UNIVERSITY OF ILLINOIS SYSTEM

Altogether Extraordinary™

AITS Metrics Report

FY21

aits.uillinois.edu

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AITS **METRICS**

AITS takes 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 student, staff, faculty and community members around the clock.

85%

Run:
Operational activities to run/maintain services

8%

Optimize:
Activity to improve services

7%

Transform:
Proactive approach in developing new/improved services

85% of AITS work is operational activities to run and maintain enterprise services for finance, human resources, student, research administration, and the EDW

The remaining 15% of AITS work is project focused to optimize and transform services.

15 Million Business Transactions enabled by AITS in FY21

5 Million uPortal sessions hosted by AITS managed applications to support campus portals

60 Million Cyberattacks are prevented each day

ENTERPRISE **SCALE**

AITS supports systems that University of Illinois students, faculty and staff expect to be available 24 hours each day, 7 days a week for critical business processes. At AITS, we strive to have dependable and reliable systems for our clients.

99.99%

critical application availability maintained

90,343 Students

11,973,297 registration transactions

666,649 financial aid disbursements

397,215 student application transactions

30,010 Staff

868,098 completed payroll transactions

142,962 eProcurement (iBuy) transactions

141,656 HR front end (HRFE) transactions

6,505 Faculty

5,469 research proposals submitted through myProposals (Kuali Coeus)

3,361 awards granted from submitted proposals

70+ UNITS

directly engaged though participation in training and project work

156 STAFF

trained across all three universities in Web Intelligence & Finance, HR, and Student reporting during FY21
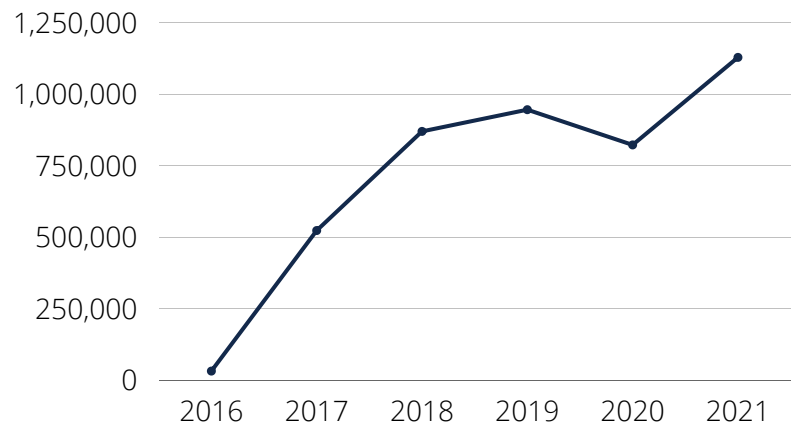
CUSTOMER **FOCUSED**

KnowledgeBase (KB)

This self-service platform easily creates, displays, shares, and manages web-based knowledge documents for the entire university system.

1.1 MILLION

KnowledgeBase page views in FY21

⬆ *3,352% increase since 2016*

Intelligent Process Automation (IPA)

AITS has worked diligently to streamline systems and processes by utilizing business process improvement and automations to decrease errors, increase speed of delivery, minimize costs, and more .

70 AUTOMATIONS

completed using IPA in FY21

34,700 HOURS

of labor saved by the implementation of IPAs

$1,500,000

value of the labor hours saved by implementing intelligent process automations
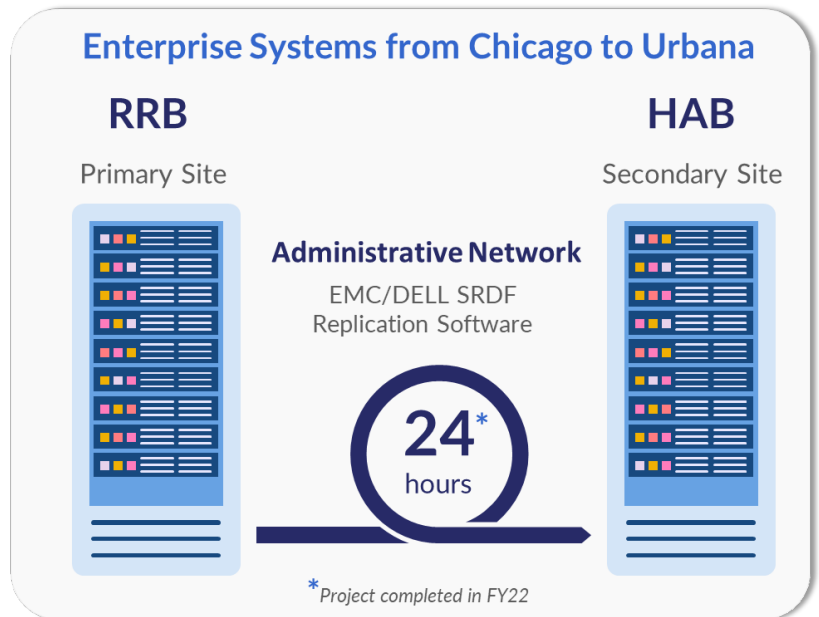
20,000 E-SIGNATURES

