RELIABILITY

AITS supports systems that University of Illinois students, faculty and staff expect to be available 24 X 7 for critical business processes. AITS strives to have systems dependable and reliable for their clients.

Banner and EDW uptime percentage is calculated using unplanned or unexpected outage information. Password Manager does not include planned outages in uptime.

**BANNER**

99.99%
2017%
Uptime

Banner is used by students, faculty and staff to register for classes, pay employees and make departmental purchases.

The Enterprise Data Warehouse (EDW) is the authoritative source for critical reporting for the University of Illinois System.

**ENTERPRISE DATA WAREHOUSE**

99.94%
2017%
Uptime

**PASSWORD MANAGER**

99.99%
2017%
Uptime

Password Manager is used by all students, faculty and staff to claim their NetID and utilize self-service Password maintenance and resets.

**WHAT HAPPENS DURING START OF TERM**

Fall 2016

**WHAT BROWSER IS MOST POPULAR?**

Top 5 Banner Self Service Browsers

- Chrome: 45%
- Mobile: 9%
- Safari: 24%
- Firefox: 15%

11:00 a.m. on the first day of class showed the highest usage

**BANNER REGISTRATION Transactions**

The highest number of registration transactions are seen on the first day of class for each campus during the start of every term. Fall 2016 #s:

- Urbana--Over 100,000
- Chicago--Over 55,000
- Springfield--Over 3,000
CUSTOMER SERVICE

AITS' Strategic Plan gives guidance to the System to provide ease of use for our applications. We evaluate our services and provide self-service capabilities so that customers can assist themselves.

**SCALE**
- 12 million Registration Records Processed
- 157,600 eProcurement Transactions (tBid)
- 874 thousand Payroll Transactions
- 142,000 HR Transactions Processed
- 2.6 Million EDDIE Sessions
- over 1/2 Million Financial Aid Disbursements

In FY17, AITS started initiatives to gather customer feedback. The AITS Service Desk began gathering customer feedback in December, 2016 and the first application survey was the Protected Email Attachment Repository (PEAR) application.

**AITS Service Desk Customer Service Evaluation**
- April 17: 77
- May 17: 79
- June 17: 78

Net Promoter Score--above 70 for customer service is considered "world class"

**CUSTOMER FEEDBACK**

PEAR Feedback
- 3 month avg. (out of 10): 8.59

- 'Outstanding Work'
- 'Vet Med appreciates high-level service'
- 'Project Management Class was great!!!'
- 'Rock Star'

**CUSTOMER SELF-SERVICE**

- 3.5 Million Knowledge Base (KB) Hits
- 1,020 Active KB Docs
- 6,800 Research Proposals Submitted
- 4,100 Research Awards Processed
- 225,000 Password Resets
PROJECTS

The projects that AITS works on support cost reduction and labor efficiencies that are distributed through the University of Illinois System. AITS project work is governed by the Information Technology Priorities Committee (ITPC).

FY17 PROJECT HIGHLIGHTS

ITPC projects consistently perform better than the global performance average as published in PMI’s Pulse of the Profession.

MANDATORY VS. DISCRETIONARY

This analysis of total projects and project hours from FY09 through FY15 shows both projects and project hours are evenly split between customer requested and mandatory project work. This is a growth of mandatory hours in FY16 which has continued into FY17.
SERVICES

AITS offers technical services across the University of Illinois System. Services include support of shared applications and technical objects.

CONTACT US FOR THESE SERVICES

Growth of Formbuilder Applications in 5 years

29 FY13
379 FY17

710 Configuration Items Supported (Applications, Modifications, etc.)

1,073 Servers Supported

18 Million Hits on the AITS Web Content Management System (WCMS)

Mobile Application Use--UI Dining International Usage

- U.S. 69%
- India 3%
- Japan 6%
- China 27%
- South Korea 4%

500,000 Enterprise Messages Received and Delivered

Storage

- 1.5 Petabyte Backup
- 459 Terabyte

10,000 + Hours Supporting non-AITS Systems

Over 2,500 Desktops Supported
## Application Development

Utilizes SDLC based upon Agile and CMMI. Develop web, batch, mobile, reports, integrations and database apps.

## Quality Assurance Testing

Automated, functional, regression, negative, and accessibility testing using HP UFT and HP ALM\Quality Center

## Performance Testing

HP LoadRunner and IBM Rational Performance Tester to simulate loads of over 2500 concurrent users.

