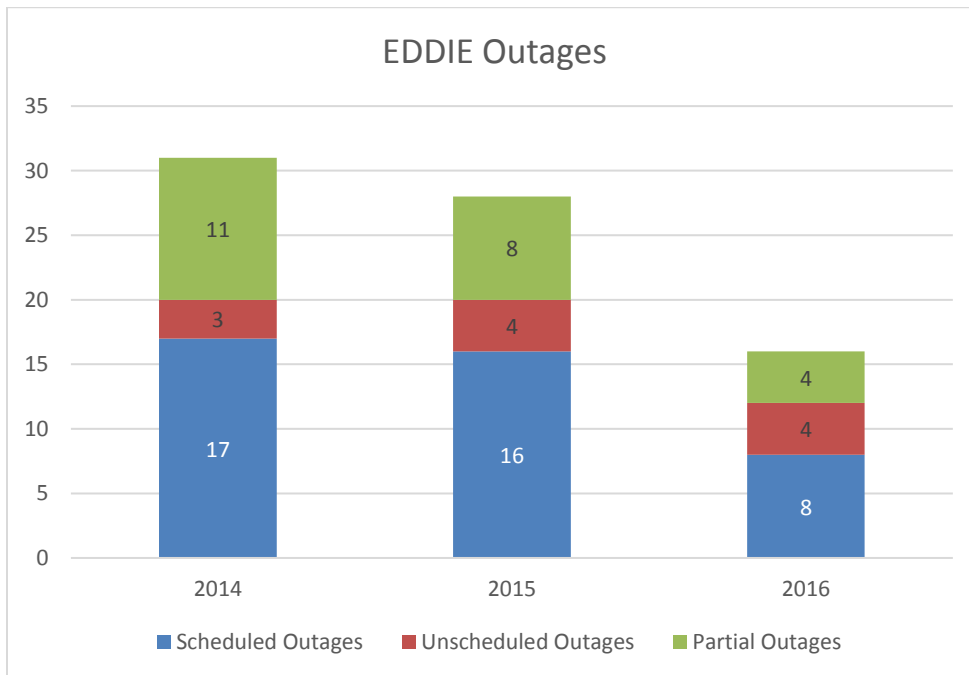
## Enterprise Data Warehouse (EDW) Availability

Description: The following chart shows the planned outages of the Enterprise Data Warehouse (EDW). This shows that there were no unplanned or partial outages for the EDW over the last 3 fiscal years.



## Enterprise Data Delivery Information Environment (EDDIE) Availability

EDDIE is the reporting tool supported by AITS. Over the last 3 years, there have been upgrades and enhancements to the software so that it is more current and up-to-date with the vendor, Business Objects.

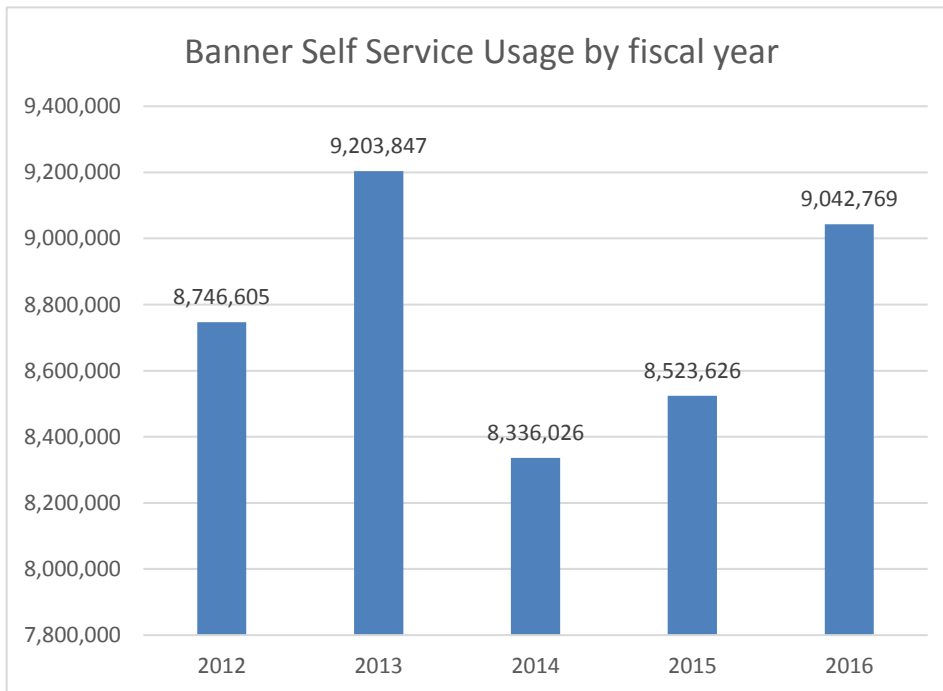


## Customer Service

### Banner Self Service Usage

Description: Banner Self Service is used by students to register for classes, request transcripts, pay tuition, and apply for admission. It is also used by faculty to grade students, view class rosters, etc. As such we want to monitor usage of these services and manage performance and capacity to ensure the system is available 24x7.

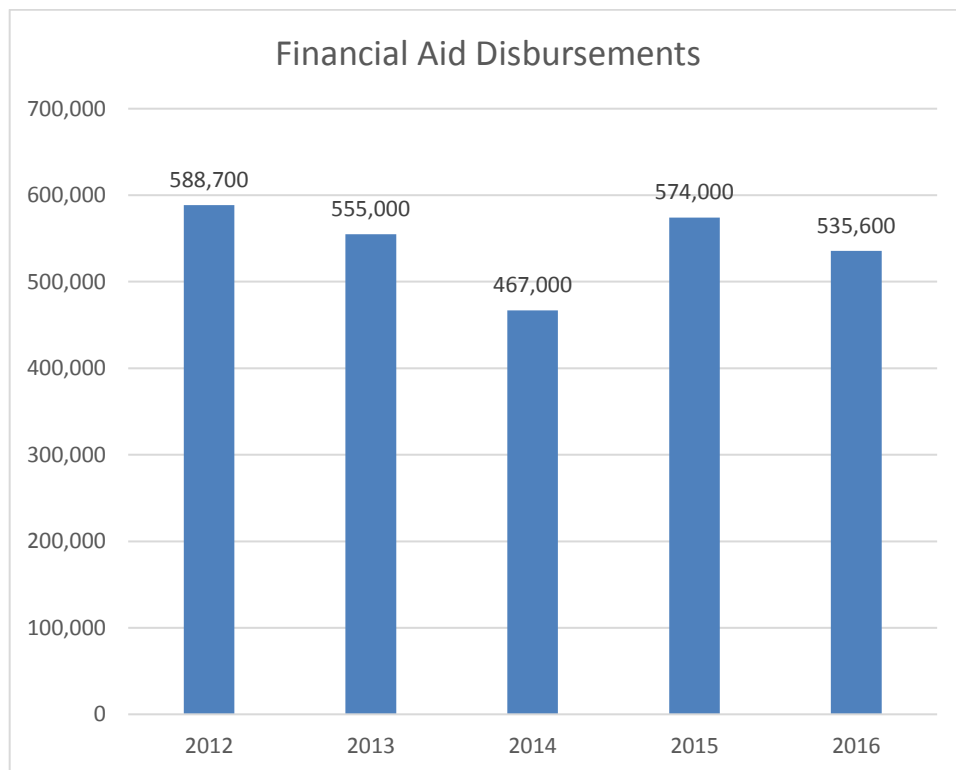
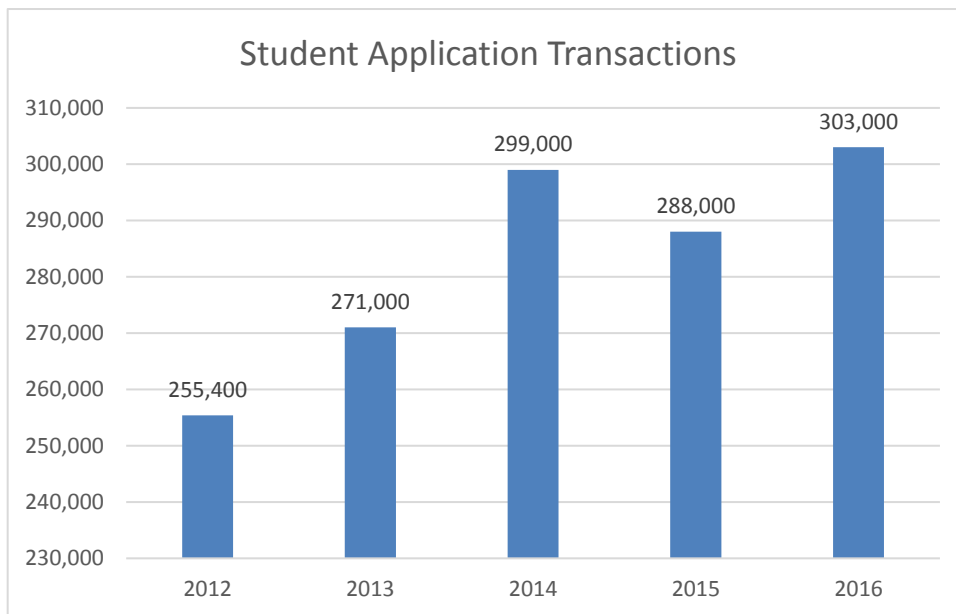
Banner Self Service usage shows the number of sessions per year for the Banner Self Service web site. A 'Session' is defined as a series of clicks on the site by an individual visitor during a specific period of time. A Session is initiated when the visitor arrives at the site, and it ends when the browser is closed or there is a period of inactivity. This measurement, used in conjunction with the Availability metric above, provides customers with idea of the vast number of sessions initiated each month/year and how important high availability is.



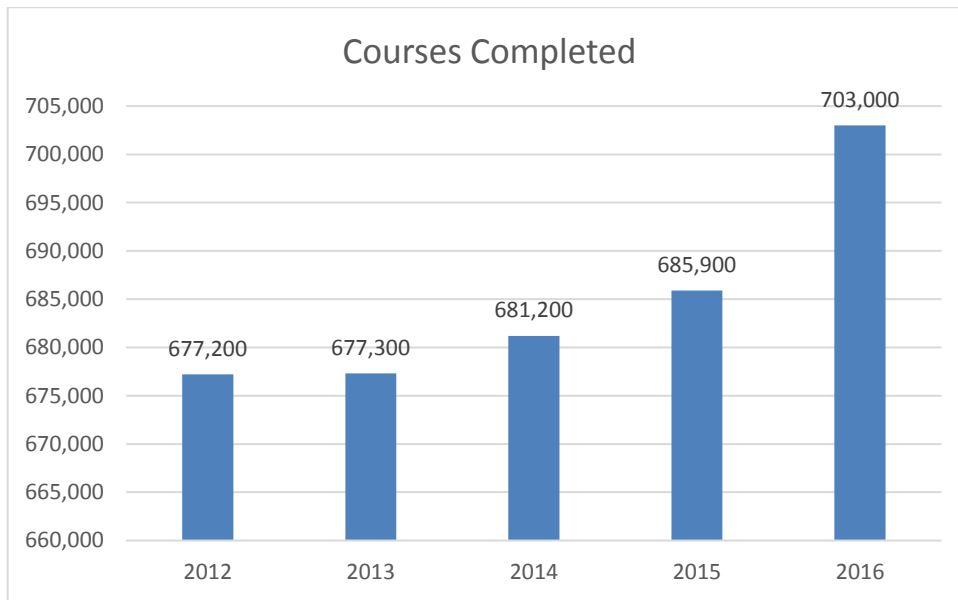


### Student Transactions

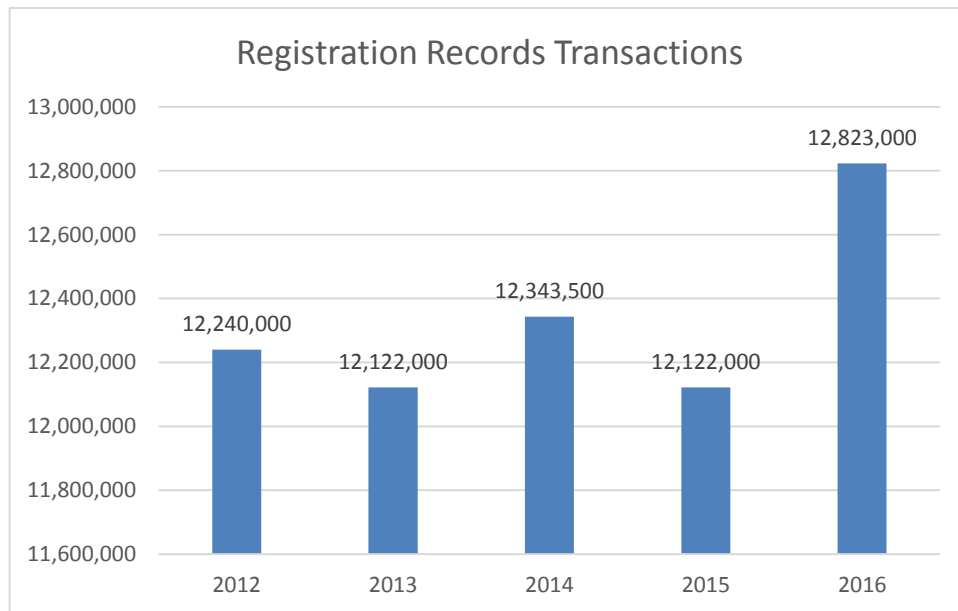
There are a number of transactions supported by AITS that have a direct impact on students.



