AITS

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

ANNUAL REPORT FY 2019

UNIVERSITY OF ILLINOIS SYSTEM
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

UNIVERSITY OF ILLINOIS

ADMINISTRATIVE INFORMATION
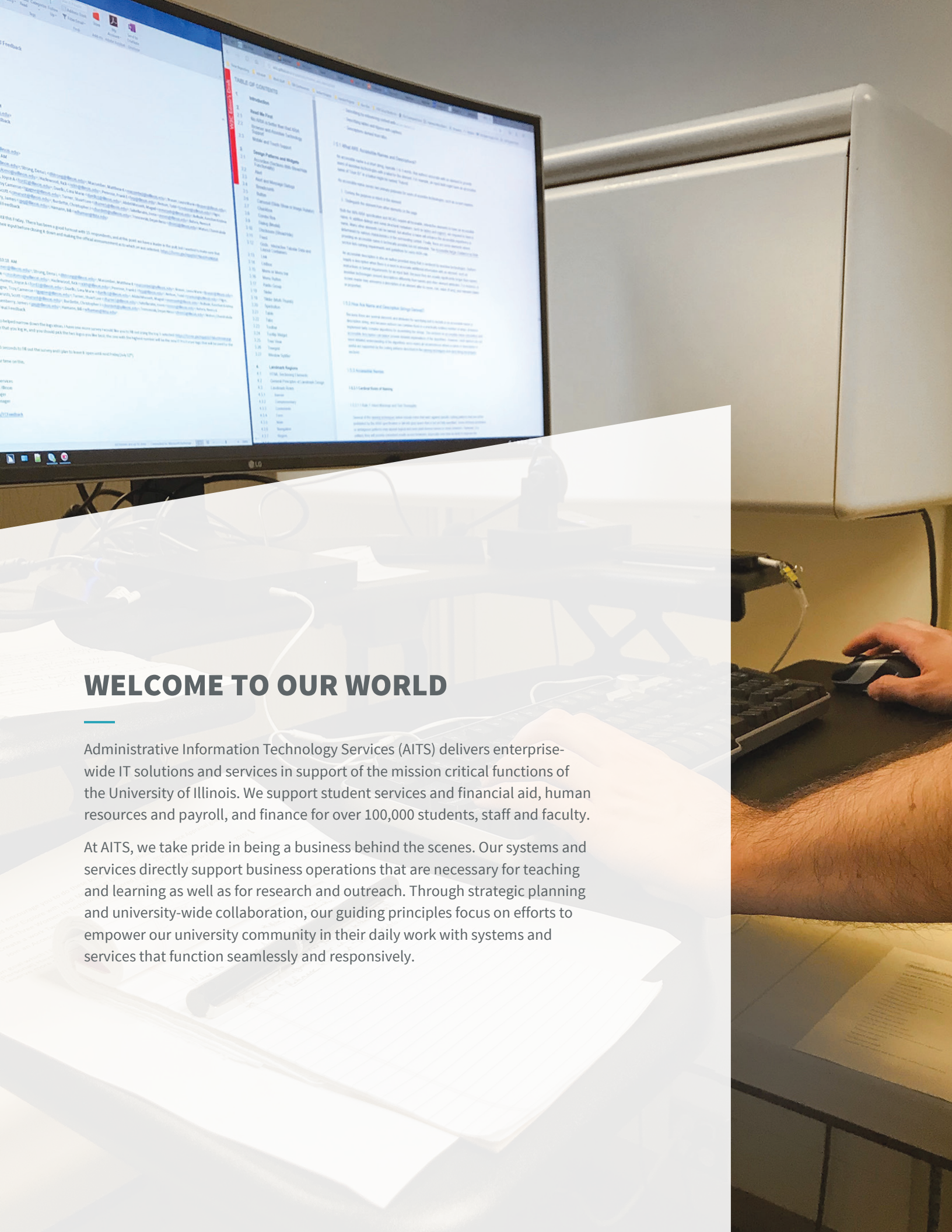TECHNOLOGY SERVICES
BUILDING