collected by increasing Adobe Sign adoption across the system

PROJECT **WORK**

INFRASTRUCTURE + DISASTER RECOVERY

AITS went through a complete storage array upgrade and developed a Banner hardware replacement strategy.

New disaster recovery architecture was implemented along with rolling out a new disaster recover program.

Enterprise Systems from Chicago to Urbana

RRB
Primary Site

HAB
Secondary Site

Administrative Network
EMC/DELL SRDF
Replication Software

24* hours

Project completed in FY22

COVID-19 + SHIELD ILLINOIS

AITS implemented dozens of rapid technology changes and environments supporting grading, scheduling, payroll/benefits, procurement, and supporting COVID testing and reporting.

Project management, ongoing help desk support, identity management, infrastructure, and technology leadership was provided by AITS.
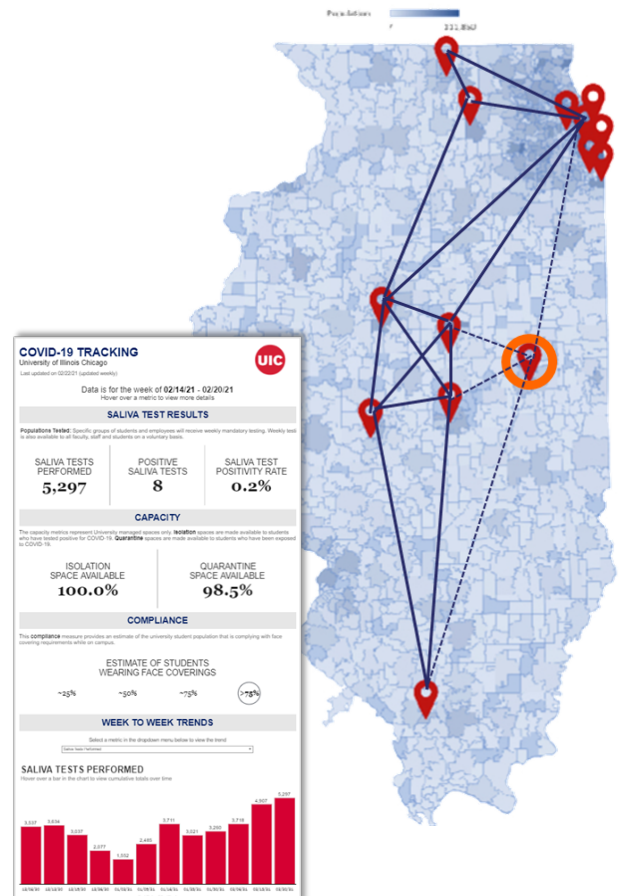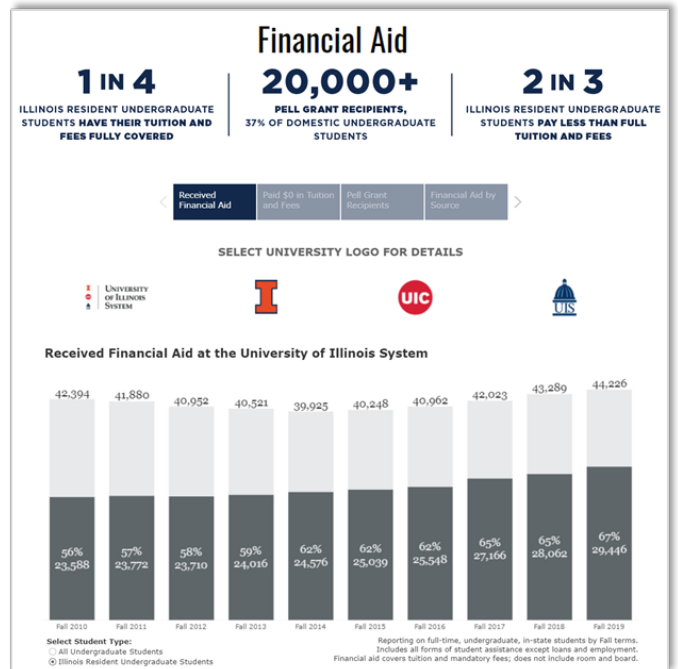
PROJECT **WORK**