Courses completed indicates processes including course rosters distributed, mid-term grade completion, final rosters, grades recorded by faculty and grades recorded onto transcripts.

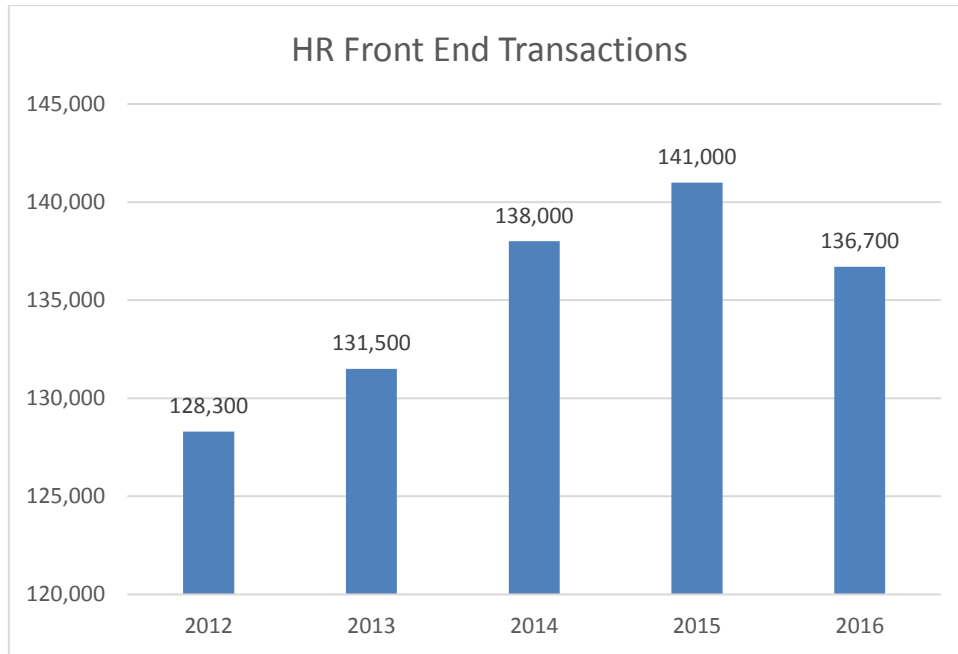


Registration transactions include multiple transactions by students for each course enrolled such as course searching, initial course registration and adding/dropping courses.

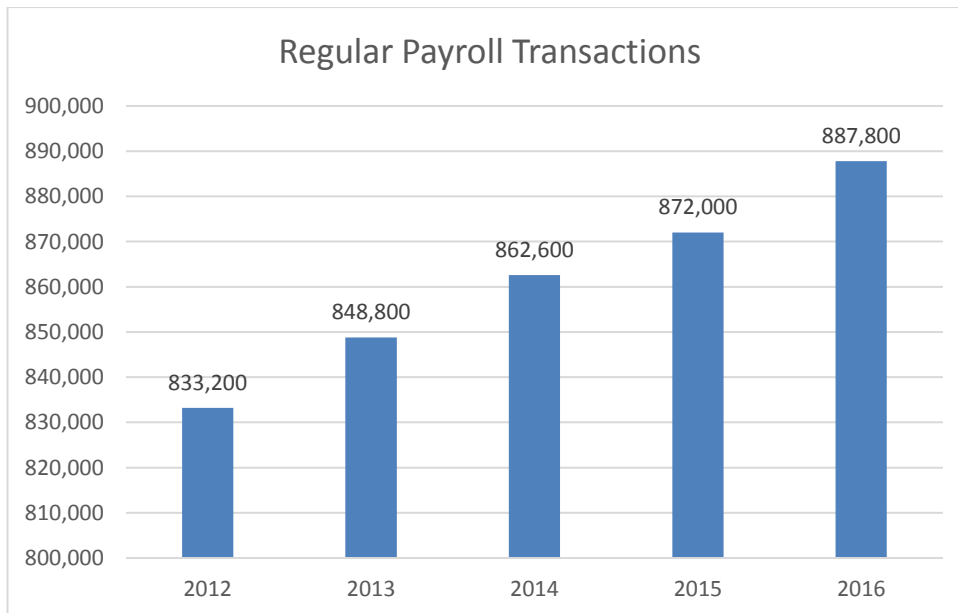


## Human Resources (HR) Transactions

There are a number of transactions to support the HR processing across the University System. HR processes include hiring new employees, job changes for staff and payroll.



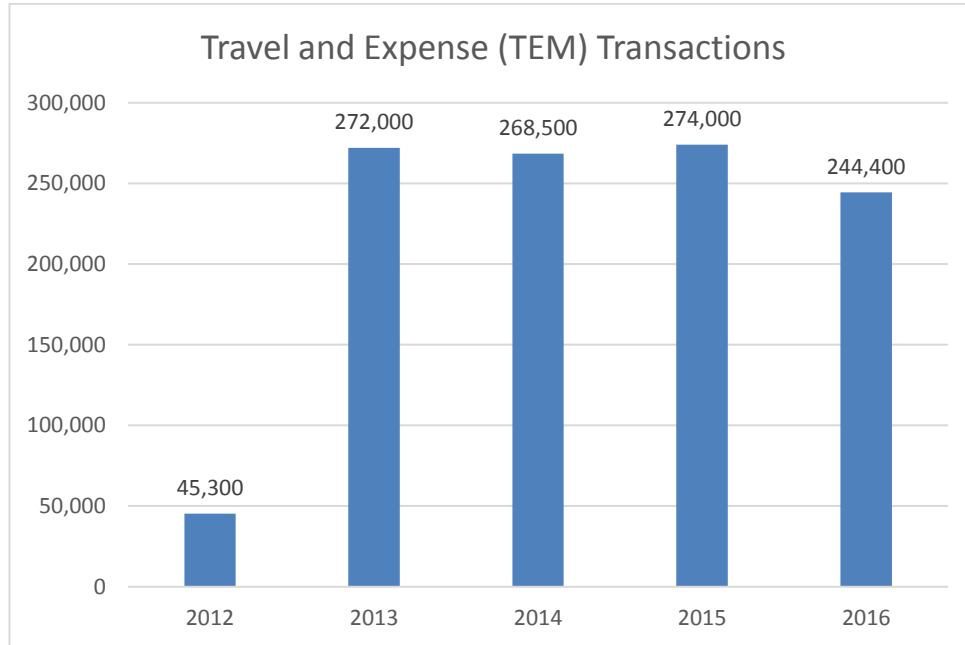
Payroll Transactions—does not include One Time Pay transactions nor Payroll Adjustments



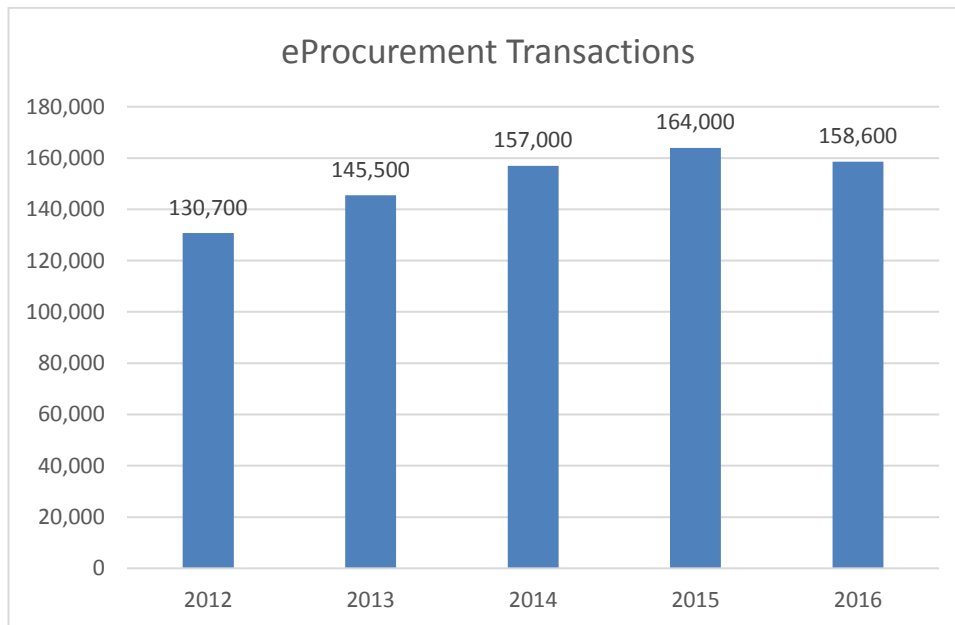
## Financial Transactions

There a number of transactions that support financial processing across the University of Illinois System.

Note: The Travel and Expense system went live during FY12 so those numbers represent start up transactions processed.