50 E Gerty Drive

Table of
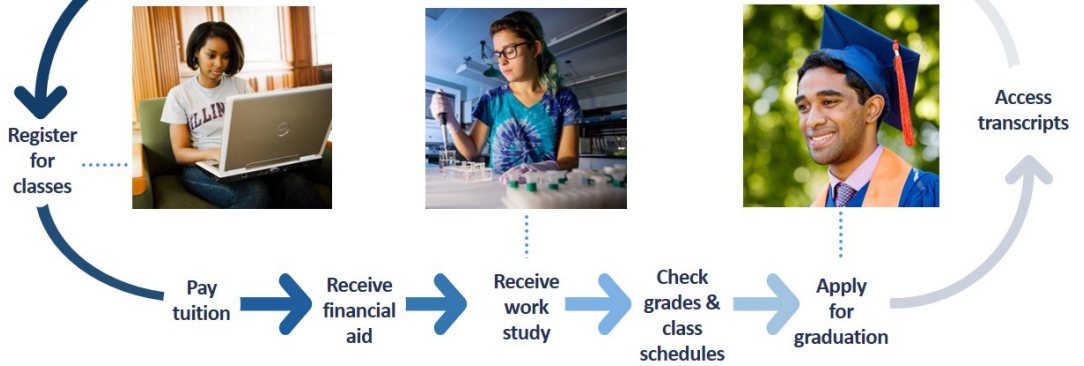# CONTENTS

WELCOME TO OUR WORLD

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, and finance for over 100,000 students, staff and faculty.

At AITS, we take pride in being a business behind the scenes. Our systems and services directly support business operations that are necessary for teaching and learning as well as for research and outreach. Through strategic planning and university-wide collaboration, our guiding principles focus on efforts to empower our university community in their daily work with systems and services that function seamlessly and responsively.

Students | Faculty | Staff
WHO WE SERVE

OUR SERVICES ENABLE STUDENTS To:

STUDENTS

Over 83,000 students are enrolled at the three University of Illinois System universities and regional campuses.

Register for classes

Access transcripts

Pay tuition → Receive financial aid → Receive work study → Check grades & class schedules → Apply for graduation

OUR SERVICES ENABLE FACULTY & STAFF To:

Hire staff

Recruit & retain staff and students
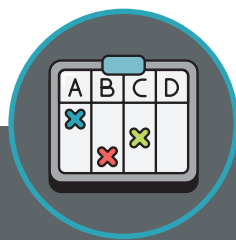
FACULTY & STAFF

Approximately 6,000 faculty and 19,000 professional, graduate and support staff members are employed by the University of Illinois System. They work collaboratively to achieve the research, teaching and learning missions of the University.

Manage benefits → Receive earnings → Manage grants → Submit & receive reimbursements → Manage unit financials

SYSTEM APPLICATIONS	BUSINESS PROCESSES	DATA AND ANALYTICS	CUSTOMER REQUESTS	SUPPORT
Support vital business processes	Analysis	Business Intelligence	Build + support new systems	7 x 24 x 365
	Training Tools			
Maintaining enterprise software applications	Process Improvement	Data Visualization	Develop applications	System + application help
	Project Management	Enterprise Data Warehouse	IT Priorities Committee (ITPC)	Knowledge Base

Who We Are
WE ARE RECOGNIZED

—

Employees are the driving force behind AITS' success and achievements. There is a clear sense of organizational purpose, and together we provide a culture of growth and development where excellent performance is the goal and expectation for everyone.

BY OUR PEERS

AITS Excellence Award

The AITS 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.

49
High Fives & Fist Bumps

were sent between AITS staff members to recognize those who positively impact their colleagues and the workplace.