DATA + ANALYTICS

AITS supported the enrichment of System websites with pertinent metrics and added dashboards on Financial Aid and Research and Development in collaboration with the System Data Website Committee

Our AITS employees enhanced data availability in the Data Warehouse and have a Data and Analytics Roadmap in development.
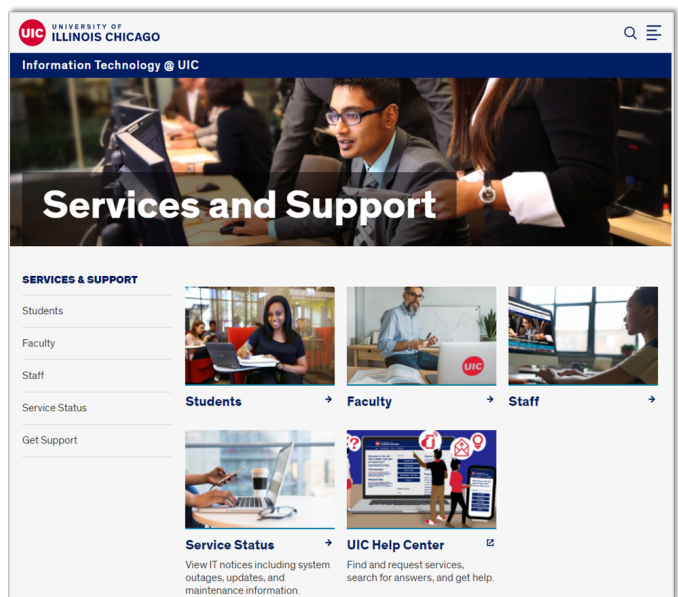

TEAM DYNAMIX

This service management solution provides a centralized location for support, finding answers and submitting/managing services requests.

AITS has spearheaded implementation at all central IT units and several colleges across the system.

There are currently **68 departments and colleges in queue** for the next phase of implementation.

STRATEGIC **INITIATIVES**

The AITS strategic initiatives were created through discussions with our customers, a review of higher education and IT trends and forecasts, as well as the University of Illinois System and Universities' strategic plans. Some of the goals represented stretch goals that were pursued as resources were available and other goals were satisfied. Each goal and initiative had a different priority, and the priority changes throughout the year depending on environmental factors such as funding, urgency, University needs, vendor partnerships and human resource availability. Overall, the AITS Strategic Plan outlines the information technology strategies and initiatives and was designed to be a three-year IT plan that evolves with collaborative input alongside other strategic plans throughout the University of Illinois System.

AITS STRATEGIC DIRECTIONS

SAVE TIME   IMPROVE EASE OF USE   IMPROVE SPEED TO SERVICE   DELIVER INFORMATION   COLLABORATE

AITS uses the 5 strategic directions above as guides to focus our efforts in supporting University's mission and our responsibilities as an organization. These strategic directions align with our mission and vision and focus our efforts on fulfilling these.

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 TARGETED AND PERVASIVE INFORMATION Provide for strategic, widespread use of our data.