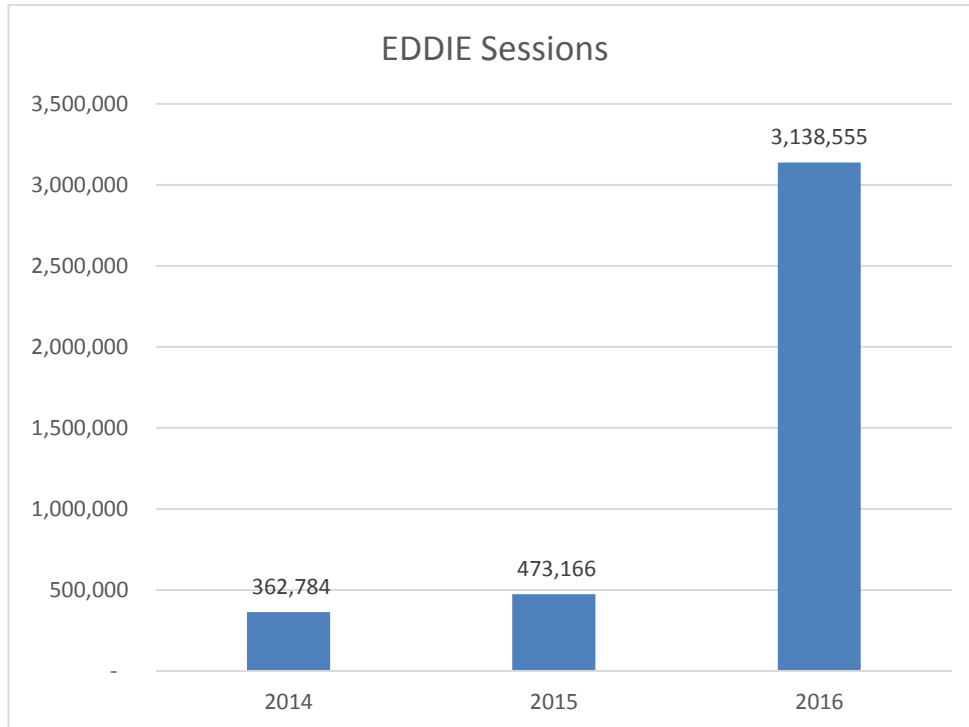


eProcurement-Includes transactions processed through the iBuy system



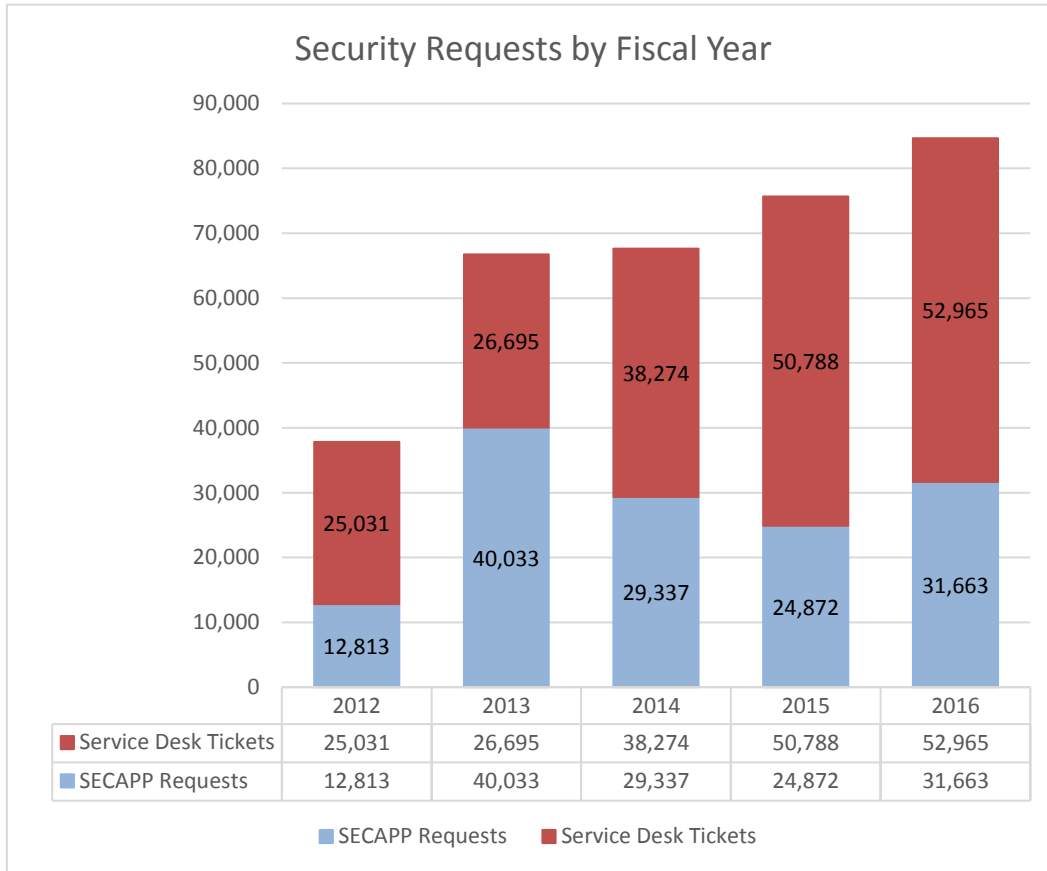
## EDDIE Sessions

Description: Business Intelligence and Data Warehousing empowers decision makers in the pursuit of fulfilling the University mission and enables the University community in realizing efficiencies and effectiveness in business operations. The work of minimizing system downtime, managing user sessions, maintaining and enhancing available data, user support and training are critical factors in delivering this service. This metric shows the number of sessions where customers logged into the EDDIE environment per year. The significant increase in FY16 is due to a system monitoring process put into place that generated many more sessions. The staff is evaluating whether they can separate the impact of that process out so that future statistics can be comparable.



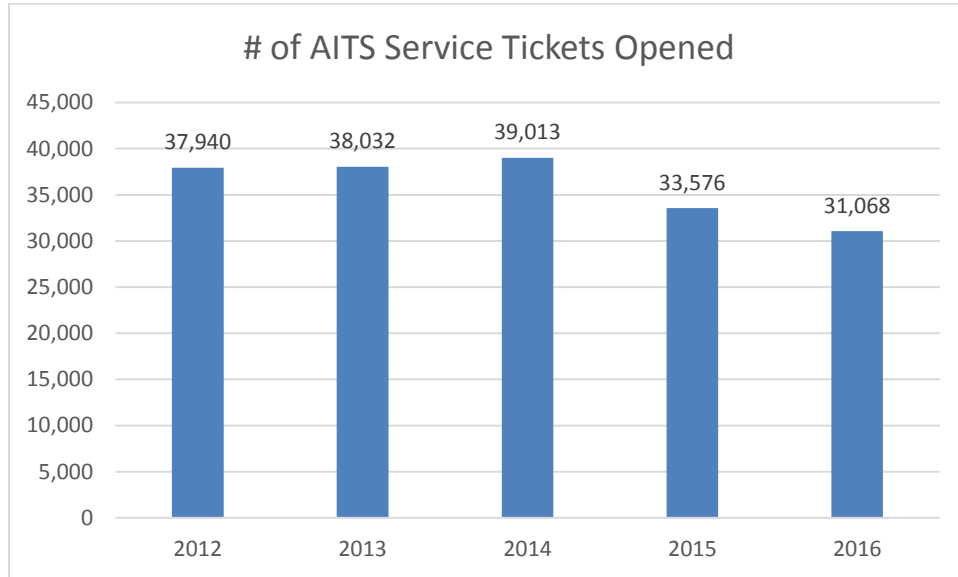
## Security Requests

Description: Security provisions access that allows users to access certain applications, services, and systems. This measure provides a count of security requests received via the AITS Security Request Application (SECAPP) as well as service desk tickets submitted. This measure is important as it indicates service desk activity levels and where AITS Security Administration staffing resource time is actually spent.



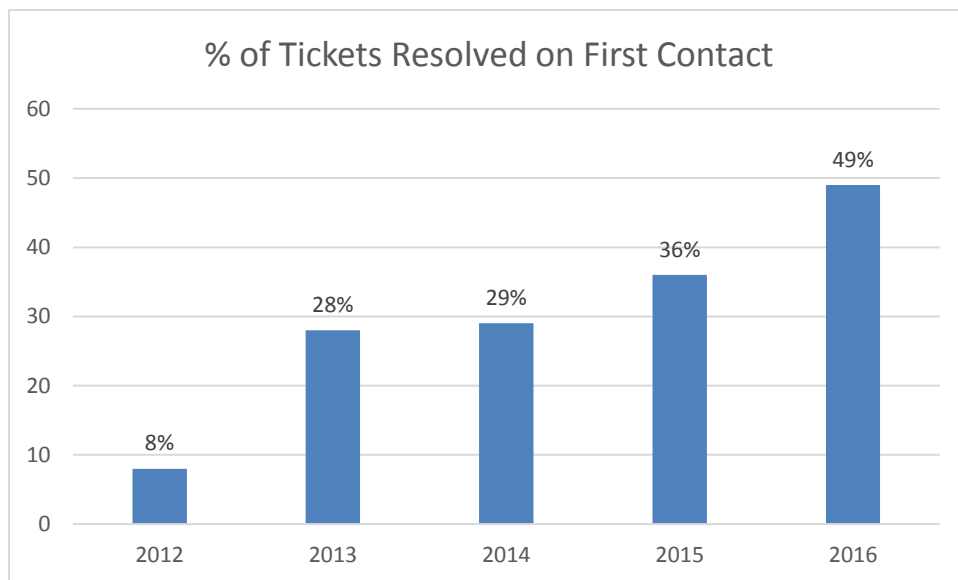
## Service Desk Requests

Description: The AITS Service Desk provides 24x7 tier 1 support for students, faculty, and staff by trouble shooting issues and fielding questions and inquiries. This metric is important as it provides an idea of service desk activity levels. The following chart shows the total number of opened by the AITS Service Desk per year.



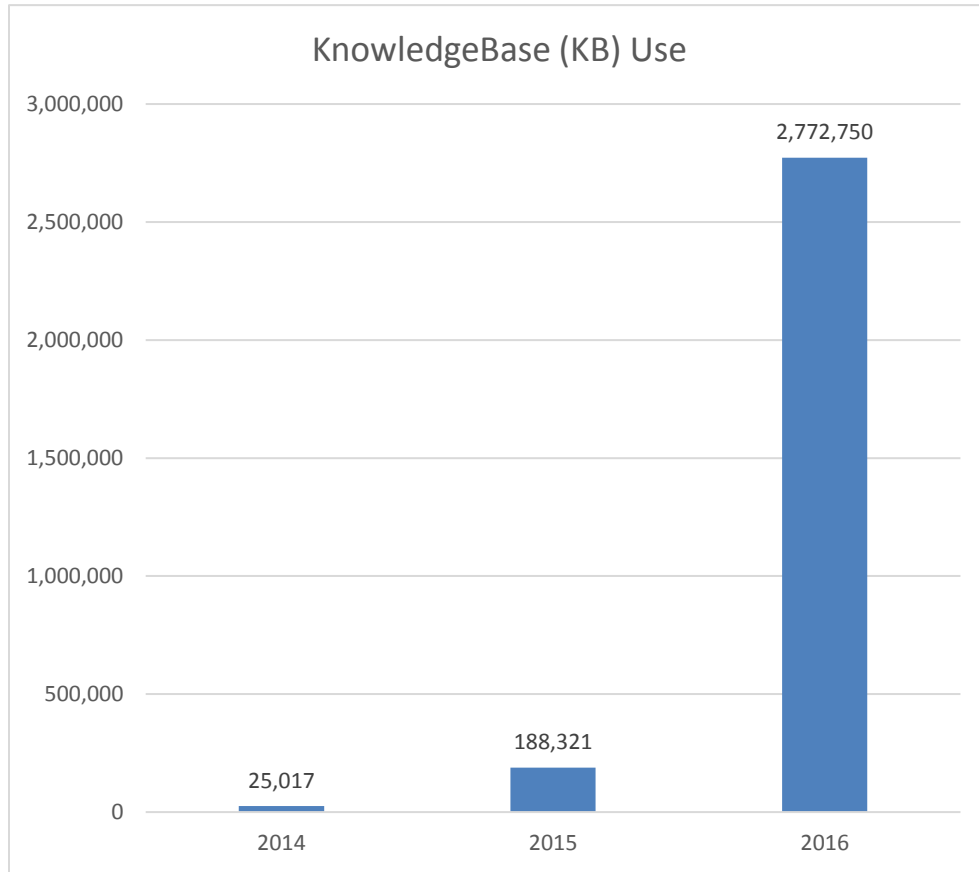
## Service Desk Manager (SDM) First Resolution Percentage

Description: The AITS Service Desk strives to provide excellent customer service for each ticket filed. The following chart shows the percentage of tickets resolved on the first contact by the AITS Service Desk per year. The AITS Service Desk strives to improve this percentage each year.



## KnowledgeBase (KB) Hits

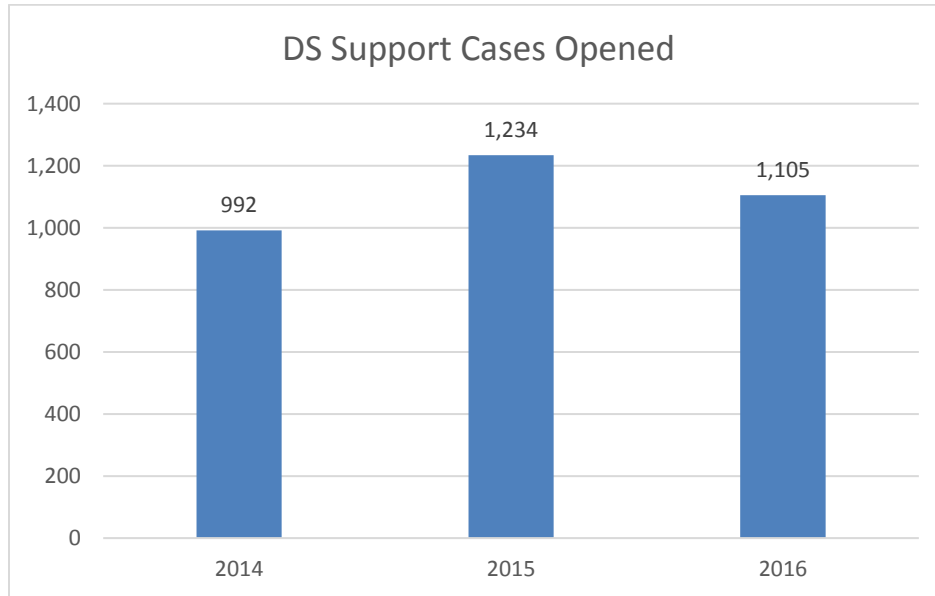
Description: AITS implemented a Self Service Assistance Search Engine so that University of Illinois System customers can search and find answers to their questions. The tool was more widely implemented at the beginning of FY16 so the usage significantly increased in FY16.