Charles Schultz | 2018 Excellence Award Winner

"Charles helped lead the AITS effort to migrate our enterprise databases including Banner to new hardware and encrypt them to comply with a University level audit finding. His dedication to excellence in this task is demonstrated by his numerous iterations of the process to find and fix errors prior to the production move, ensuring zero errors during go-live. His diligence and scripting abilities helped ensure that our production database moves, including that of Banner went smoothly for our customers."

BY OUR CUSTOMERS

Happy Customer comments from clients and university peers.

"Maureen Hoover has always been wonderful to work with, but I wanted to let someone know just how thankful I am of her work, so I wanted to reach out to you. I was in a moment of panic because I would've completely understood if she wasn't able to fix my issue within the hour timeframe I had, but she was a great team player and **found the solution for me right away***."*

—DALLAS JOHNSON, COORDINATOR, ENGINEERING CAREER SERVICES

"I wanted to let you know that John Cowsert has been incredibly helpful this week in getting Bomgar access set up for the IT team at the Division of Specialized Care for Children (DSCC). His support in providing Bomgar to my team may seem like "just the job" to him, **but it will have a HUGE impact on my team***. It's really great that AITS is able to provide this incredibly useful service!"*

—ANDREW NICHOLS, DIRECTOR OF IT, DIVISION OF SPECIALIZED CARE FOR CHILDREN (DSCC)

"I just wanted to let management **know how helpful your employee***, Mike Williams, was on getting my expired password reset this late at night!"*

—SHELBY NORTH, UIUC UNDERGRAD STUDENT

"Mike Keck and Michelle Neuhauser have been vital to the launch of our EAB Student Success Initiative here at UIS. Their involvement was much more detailed than anticipated, and their **level of effort and dedication** *to ensuring a successful launch was no small feat. Even while juggling other projects and priorities, they were always responsive to us."*

—TULIO LLOSA, UIS ASSOCIATE PROVOST FOR INFORMATION TECHNOLOGY AND CIO

"I am convinced our upgrades and implementations with Banner, Astra, Schedule Generator, and CourseLeaf **would not have gone as smoothly without Michelle's involvement***. Her background with the catalog and schedule are certainly helpful, but her willingness to test, report issues, and work with us to understand and to communicate our needs to the vendors is commendable."*

—KRISTIN MCMURRAY, FACILITY MANAGEMENT & SCHEDULING, OFFICE OF THE REGISTRAR

Who We Are
WE ARE RECOGNIZED

—

BY THE UNIVERSITY OF ILLINOIS SYSTEM OFFICE

2019 DELTA Award

INDIVIDUAL ACADEMIC PROFESSIONAL AWARD "As an Enterprise Systems Coordination (ESC) analyst on the HR Pay team Robyn Velazquez helped to support HR and Payroll clients across all three Universities. While Robyn excels in all aspects of her role, her dedication to the Banner 9 upgrade received particular attention. This upgrade was a multi-year project that involved changes to the entire user interface. Robyn exhibited dedication to both the success of the upgrade team members and the engagement of the end users. Colleagues praise Robyn for her personality and her strong leadership skills which allow her to build trust among different University units."

