

AITS

**ADMINISTRATIVE INFORMATION
TECHNOLOGY SERVICES**

AITS METRICS REPORT FY19

UNIVERSITY OF ILLINOIS SYSTEM
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

 UNIVERSITY OF ILLINOIS

ADMINISTRATIVE INFORMATION
TECHNOLOGY SERVICES
BUILDING

50 E Gerty Drive

Scale & Reliability

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

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:

<div>Registration</div> <div>12.7M</div> <div>registration record transactions</div>	<div></div> <div>114K</div> <div>students registered</div>	<div>Financial Aid</div> <div>574,781</div> <div>financial aid disbursements</div>	<div>Student Apps</div> <div>334,933</div> <div>student application transactions</div>
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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.

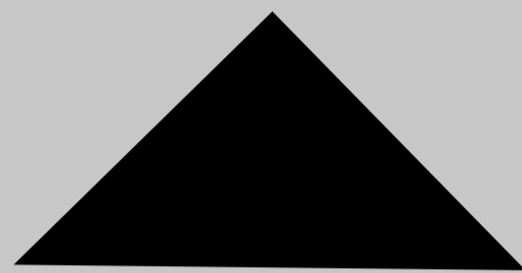
CUSTOMER SERVICE

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.

CUSTOMER SELF-SERVICE

The introduction of the KnowledgeBase has allowed us to assist more customers without additional help desk staff.

KnowledgeBase Queries have increased in FY19 over FY18



28.1%

Net Promoter Score

CUSTOMER FEEDBACK

AITS Customer Service Evaluation

FY18

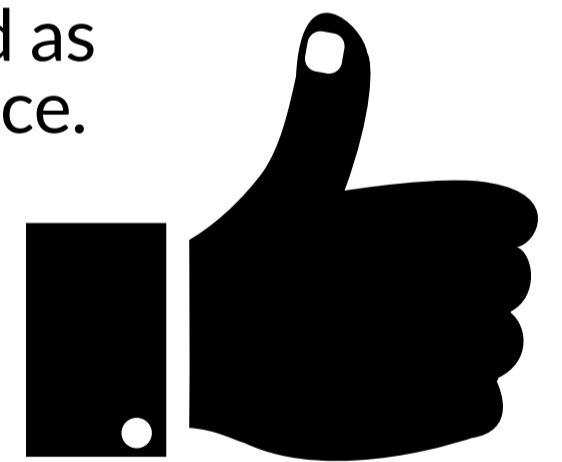
78.5

FY19

81.1

The NetPromoter Score (NPS) is an index ranging from -100 to 100

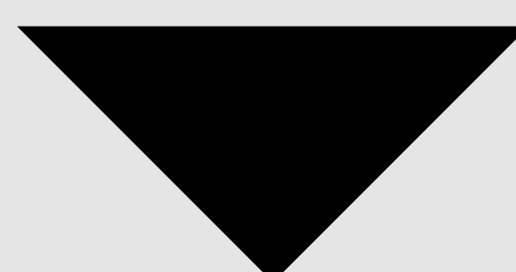
The Net Promoter Score is used as a proxy for gauging the customer's overall satisfaction with a company's product or service. AITS has consistently been scored as providing excellent service.



Banner Down Time

In FY16, AITS changed the way we brought down Banner for maintenance activities. Prior to the change, we averaged 95.4 hours of downtime. For FY16 - FY19, we averaged 60.1 hours.

Banner downtime has been reduced



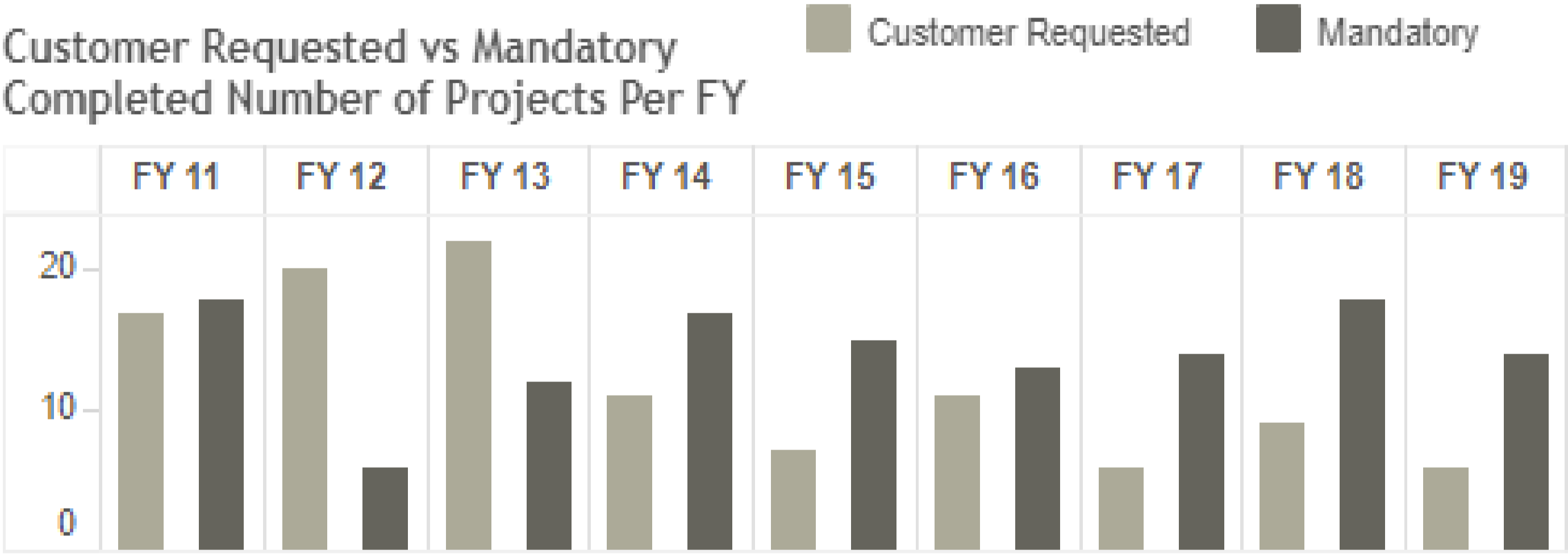
37.1%

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).