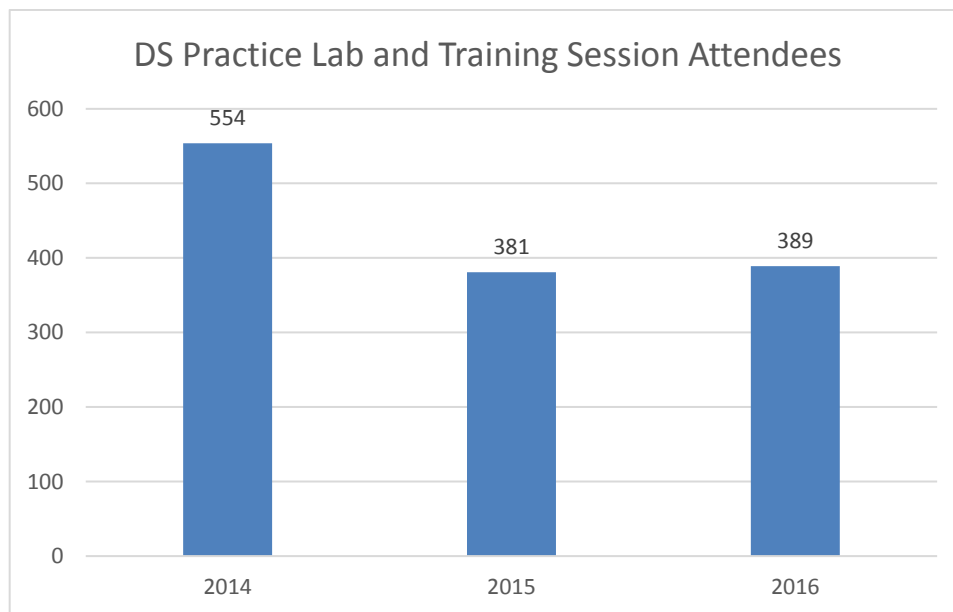
### Business Intelligence/Data Warehouse (BI/DW) Support Cases Opened by Request Area

Description: This metric shows the total number of BI/DW support cases opened per year. In 2015, the increase in support tickets coincides with a Business Objects upgrade and the go-live of a significant reporting tool, My UI Financials.



### BI/DW Training

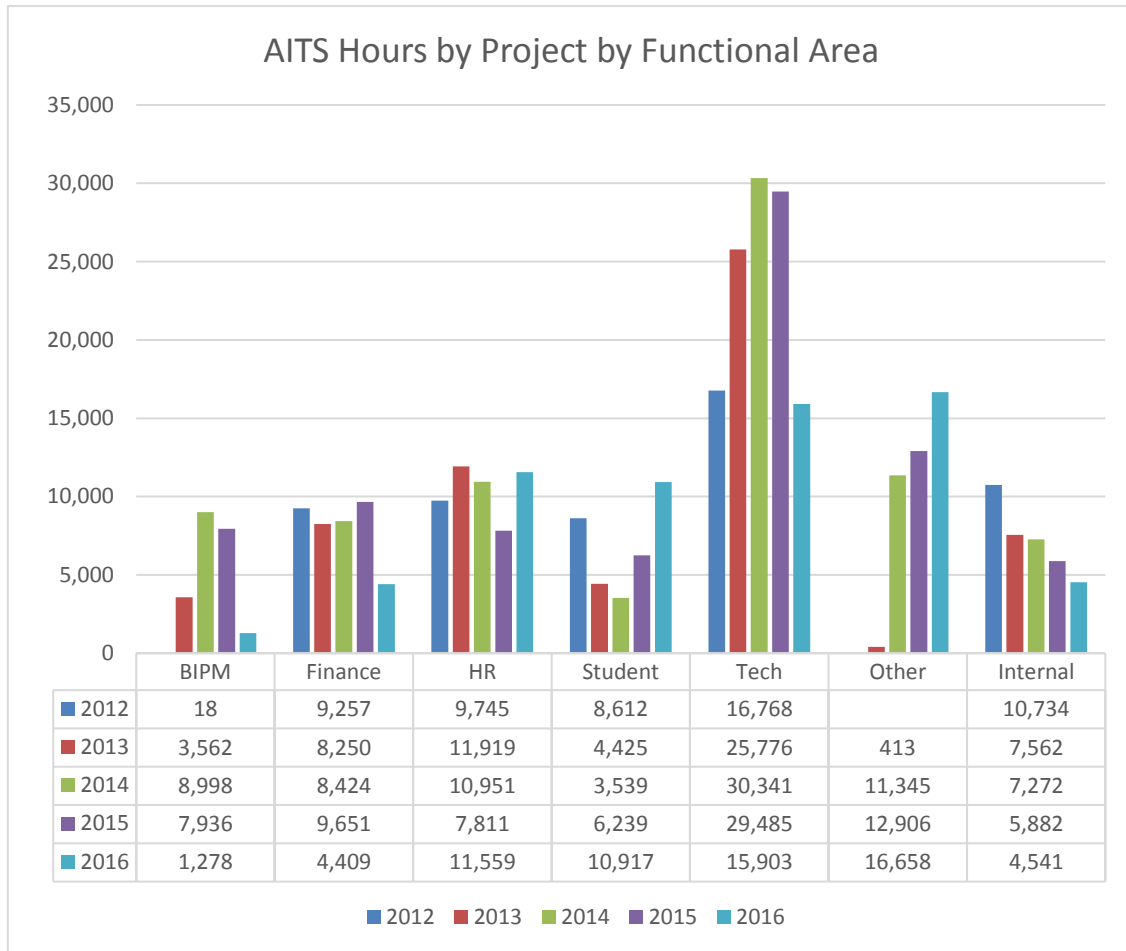
Description: This graph shows the total number of training attendees for Practice Labs, Web Intelligence, and trainings offered for specific Universes.

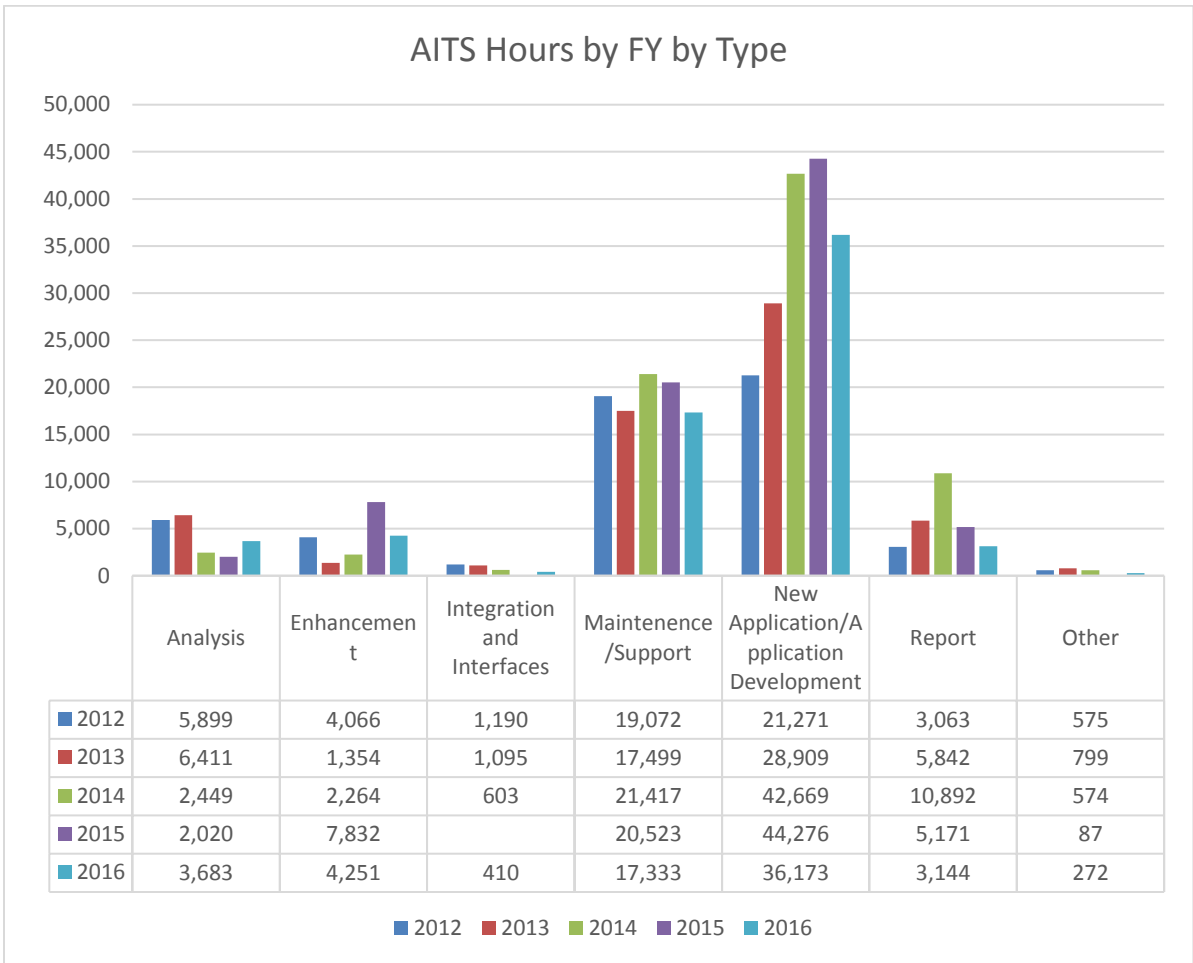


## Projects

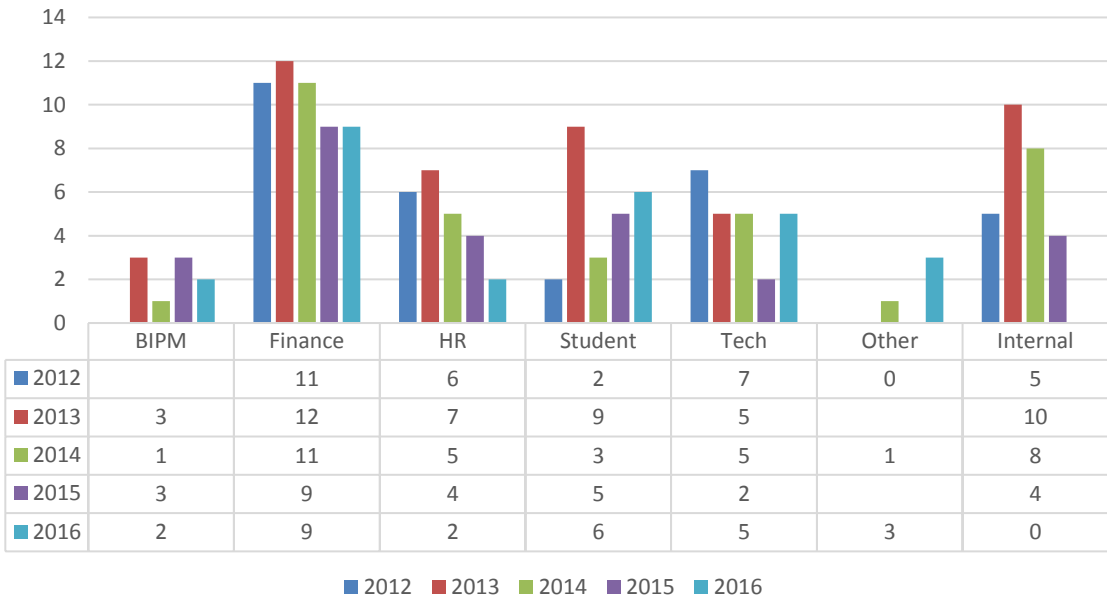
### Project Type and Hours

Description: These measures provide summaries of the annual number of ITPC and AITS Internal projects closed by functional area and by type as well as the annual work effort (hours) for those ITPC and AITS Internal projects by functional area and project type. This is important for showing what areas and types of projects are consuming the majority of project hours each year. The increase in *Other* projects is the recording of hours for the START myResearch work.