PROJECT TEAM AWARD "Of the Biennial Inventory Project, 9 of the 13 members were AITS employees. Those employees were Jim Caputo, Kavin Chan, Amanda Hemming, Pramod Joshi, Dan Lapp, Judy Lebaugh, Lori Pelmore, Melissa Rubik, and Vince Wiley. This team was charged with developing, testing, and implementing the new Equipment Biennial Inventory application and related tools. They used customer feedback to ensure results met expectations. BIS and AITS staff worked together seamlessly to coordinate the development effort and create solid deliverables."
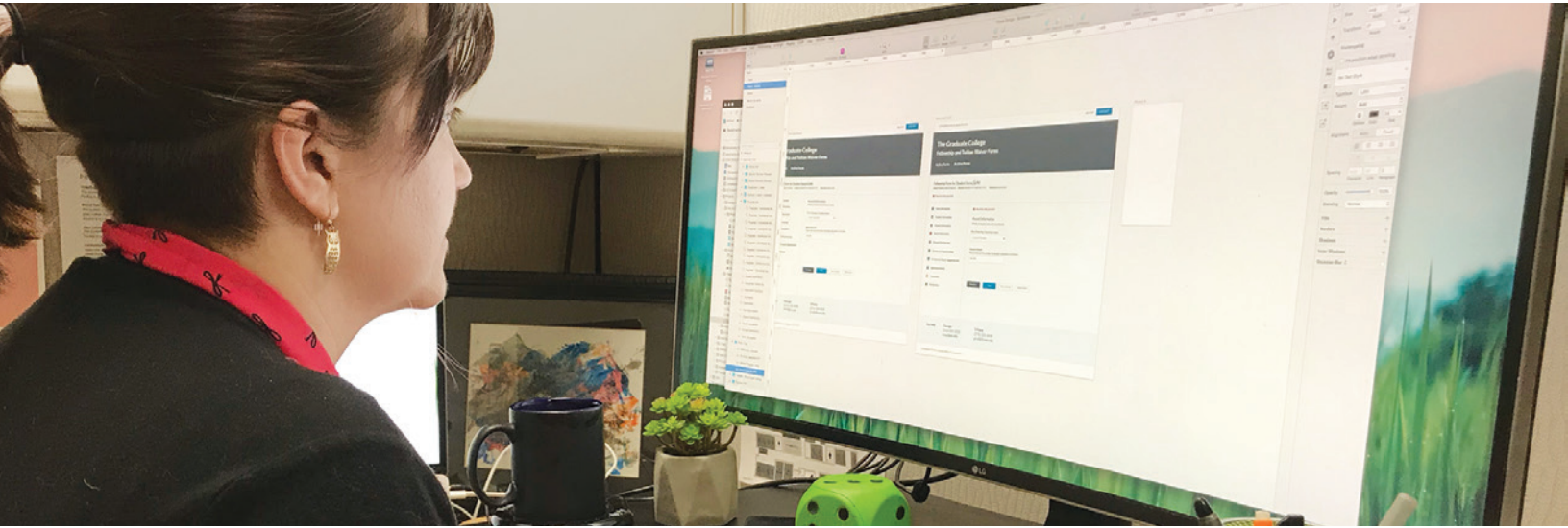
Robyn Velazquez | Individual Academic Professional Award Winner

Biennial Inventory Project | Project Team Award Winner

HOW WE DO IT

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.
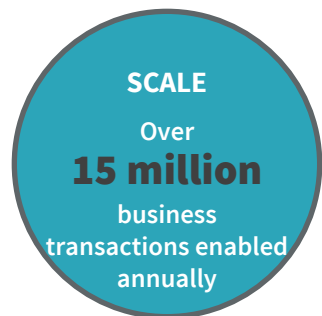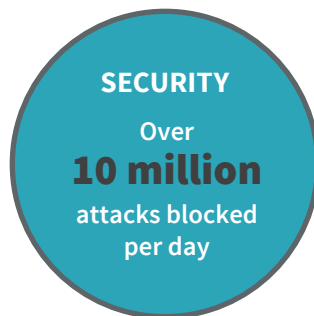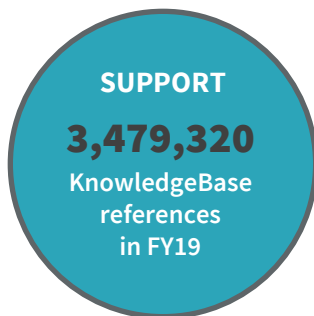
STRATEGIC PLANNING

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 TOOLS

AITS supports and provides resources and provisioning of tools for **enterprise level IT services** being developed or provided by other IT units. Additionally, we provide IT projects, program, and portfolio management training and consulting services.

COLLABORATION + 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.