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

STRATEGIC INITIATIVES

FY21 YEAR-END STATUS

Perspective	Strategic Initiative	Supporting goals achieved or on target or KPI met	Supporting goals off target	Supporting goals not started or deferred	Subtasks achieved or on target	Subtasks off target	Subtasks not started or deferred
Improve operational efficiencies and increase administrative productivity	1.Extend the life of our current ERP systems by implementing a set of high impact improvements	6	1	1	3	1	
	2.Save time for the system by providing a tool to automate business processes	5					
	3. Improve the system's operational efficiency by systematically identifying and implementing business process improvements	2		1	17		
	4.Improve the AITS budget tracking process	2	2			5	3
Save time and improve ease of use for faculty, staff, and students	5.Engage our users and increase productivity for the System by accelerating efforts in three areas: accessibility, user experience, and availability of near real-time data	2			12	5	2
	6.Improve first contact resolution with advanced service desk support	6					
	7.Complete Research Administration and IAM/2FA projects	3			16	1	1
	8.Continue to increase the quality and speed of solutions by developing and improving upon our methodologies and processes	1		2	1		5
Maintain reliable enterprise-class services	9.Maintain enterprise systems integrity, reduce risk of system failures, and improve disaster recovery processes	5			11	1	1
	10.Increase our agility and responsiveness to System needs by leveraging cloud technologies	1	2		18	3	3
	11.Continue to protect system office computing infrastructure and user platforms	3					
Remain prepared and responsive to UI System needs	12.Research and development to ensure our readiness to quickly respond to new technologies and System needs	5			24		4
	13.Support the development of a system wide strength in data analytics	2	3		21	4	5
	14.Grow and retain a talented workforce that's keeping up with industry changes and is committed to supporting the System's strategic priorities	3	1				
	15.Continue to be an engaged partner across the System	4		1			

5 YEAR **TRENDS**

AITS tracks metrics throughout each fiscal year. The following chart shows the trends of those metrics over the last 5 years.

Category	Metric	Prior FY (2020)	This FY (2021)	% Change	5 Year Trend (FY16 - FY21)
Reliability	Banner and Related Systems Availability	99.94%	99.99% ⬆	0%	
Customer Service	Transcripts Processed	108,793	106,049 ⬇	-3%	
Customer Service	Banner-Courses Completed	778,520	798,605 ⬆	3%	
Customer Service	Banner-Financial Aid Disbursements	623,230	666,649 ⬆	7%	
Customer Service	Banner-Registration Record Transactions	12,495,028	11,973,297 ⬇	-4%	
Customer Service	Banner-Regular Payroll Transactions	902,752	868,098 ⬇	-4%	
Customer Service	PARIS Transactions (Payroll Adjustments)	37,980	34,671 ⬇	-9%	
Customer Service	Banner-Student Application Transactions	343,055	397,215 ⬆	16%	
Customer Service	BI/DW Training (Attendees)	263	152 ⬇	-42%	
Customer Service	EDDIE Sessions	1,736,051	1,723,651 ⬇	-1%	
Customer Service	eProcurement Transactions (iBuy)	147,063	142,962 ⬇	-3%	
Customer Service	Non-iBuy Purchase Orders	14,259	11,378 ⬇	-20%	
Customer Service	HR Front End Transactions (HRFE)	153,192	141,656 ⬇	-8%	
Customer Service	IAM People who have set recovery options	350,210	191,468 ⬇	-45%	
Customer Service	IAM Self Service Passwords Set	262,510	345,469 ⬆	32%	
Customer Service	KnowledgeBase Use-All KBs	8,920,582	8,357,301 ⬇	-6%	
Customer Service	Security Requests-SECAPP Requests	29,076	21,281 ⬇	-27%	

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Customer Service	uPortal Sessions	5,251,639	5,090,087 ⬇	-3%	
Customer Service	Start myResearch Awards	3,478	3,361 ⬇	-3%	
Customer Service	Start myResearch Proposals Submitted	5,385	5,469 ⬆	2%	
Customer Service	Training (BPI and PMO)	5,385	- ⬇	-100%	
Customer Service	Travel & Expense Reimbursements (TEM)	213,415	60,834 ⬇	-71%	
Customer Service	Websites Supported	52	50 ⬇	-4%	
Services	FormBuilder Forms in Use	649	632 ⬇	-3%	
Infrastructure	Active Databases	1,275	1,228 ⬇	-4%	
Infrastructure	Change Requests-Banner Infrastructure Impacted	789	693 ⬇	-12%	
Infrastructure	Change Requests-Non-Banner Infrastructure Impacted	13,936	14,876 ⬆	7%	
Infrastructure	Software Application Configuration Items (CI) Supported	843	904 ⬆	7%	
Infrastructure	Data Center Allocated Configured Capacity in TBs	890	1,072 ⬆	20%	
Infrastructure	Data Center Back Up Storage in TBs	1,517	1,708 ⬆	13%	
Infrastructure	Labeled "Not Successful" Change Requests	63	55 ⬇	-13%	
Infrastructure	EDW Size (in GBs)	2,317	3,000 ⬆	29%	
Infrastructure	Total Change Requests	1,824	1,710 ⬇	-6%	