### Projects Closed by FY by Functional Area

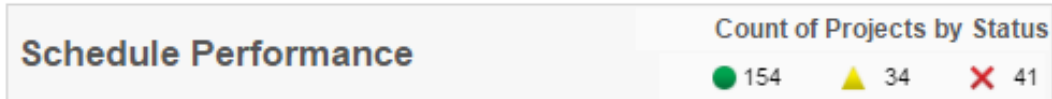


### Projects Closed by FY by Type

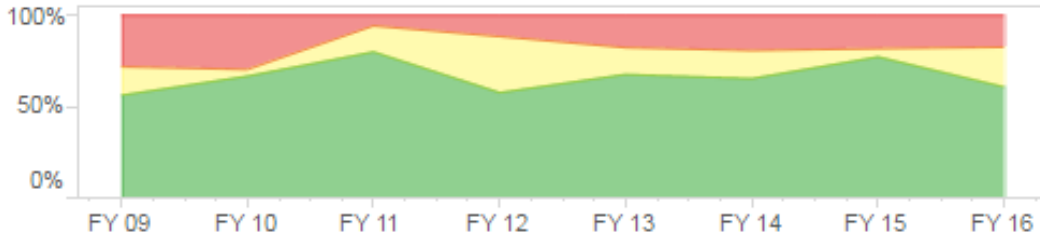


## PMO Performance

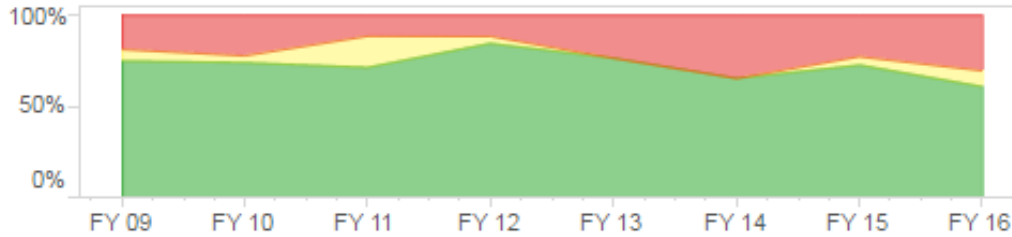
Description: This metric consists of the following: 1) Percent of projects on schedule, moderately over schedule, and significantly over schedule. 2) Percent of projects on budget, moderately over budget, and significantly over budget. It provides a measure of how well we estimate and manage our projects.



Schedule Performance By FY



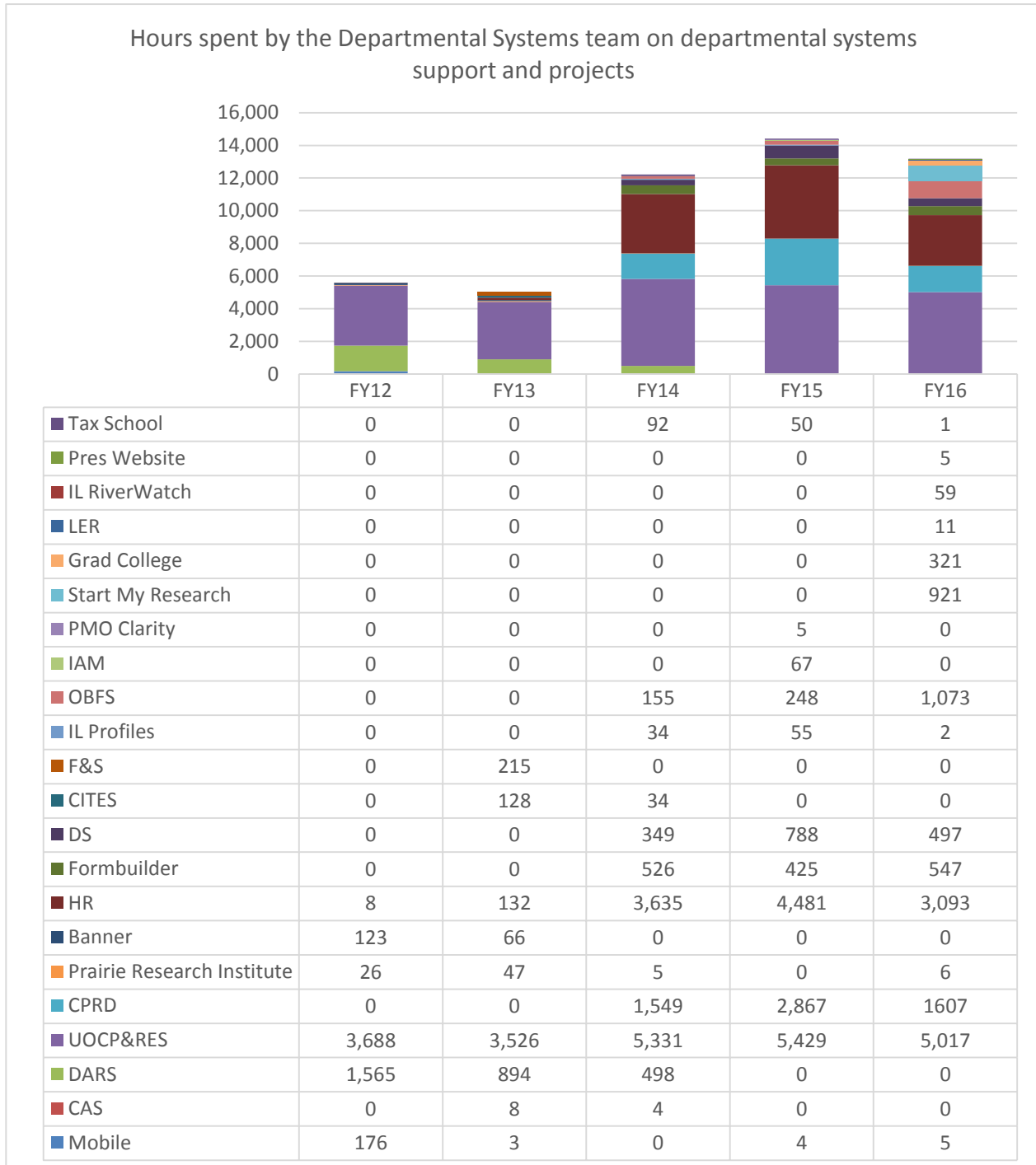
Budget Performance By FY



## Services Offered (Systems)

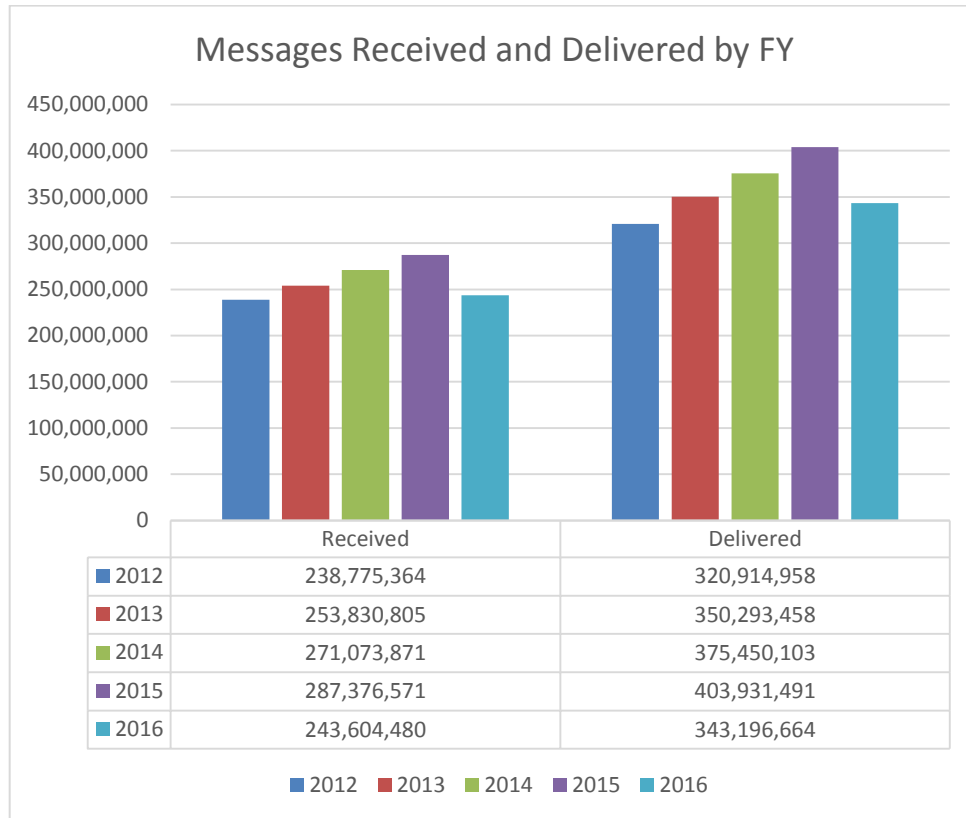
### Departmental System Support

Description: In addition to systems that support the University of Illinois administrative processes, AITS also supports systems for various departments throughout the University. This measurement shows the annual hours spent on this departmental systems support. This information is helpful in determining which departmental systems require the most support time.



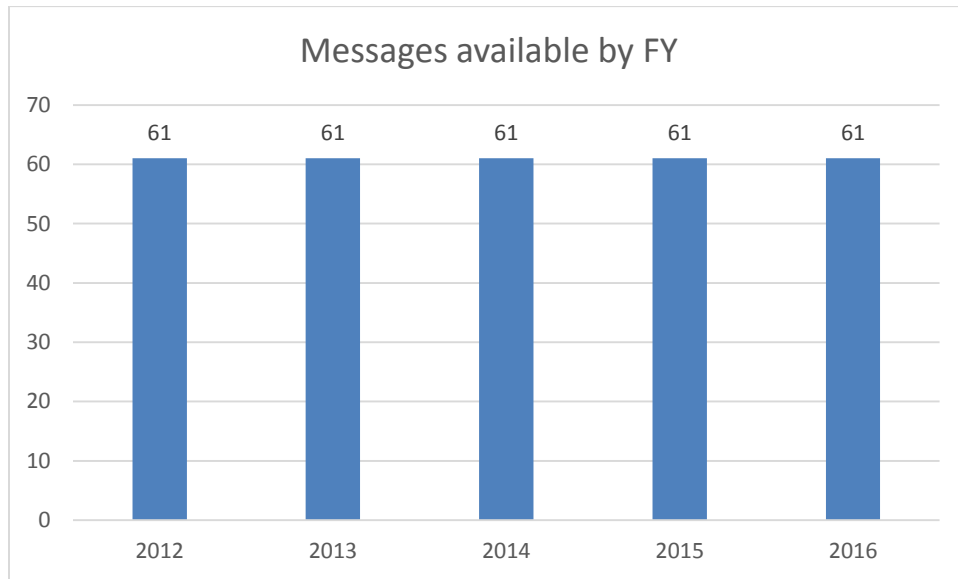
## Messaging

Description: This tracks the number of times business objects or enterprise data messages are consumed by applications by month and by year. This is important in understanding the volume of messages being consumed and how that may vary over time.