RELIABILITY
keeping systems available—
99.9%
critical system availability

SUPPORT
3,479,320
KnowledgeBase references in FY19

SECURITY
Over
10 million
attacks blocked per day

SCALE
Over
15 million
business transactions enabled annually

FY19 Accomplishments
WHAT WE'VE DONE

MyUIFinancials

This application provides easy, on-demand access to financial reports, allowing for the elimination of dated paper-based distribution processes. The Self-Supporting Plans feature was implemented on this application which increased monthly logins by 2,300.

System Office Dashboards
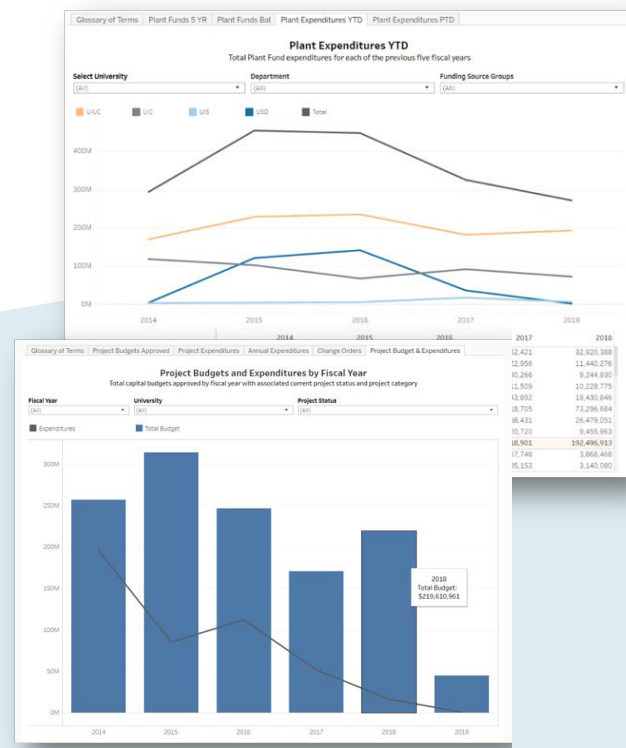
AITS has informed the University of Illinois System Office initiatives though the creation of new dashboards on revenue and expense, capital programs, plant funds, treasury and Board of Trustee financials.
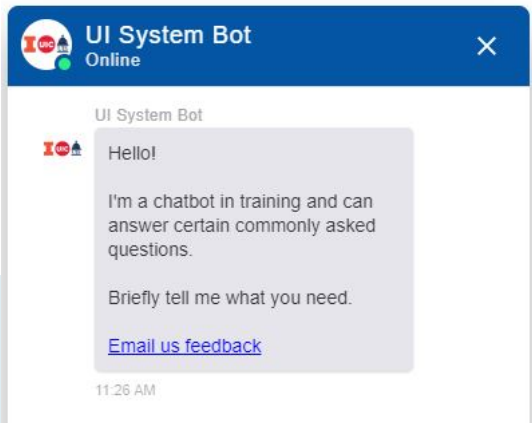
Cloud Technologies

We defined and advanced a cloud strategy that will increase our agility and responsiveness to University needs. Three applications are currently being piloted in Amazon cloud as well as continued work on Microsoft Azure.
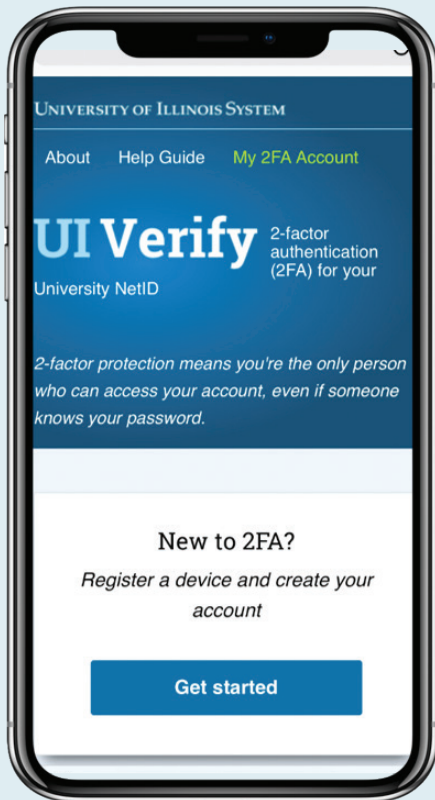
Chatbot Pilot

AITS released a new Google-based chatbot to assist with frequently asked questions at the AITS Service Desk. AITS is collaborating with the UIC Help Desk to provide the same level of support.