## Vulnerability Scanning

IBM Rational Appscan

Number of Vulnerability Scans Run in FY17: 413

## Security

Access Provisioning and Control
Security Engineering and Architecture
Audit and Compliance

## Service Desk

- Only 24X7 SD at UI
- Tier 1 / 2 Support
- Production Monitoring

- Bomgar, Chat, email, and phone support
- UI Supported Knowledge Base and SDM Tool
- 27,170 Tickets in FY17

## Data Warehousing

Business Intelligence Dashboard Visualizations
EDW / Data Marts

## Application Administration

Number of Apps
Vended: 206
In-house: 434

Number of Integrations
Web Services: 111
SSO Integrations: 49
JMS objects: 137
Gateways: 29

## Desktop / Video

Devices Supported:
2260 Machines
43 Buildings
30 Departments

Video Conferencing:
58 Conf. Rooms
31 Campus Depts.
2 External Orgs

## Network

- **CA Configuration Management DB**
  - Full Asset tracking in Banner
  - Annual Asset review

- **Application – SiteScope (436 monitors)**
  - Server – WhatsUp (2306 monitors) / Unimon
  - ORCA – 86 Solaris servers
  - Systems - Sitescan(109 monitors)
  - Network – WhatsUp

- **UIC Hospital**
  - UIC LAS
  - UIC Planning and Budgeting

- **UIC LAS**
  - UIC Electrical Engineering
  - UIC Computing Research

- **UIC Psychology**
  - UIC LAS
  - Illinois State University
  - IDOT

- **UIC College of Engineering**
  - UIC Computing Science

- **UIC Computer Science**
  - UIC Bio-engineering

## Connectivity

- **Redundant ICCN and BGP ISP feeds**
- **10 gigabit campus backbone**
- **10 gigabit data center network**
- **10 gigabit DWDM Peering b/ RRB and HAB**
- **Redundant server load balancing**

- **EMC VNX Series**
  - 459 TB configured storage
  - CISCO fibre channel
  - Automated Tier Management

## Physical Security

- **Multi-Factor + Key Card**
- **Quarterly Access Review**
- **Video Surveillance (68 cameras 5 DVRs)**
- **Alarm systems**
- **Independent Security Administration**

- **RRB**
  - Chicago Tier 3 Data Center
  - Space: 11,203 ft²

- **HAB**
  - Urbana Tier 2 Data Center
  - Space: 4,080 ft²

## Storage / SAN

### Tier 1 (Flash)
High Performance

### Tier 2 (SAS)
Performance

### Tier 3 (NL-SAS)
Capacity

## Inventory Control

- **tier 1, 2,3 Data Center**
  - Space: 11,203 ft²

- **Published:** November 9, 2016

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**AITS Enterprise Infrastructure Services Stack**
## SUPPORT OF OUR CORE PROCESSES

<table>
<thead>
<tr>
<th>FTE Cost</th>
<th>Non-Labor Costs</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Process Improvement</td>
<td>$310,787</td>
<td>$56</td>
</tr>
<tr>
<td>Collaboration tools</td>
<td>$56,048</td>
<td>$0</td>
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<tr>
<td>Compliance</td>
<td>$295,004</td>
<td>$20,951</td>
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<tr>
<td>Database Customer Services (Consulting)</td>
<td>$339,963</td>
<td>$0</td>
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<tr>
<td>Customer Training</td>
<td>$64,959</td>
<td>$1,230</td>
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<tr>
<td>Data Visualization</td>
<td>$309,618</td>
<td>$0</td>
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<tr>
<td>Centralized Desktop Support</td>
<td>$1,409,788</td>
<td>$91,115</td>
</tr>
<tr>
<td>Enterprise System Support</td>
<td>$2,744,668</td>
<td>$543,703</td>
</tr>
<tr>
<td>Enterprise System Research Administration</td>
<td>$1,023,478</td>
<td>$1,187,060</td>
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<tr>
<td>Enterprise System Finance Applications</td>
<td>$1,617,382</td>
<td>$1,164,059</td>
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<tr>
<td>Enterprise System HR Applications</td>
<td>$2,557,654</td>
<td>$1,108,360</td>
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<td>Enterprise System Student Applications</td>
<td>$2,287,510</td>
<td>$1,189,549</td>
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<td>Enterprise System Capital Programs</td>
<td>$408,056</td>
<td>$119,909</td>
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<tr>
<td>Enterprise System Mobile Applications</td>
<td>$220,928</td>
<td>$45,205</td>
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<tr>
<td>Identity and Access Management</td>
<td>$1,572,513</td>
<td>$1,691,907</td>
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<tr>
<td>Mobile Applications (Consulting)</td>
<td>$182,369</td>
<td>$0</td>
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<tr>
<td>Enterprise Data and Reports</td>
<td>$2,122,934</td>
<td>$718,470</td>
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<tr>
<td>Records and Information Management System</td>
<td>$46,822</td>
<td>$0</td>
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<tr>
<td>Security</td>
<td>$130,737</td>
<td>$0</td>
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<tr>
<td>Enterprise Class Storage/Backup Services</td>
<td>$222,984</td>
<td>$76,650</td>
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<tr>
<td>Server Support Services (Maint &amp; Consulting)</td>
<td>$24,050</td>
<td>$76,650</td>
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<tr>
<td>Workflow Development (Consulting)</td>
<td>$225,543</td>
<td>$0</td>
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<tr>
<td>Application System Support</td>
<td>$251,130</td>
<td>$0</td>
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<tr>
<td>Security Provisioning</td>
<td>$247,448</td>
<td>$0</td>
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<tr>
<td>Data Center Management / Co Location Services</td>
<td>$222,353</td>
<td>$144,760</td>
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<tr>
<td>UI Ready (Kuali)</td>
<td>$125,071</td>
<td>$104,756</td>
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<tr>
<td>Video Bridge Conferencing (Consulting)</td>
<td>$136,881</td>
<td>$127,111</td>
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<td>Web Services (Consulting)</td>
<td>$12,494</td>
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<tr>
<td>Projects and Portfolio Management (Consulting)</td>
<td>$205,999</td>
<td>$0</td>
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<td>Web Services Infrastructure</td>
<td>$17,270</td>
<td>$0</td>
</tr>
<tr>
<td>Enterprise Integrations</td>
<td>$181,066</td>
<td>$0</td>
</tr>
</tbody>
</table>