## Message Availability

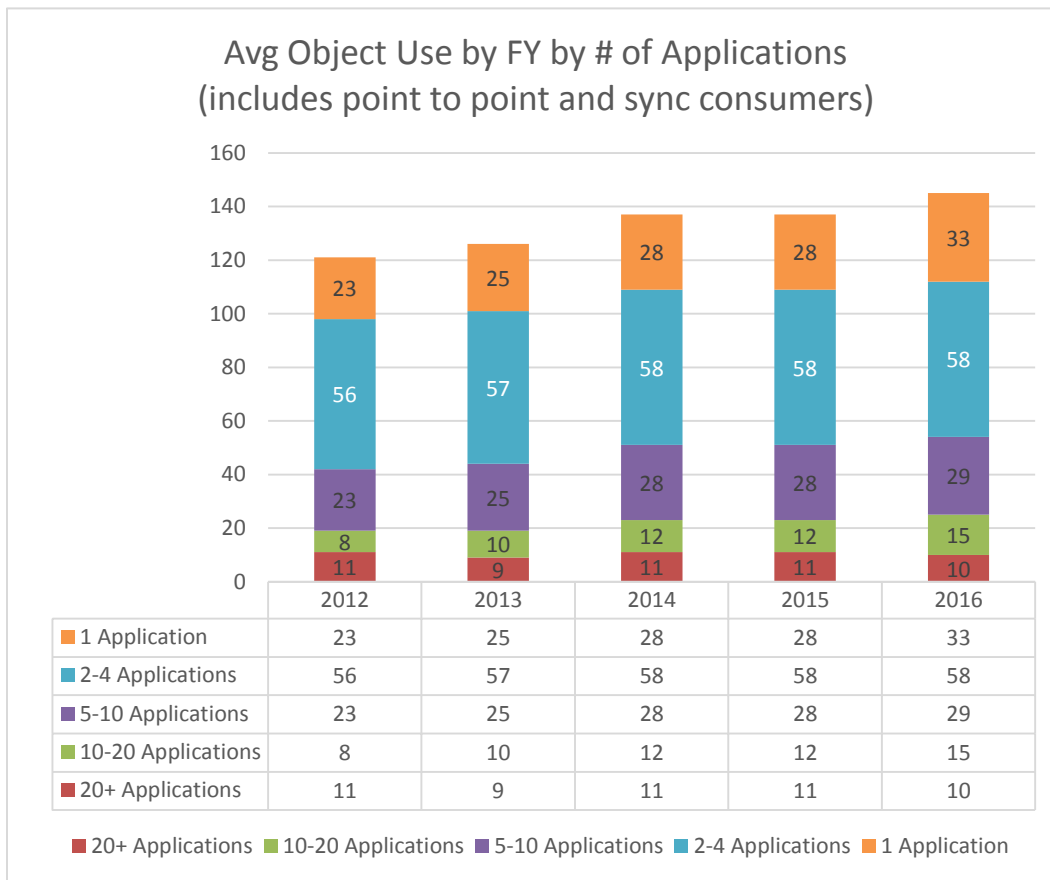
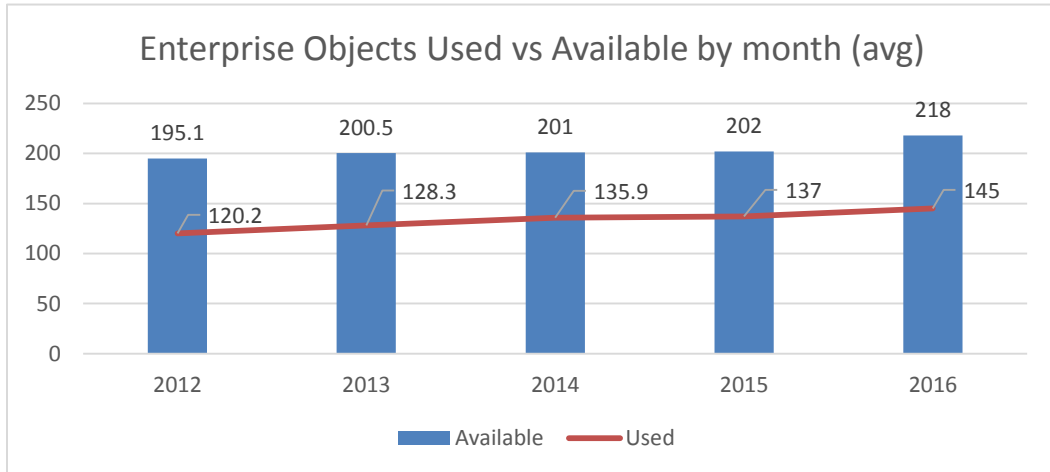
Description: This tracks the number of enterprise data messages available. A higher number of enterprise data messages indicates a higher level of reusable components. The ability to view the number of messages available is important in tracking whether we are moving toward a higher number of reusable components or not.





## Object Use and Availability

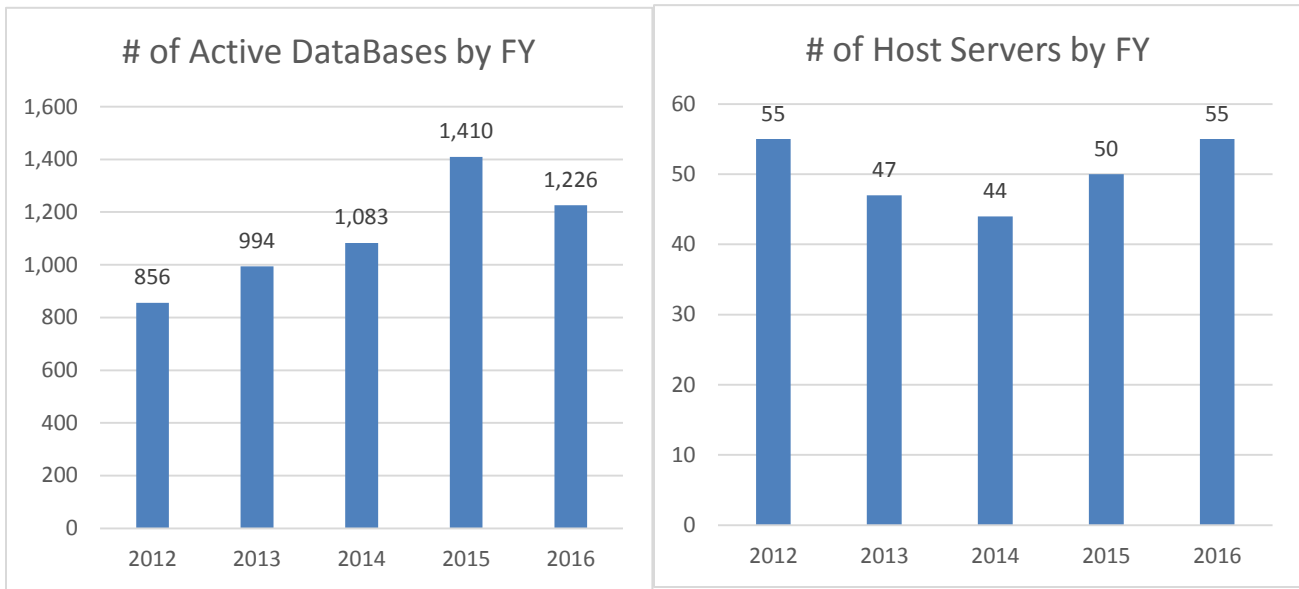
Description: AITS is monitoring the reuse of enterprise objects by tracking the number of enterprise objects that are used by multiple applications. This shows how many enterprise objects are used by just one application and how many are used by multiple applications. When an object is used by multiple applications, it saves on analysis, development, and testing time for the development project. Tracking this metric will show how much AITS and the University are benefiting from the use of reusable objects.



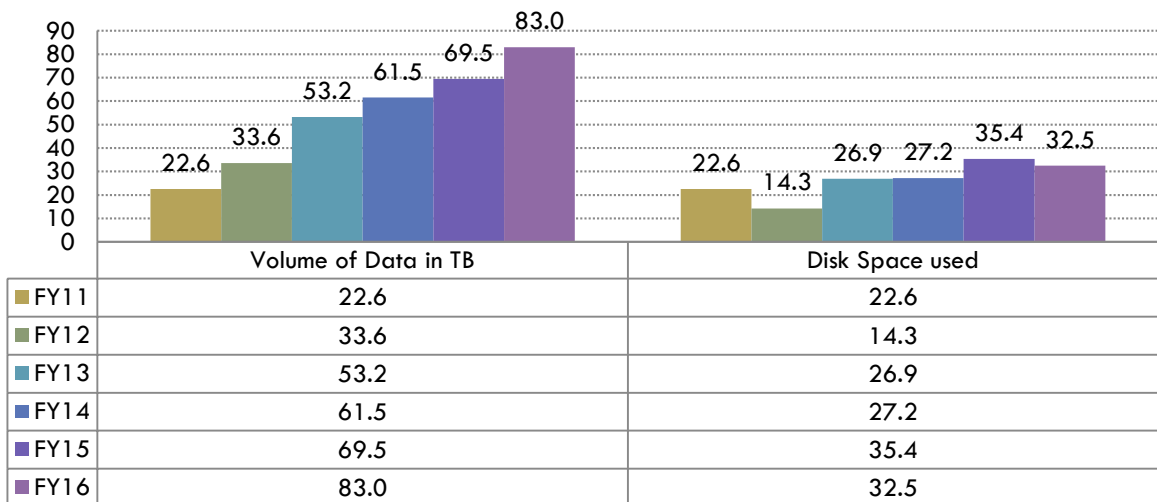
## Infrastructure

### DBs and Servers

Description: This shows the number of host servers and databases supported by AITS ADSD Data Management. This is helpful in understanding the scope of support work related to host servers and databases for this group and how it changes year to year.

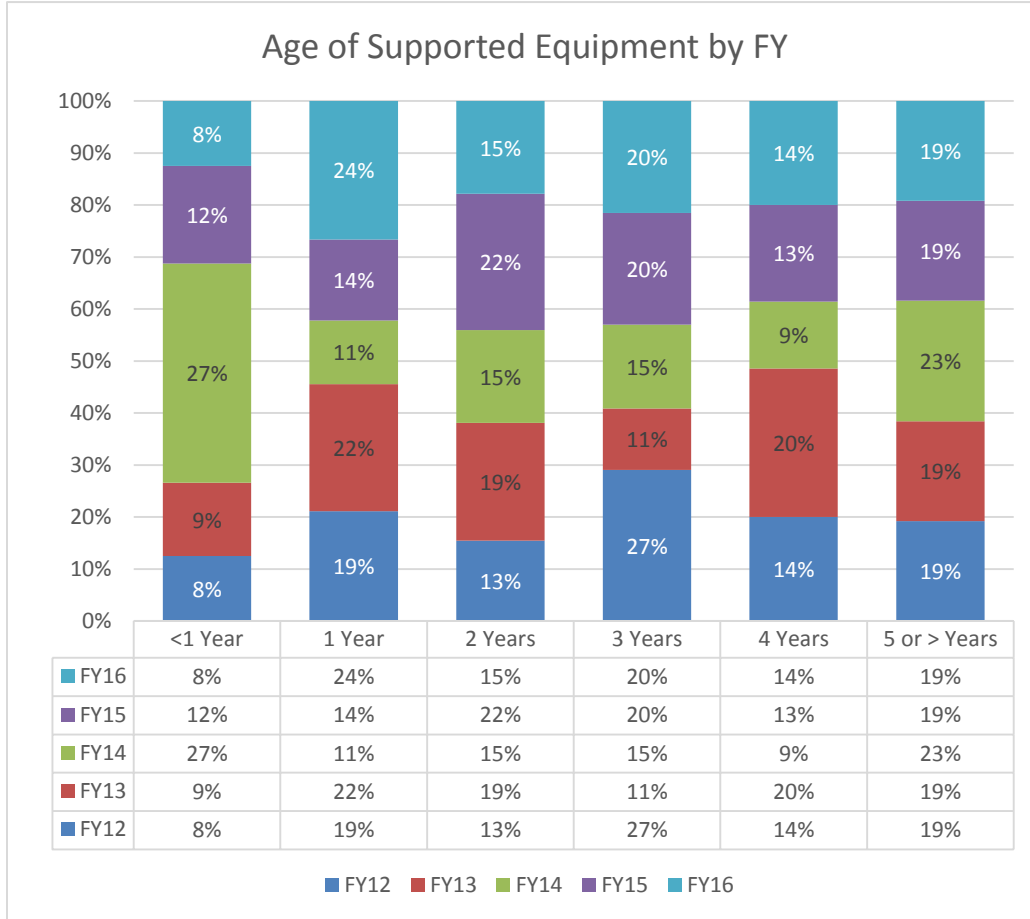


Volume of data and disk space used in TBs by fiscal year



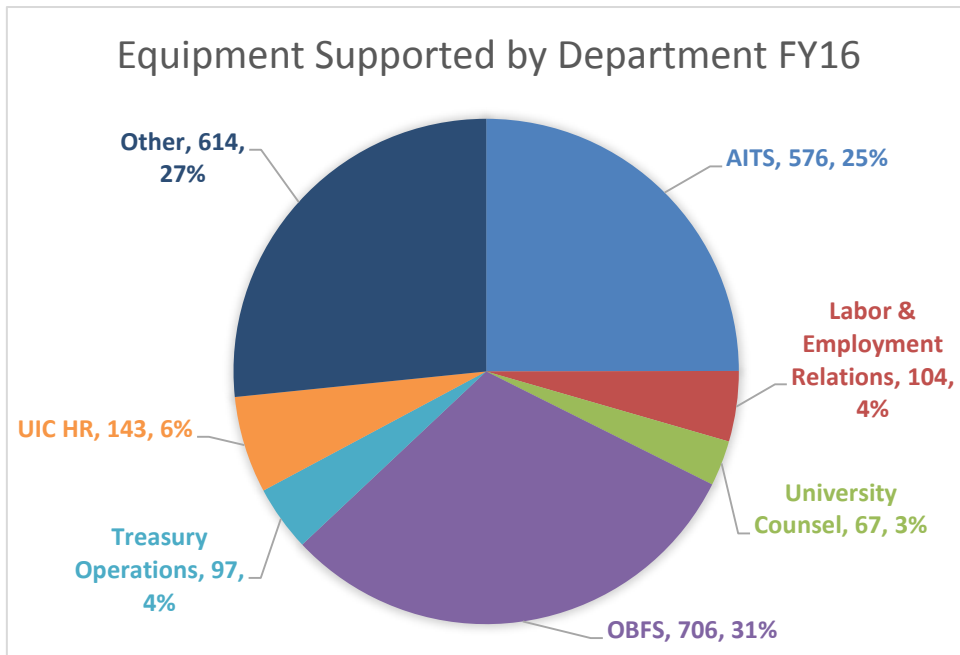
## Equipment Age

Description: This measures the age of the equipment supported by Client Support Services. Older equipment requires more support. This is a good breakdown of the age of our equipment and how we are progressing in replacing our aging equipment.