DUO Two-Factor

The Duo application provides increased protection of faculty, student, and System data. The vendor provided interface was reformatted for increased ease of use for users.

MyAccessCenter
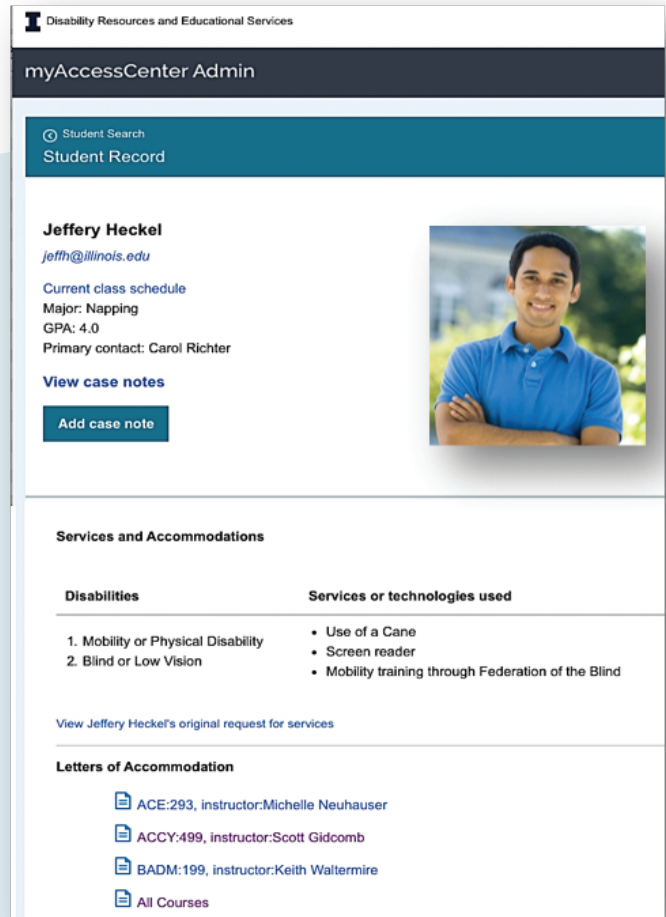
MyAccessCenter helps students with disabilities manage and plan services. They can now request accommodations through the app.

Identity and Access Management (IAM)
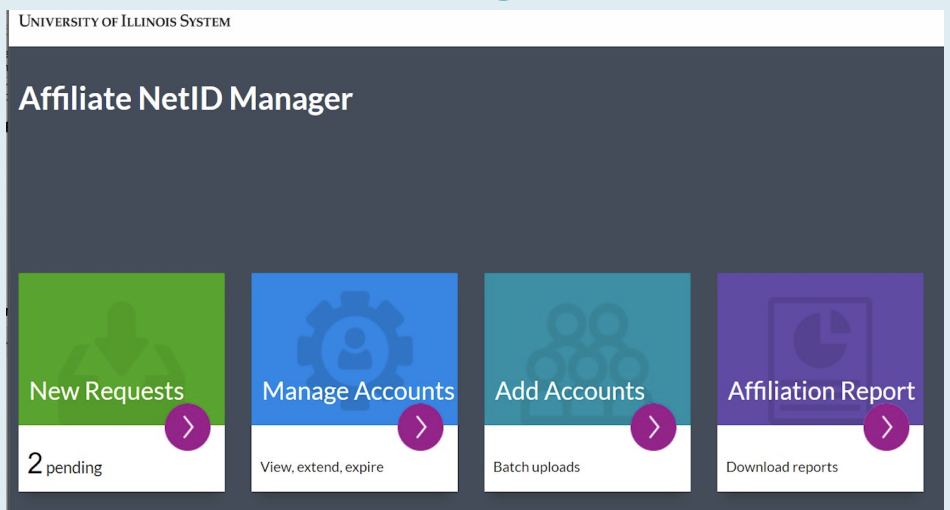
AITS developed a new system that allows IT professionals to easily create affiliate netIDs for visitors with a turnaround time of hours rather than days.