### TOTAL AITS FY2016 Activity Based Costing

- $19,570,907
- $8,411,498
- $27,982,405

### Cost Incurred

- **$1 million**
- Compared to FY15 Total Cost of approximately $29 million
- **91%** compared to 85% in FY16

### CUSTOMER RESOURCE UTILIZATION

- UIC: 33%
- System: 42%
- 9%
# SUMMARY

This chart represents the AITS metrics in a 5 year snapshot. It also shows information about trends when information is available.

<table>
<thead>
<tr>
<th>Category</th>
<th>Metric</th>
<th>Prior FY (2016)</th>
<th>This FY (2017)</th>
<th>% Change</th>
<th>5 Year Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>Banner and Related Systems Availability</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>Banner Self-Service Usage</td>
<td>9,042,769</td>
<td>-</td>
<td>-100%</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>Banner-Courses Completed</td>
<td>703,000</td>
<td>716,600</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>Banner-Financial Aid Disbursements</td>
<td>535,600</td>
<td>547,000</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>Banner-Registration Record Transactions</td>
<td>12,823,000</td>
<td>12,127,000</td>
<td>-5%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>Banner-Regular Payroll Transactions</td>
<td>887,800</td>
<td>874,300</td>
<td>-2%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>Banner-Student Application Transactions</td>
<td>303,000</td>
<td>301,500</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>BI/DW Training (Attendees)</td>
<td>389</td>
<td>282</td>
<td>-28%</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>EDDIE Sessions</td>
<td>3,138,555</td>
<td>2,638,555</td>
<td>-16%</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>eProcurement Transactions (iBuy)</td>
<td>158,600</td>
<td>157,600</td>
<td>-1%</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>HR Front End Transactions (HRFE)</td>
<td>136,700</td>
<td>142,600</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>IAM People who have set recovery options</td>
<td>-</td>
<td>187,314</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>IAM Self Service Passwords Set</td>
<td>-</td>
<td>251,600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>KnowledgeBase Use-All KBs</td>
<td>2,772,750</td>
<td>3,479,320</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>Security Requests-SECAPP Requests</td>
<td>29,668</td>
<td>32,107</td>
<td>0%</td>
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</tr>
<tr>
<td>Customer Service</td>
<td>Security Requests-Service Desk Tickets</td>
<td>562</td>
<td>401</td>
<td>-29%</td>
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<tr>
<td>Customer Service</td>
<td>SitePublish Pageviews</td>
<td>-</td>
<td>18,364,698</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>Start myResearch Awards</td>
<td>-</td>
<td>4,171</td>
<td></td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>Start myResearch Proposals Submitted</td>
<td>-</td>
<td>6,809</td>
<td></td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>Training (BPI and PMO)</td>
<td>-</td>
<td>1,920</td>
<td></td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>Travel &amp; Expense Reimbursements (TEM)</td>
<td>244,400</td>
<td>254,800</td>
<td>4%</td>
<td></td>
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<tr>
<td>Customer Service</td>
<td>Websites Supported</td>
<td>49</td>
<td>55</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>FormBuilder Forms in Use</td>
<td>427</td>
<td>576</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Active Databases</td>
<td>1,226</td>
<td>1,164</td>
<td>-5%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Change Requests-Banner Infrastructure Impacted</td>
<td>672</td>
<td>512</td>
<td>-24%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Change Requests-Non-Banner Infrastructure Imps</td>
<td>9,814</td>
<td>9,416</td>
<td>-4%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Configuration Items (CI) Supported</td>
<td>688</td>
<td>710</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Data Center Allocated Configured Capacity in TB</td>
<td>474</td>
<td>526</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Data Center Back Up Storage</td>
<td>1,782</td>
<td>1,546</td>
<td>-13%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Labeled &quot;Not Successful&quot; Change Requests</td>
<td>48</td>
<td>38</td>
<td>-21%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Security Blocks</td>
<td>-</td>
<td>16,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Total Change Requests</td>
<td>2,065</td>
<td>1,757</td>
<td>-15%</td>
<td></td>
</tr>
</tbody>
</table>
MORE INFORMATION

www.ais.uillinois.edu
AITS website for AITS services, help resources, and organizational information

www.uillinois.edu/cio
System Office 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!