MANDATORY VS. DISCRETIONARY

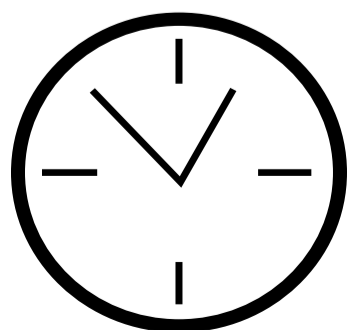
As we have increased the number of mandatory projects, it has reduced our ability to do more customer requested projects.



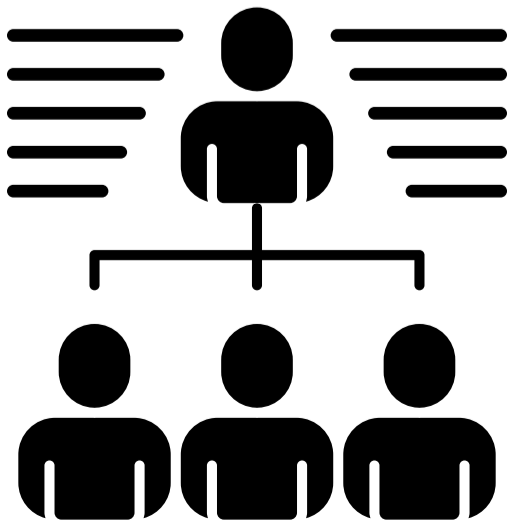
FY19 PROJECT HIGHLIGHTS

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

In FY19, AITS projects, on average, finished on time **25%** more often than industry average.
















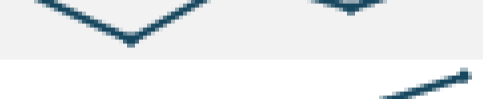



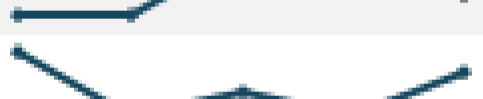






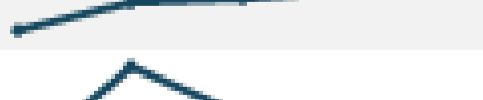







In FY19, AITS projects, on average, finished on budget **30%** more often than industry average.



SUMMARY

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

Category	Metric	Prior FY (2018)	This FY (2019)	% Change	5 Year Trend
Reliability	Banner and Related Systems Availability	100%	100%	↓ 0%	
Customer Service	Transcripts Processed	110,491	113,329	↑ 3%	
Customer Service	Banner-Courses Completed	737,643	759,031	↑ 3%	
Customer Service	Banner-Financial Aid Disbursements	583,103	574,781	↓ -1%	
Customer Service	Banner-Registration Record Transactions	12,521,247	12,748,718	↑ 2%	
Customer Service	Banner-Regular Payroll Transactions	879,685	893,012	↑ 2%	
Customer Service	PARIS Transactions (Payroll Adjustments)	42,037	35,706	↓ -15%	
Customer Service	Banner-Student Application Transactions	310,945	334,933	↑ 8%	
Customer Service	BWDW Training (Attendees)	322	176	↓ -45%	
Customer Service	EDDIE Sessions	5,327,831	2,638,717	↓ -50%	
Customer Service	eProcurement Transactions (iBuy)	159,616	166,067	↑ 4%	
Customer Service	Non-iBuy Purchase Orders	18,679	15,282	↓ -18%	
Customer Service	HR Front End Transactions (HRFE)	143,904	145,673	↑ 1%	
Customer Service	IAM People who have set recovery options	239,043	291,653	↑ 22%	
Customer Service	IAM Self Service Passwords Set	250,059	267,066	↑ 7%	
Customer Service	KnowledgeBase Use-All KBs	5,811,416	7,442,738	↑ 28.1%	
Customer Service	Security Requests-SECAPP Requests	30,922	32,376	↑ 5%	
Customer Service	SitePublish PageViews	25,000,000	48,000,000	↑ 92%	
Customer Service	Start myResearch Awards	3,552	3,438	↓ -3%	
Customer Service	Start myResearch Proposals Submitted	6,046	6,084	↑ 1%	
Customer Service	Training (BPI and PMO)	841	619	↓ -26%	
Customer Service	Travel & Expense Reimbursements (TEM)	244,533	264,940	↑ 8%	
Customer Service	Websites Supported	59	57	↓ -3%	
Services	FormBuilder Forms in Use	674	570	↓ -15%	
Infrastructure	Active Databases	1,209	1,257	↑ 4%	
Infrastructure	Change Requests-Banner Infrastructure Impacted	467	628	↑ 34%	
Infrastructure	Change Requests-Non-Banner Infrastructure Impacted	11,830	13,685	↑ 16%	
Infrastructure	Software Application Configuration Items (CI) Supported	787	815	↑ 4%	
Infrastructure	Data Center Allocated Configured Capacity in TBs	510	579	↑ 14%	
Infrastructure	Data Center Back Up Storage	1,569	1,388	↓ -12%	
Infrastructure	Labeled "Not Successful" Change Requests	55	41	↓ -25%	
Infrastructure	EDW Size (in GBs)	1,800	2,000	↑ 11%	
Infrastructure	Total Change Requests	1,648	1,722	↑ 4%	