GET TO KNOW OUR NUMBERS

FY 2019 Metrics

AITS enables
15,000,000+
business transactions annually

AITS supported
1,932,412
mobile application hits

AITS recorded
7,442,738
Knowledge Base hits

AITS hosted
4,931,435
uPortal sessions

Value | Efficiency | Outreach

70+ UNITS directly engaged through participation in training and project work.

297 STAFF trained across all three universities in Web Intelligence, Finance/HR/Student reporting.

619 TRAINED in process improvement concepts, tools, and techniques

99.9% Banner and Related Systems Availability

Students are using AITS services for:

Registration
12.7M
registration record transactions

114K
students registered

Financial Aid
574,781
financial aid disbursements

Student Apps
334,933
student application transactions

Faculty are using AITS services for:

Enterprise System Research Administration

myProposals (Kuali Coeus)

6,084
Proposals submitted

3,438
Awards granted from submitted proposals

Staff are using AITS services for:

893,012 payroll transactions

166,067 eProcurement transactions

145,673 HR Front End transactions

For a complete overview of AITS metrics, please see the Metrics Report FY19 located under Organizational Reports and Presentations on the AITS website.

AITS Strategic Plan
FY19–FY21

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

Within AITS, we pride ourselves with working at the highest level of collaboration, innovation and reliability to provide top-notch services to the University of Illinois System. Our FY19–FY21 Strategic Plan maps out goals and actions that will enable us to continue to meet the needs of our customers and university. For a complete accounting of current initiatives and our progress against them, please visit the AITS Strategic Plan page on the AITS website at www.aits.uillinois.edu.

OUR INITIATIVES

▶ **Extend** the life of our current ERP systems by implementing a set of high impact improvements

▶ **Maintain** enterprise systems integrity, reduce risk of system failures, and improve our disaster recovery processes.

▶ **Grow & retain** a talented workforce that's keeping up with industry changes and is committed to supporting the System's strategic priorities.

▶ **Improve** the System's operational efficiency by systematically identifying and implementing business process improvements

▶ **Support** the development of a system wide strength in data analytics

▶ **Improve** accessibility, user experience, and data integrations

▶ **Increase** agility & responsiveness by leveraging cloud technologies

▶ **Improve** first contact resolution with advanced service desk support

▶ **Save time** for the System by providing a tool to automate business processes

▶ **Research and develop** new technologies to remain prepared and responsive to UI System needs

LOOKING FORWARD

Participate in the Source2Pay program, which will provide improvements to the travel and expense management system, iBuy, contract management, and a procurement portal.

Participate in system-wide working group to assess and select an enterprise service management tool or ITSM

Modernize the Disaster Recovery and Business Continuity Planning processes to meet high availability and recovery needs of the university

Using automated business processes we'll create a library of process solutions and enterprise integrations.

Improve professional development planning, tracking, and strategic impact assessment

Evaluate integration solutions that will provide a common user experience to units that wish to build integrations.

Increase use of or improve the usability of the data warehouse so reliable data is easily accessible by all of our universities, regional campuses, and Illinois Extension sites.

Collaboratively research & assess potential ROI from emerging technologies such as Robotic Process Automation, blockchain, machine learning and data analytics

Continue developing our cloud strategy and creating a cloud cost management plan while piloting applications within the cloud.

THANK YOU

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.

CONTACT US

Administrative Information Technology Services (AITS)
https://www.aits.uillinois.edu