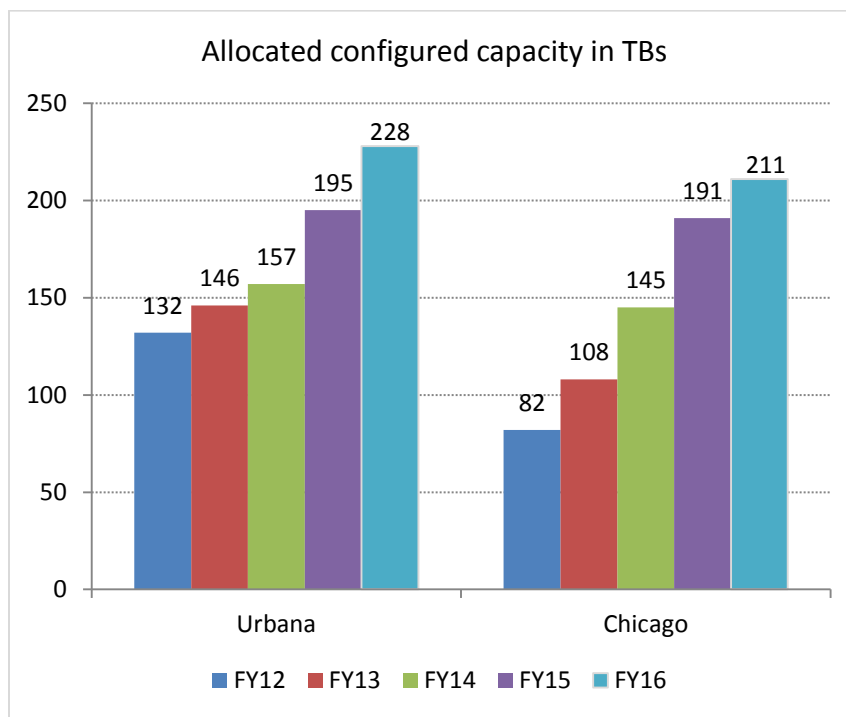
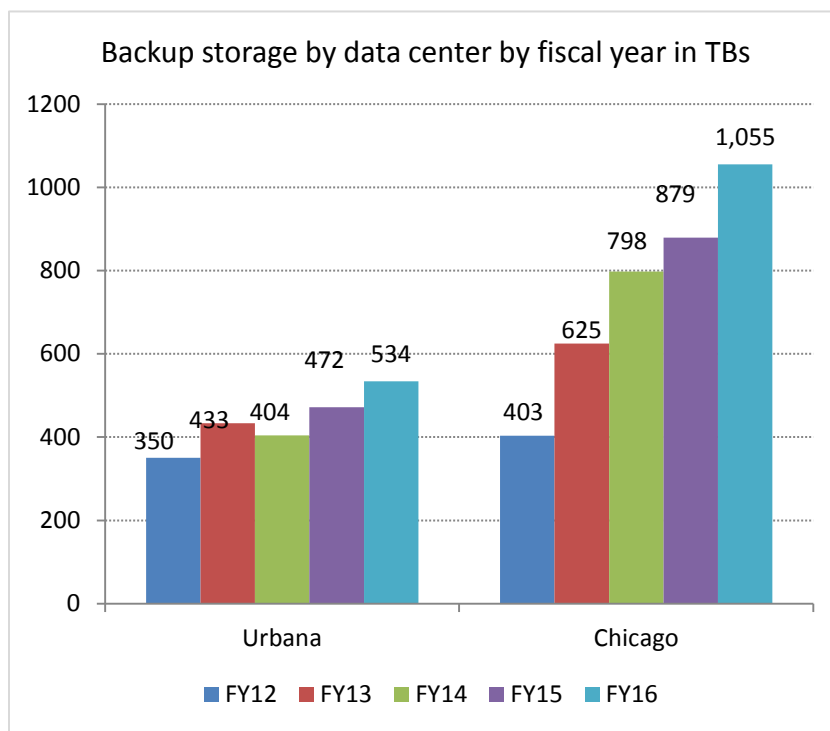
### Computer Support

Description: This measures the number of computers supported by Client Support Services by department. This is good information for knowing which departments have the largest number of computers and, thus, will need the most support.



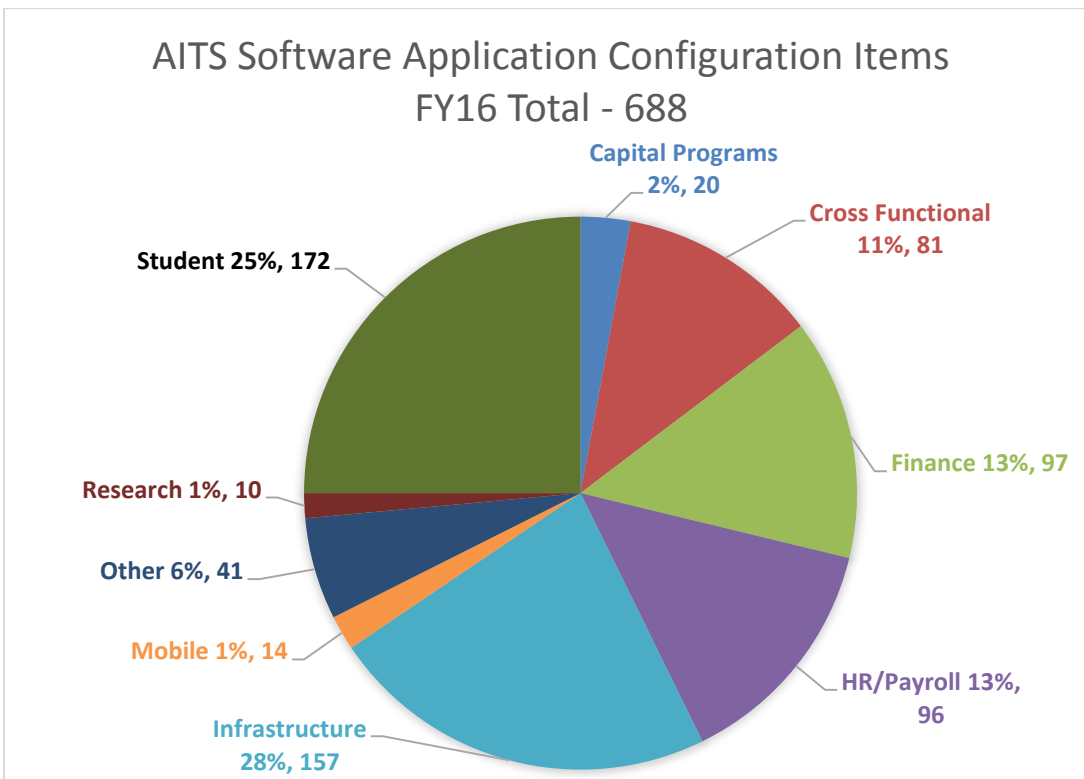
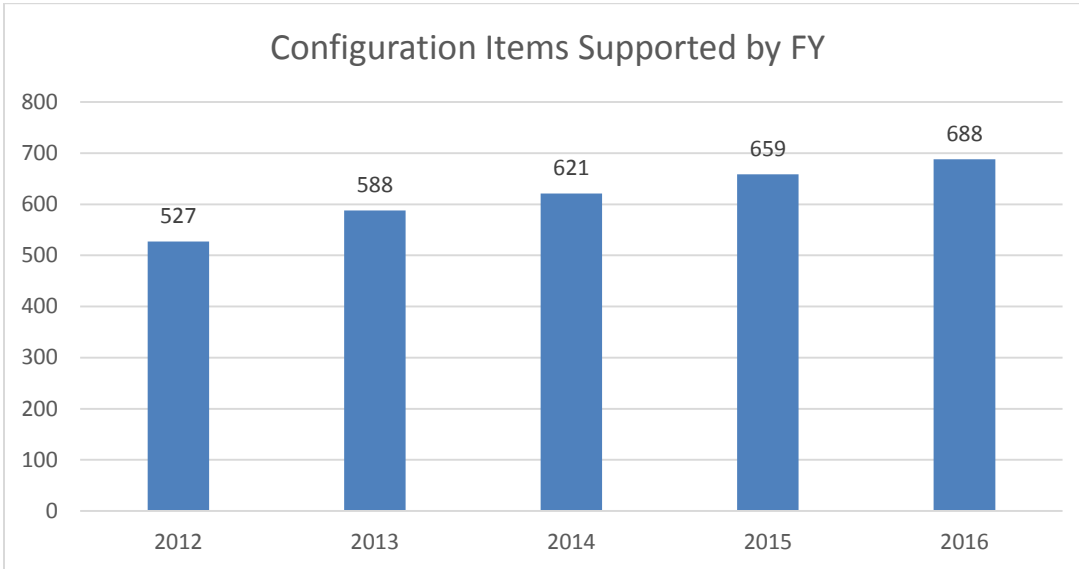
## Data Center Backup Storage and Capacity

Description: Backups and storage continue to grow as we support the student and faculty systems across all campuses. This shows the backup and total storage by data center by fiscal year.



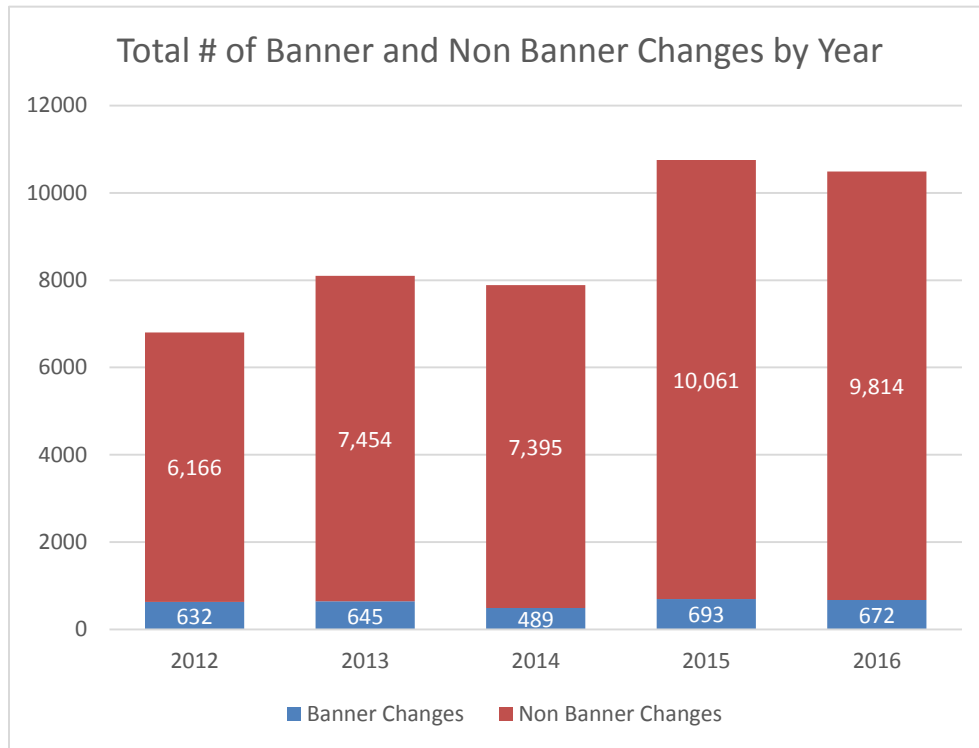
## Configuration Items (CI) Supported

Description: A Configuration Item (CI) is an identified set of code; piece of infrastructure; data base; or code. These are labeled in the AITS Configuration Management Data Base (CMDB) by support area. These charts show the increase in CI items by year and by support area in FY16.



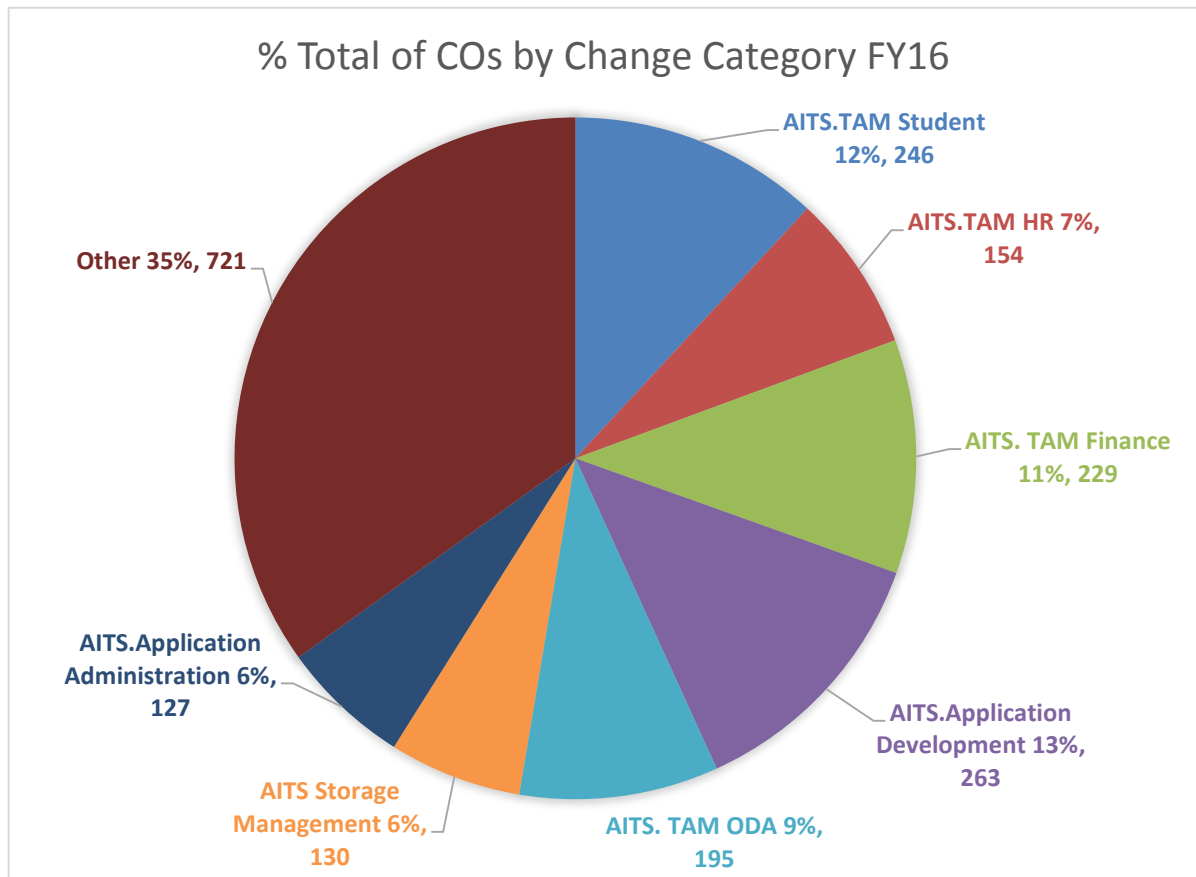
## CI Change Request Selections

Description: This measure is an annual count of both the number of times that Banner components, Banner databases, or SGHE delivered mods are selected as affected Configuration Items (CIs), as well as the number of non-Banner related CIs, for all closed change requests. This metric helps to understand the volume of changes closed on a yearly basis and whether those numbers are increasing or decreasing.



### Change Orders by Change Category

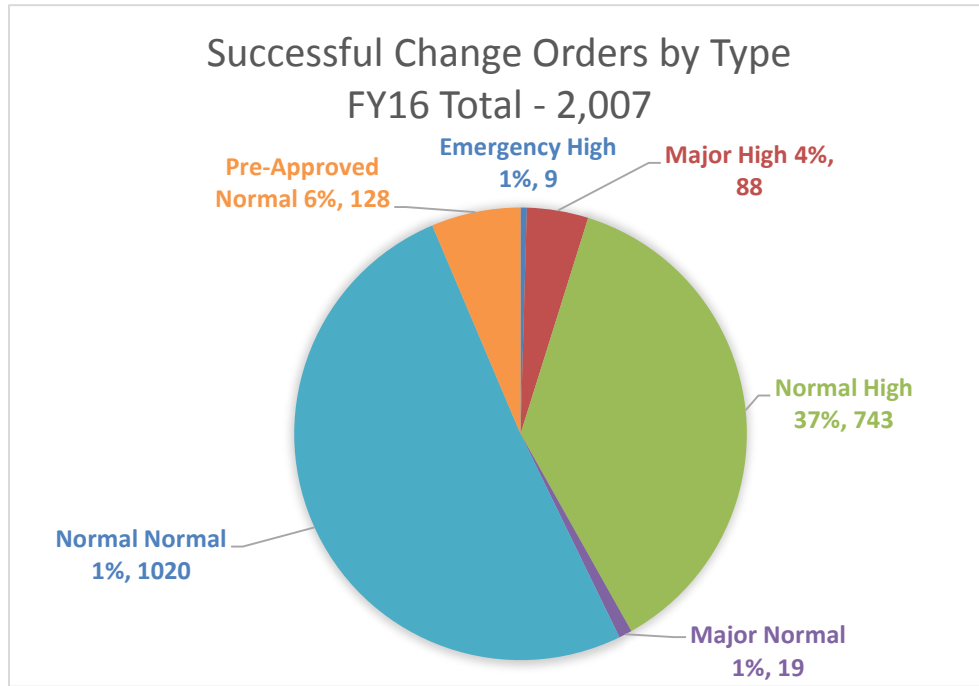
Description: This measurement identifies the top few change categories with the most changes, consolidates the remaining categories into "Other", and provides the % against the total number of changes. This view helps provide for a better understanding about which change categories the greatest amount of changes take place in and their percentage of all changes.





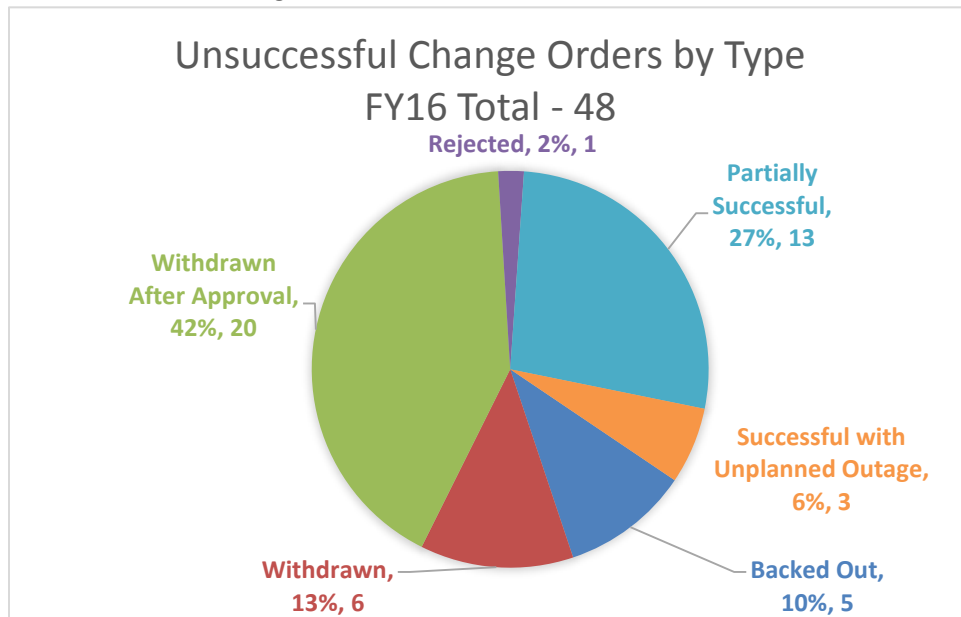
### Successful Change Orders by Type

Description: This measurement shows the totals for each Closed, successful Change Order Type along with the % of total. This information helps us to understand which change order types are most successful and, conversely, which are least so that we can address issues where needed.



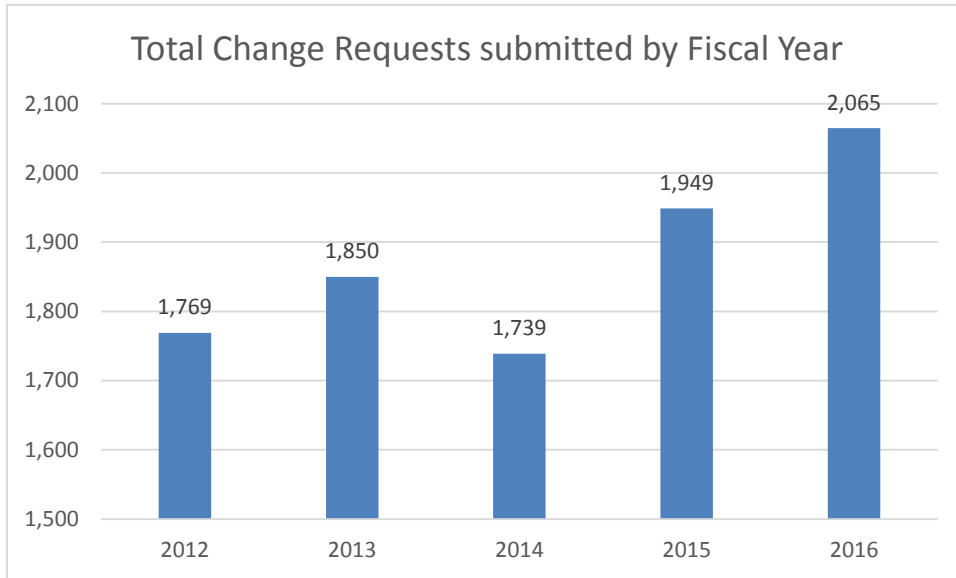
### Change Orders Categorized "Not Successful" by Type

Description: This measurement shows the totals for each Closed, unsuccessful Change Order Type along with the % of total. This information is helpful in understanding why change orders were not successful and where to focus attention in making them successful in the future.



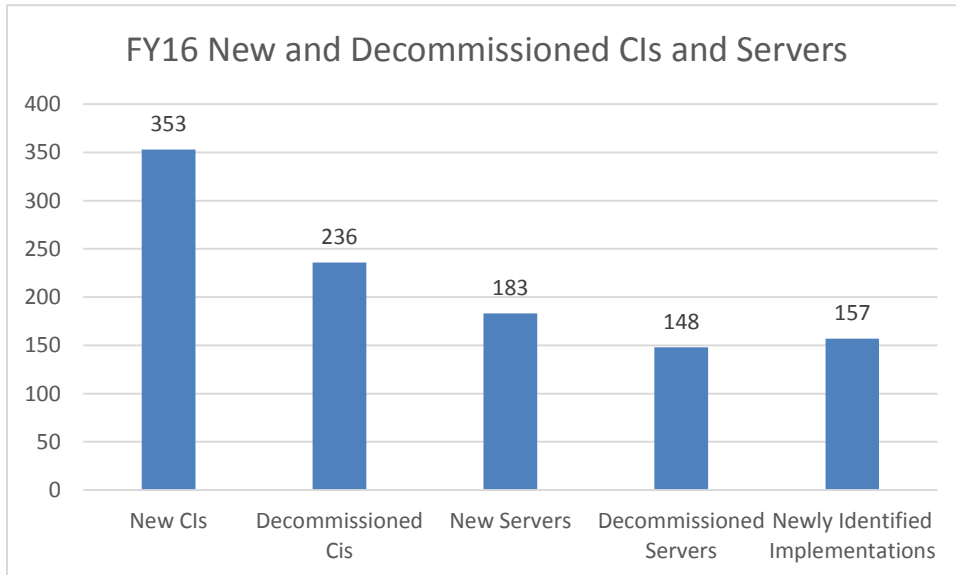
## Total Change Requests (CR) Submitted

Description: This chart show the total number of change requests (CRs) submitted. This helps us understand the volume of CRs we work with each year.



## New and Decommissioned CIs and Servers

Description: This measure shows the total new and decommissioned configuration items, total new and decommissioned server entries in the CMDB, and total new configuration items with a defined implementation date, which indicates a newly deployed infrastructure.



### Weekend Rollouts

Description: These metrics indicates the number of weekend rollouts as well as how many changes were implemented during weekend outage windows as part of a formal rollout plan. It is a measure of balanced risk, resource utilization and efficiency.

