

AITS

Administrative Information
Technology Services

Annual Report

Fiscal Year 2020

aits.uillinois.edu



UNIVERSITY
OF ILLINOIS
SYSTEM

Altogether
Extraordinary™

Serving the University community with enterprise-level IT solutions



**UNIVERSITY
OF ILLINOIS
SYSTEM**

**Altogether
Extraordinary™**

AITS

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Table of Contents

Welcome to Our World	04
Who We Serve	05
We Are Recognized	06
How We Do It	07
What We've Done	08
AITs Strategic Plan	10
Looking Forward to FY21	11





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 130,000 students, staff and faculty.

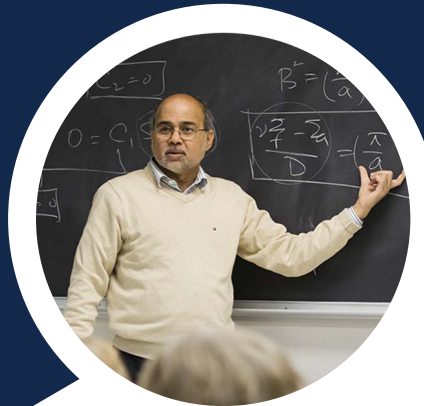
At AITS, we take pride in being a business behind the scenes. Our systems and services directly support business operations that are necessary for teaching and learning as well as for research and outreach. Through strategic planning and university-wide collaboration, our guiding principles focus on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

Who We Serve



Staff

Approximately 29,000 professionals, graduate and support staff call the University of Illinois System their employer. AITS has been able to reach each one of those employees. The services we provide has allowed each employee to be hired, paid, receive benefits and much more.



Faculty

The University of Illinois System employs nearly 6,500 best-in-class faculty members. AITS supports these faculty members and their dedication to research and teaching by enabling them to manage department and individual grants, organize research and manage unit financials.



Students

Over 89,000 students are enrolled at the three University of Illinois System universities and regional campuses. The services AITS provides enables students to register for classes, receive financial aid, apply for graduation and much more.

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 the University of Illinois System Office

DELTA Project Team Award

For the second consecutive year, AITS was awarded the Distinguished Employee Leadership and Team Award (DELTA) for a Project Team. The 2020 winner was the Ethics Training Learning Management System Team made up of AITS team members **Jannah Coon**, **Xueqin Li**, **Tony Kerber**, **Jean Schaffner** and **Brian Schoudele** and members of the Ethics Office.

"Each team member used their unique skills and readily reached out to others across the System and the System's campuses to obtain perspective and knowledge as needed to ensure the success of the learning management system and the hosted training program."

By our peers

AITs Excellence Awards

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 strategic directions—the foundation of the organization's ability to deliver on our promises to customers.



Chris Hawk
2019 Excellence Award Winner

"Chris is always learning about new ways to help with ColdFusion administration. When an unusual problem arises, we can count on him to lend a hand and help research, monitor and test out a solution when needed. He is trustworthy and does what he says he will do to help."

By our customers

*[AITS] does what it takes to **get the job done right** and do it unassumingly and without seeking recognition.*

- University Office of Capital Programs

*I just wanted to let you know we all appreciate AITS's support and everyone [...] that chipped in. We would not have been able to **successfully make this transition** without your help.*

- UIC Human Resources

*Everyone was so helpful and explained the steps I had to take very clearly! AITS worked together to help me as **efficiently and promptly as possible** and I appreciate them so much.*

- UIC College of Education

***THANK YOU** for **delivering** at the central level on what campus IT staff have been asking for as a campus license for longer than I can remember! Great to see someone finally being responsive on this!*

- UIUC Public Affairs

*It seems that your **talented team** has come to my rescue once again! I had been struggling with a Financial Aid situation and Pete Bossert swooped in and saved the day.*

-UIS Information Technology Services

How We Do It



People

AITS runs on the 200+ dedicated professionals who call our unit home. Their commitment to delivering top-notch service to our customers is truly unmatched. Without them, AITS couldn't support the services we offer to the University of Illinois community.



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.



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.



Business Processes

The AITS Business Process Improvement Shared Service coordinates & facilitates process improvement engagements throughout the University of Illinois community.



Support

AITS provides around the clock system and application support to clients. The self-service help application, Knowledge Base, recorded over 3.5 MILLION user references in FY20.



Strategic Planning

AITS takes pride in setting our goals and actions that will enable us to continue to meet the needs of our customers and universities. Everything AITS does is driven by a focus on successful results and our strategic directions. We plan and we measure the plan.

What We've Done

FY20 Accomplishments

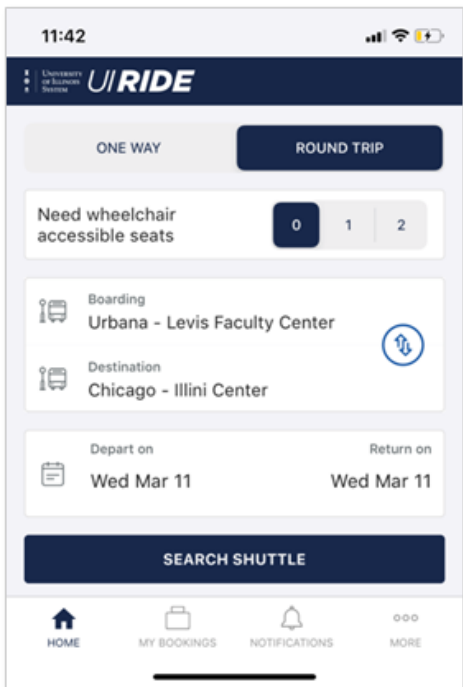
99.94%

Banner Self-Service Availability

81.1

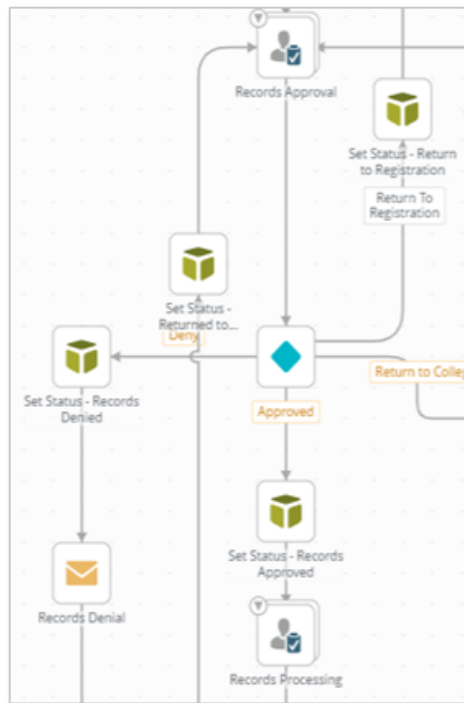
Net Promoter Score

Measures customer experience
"World Class" service is > 70



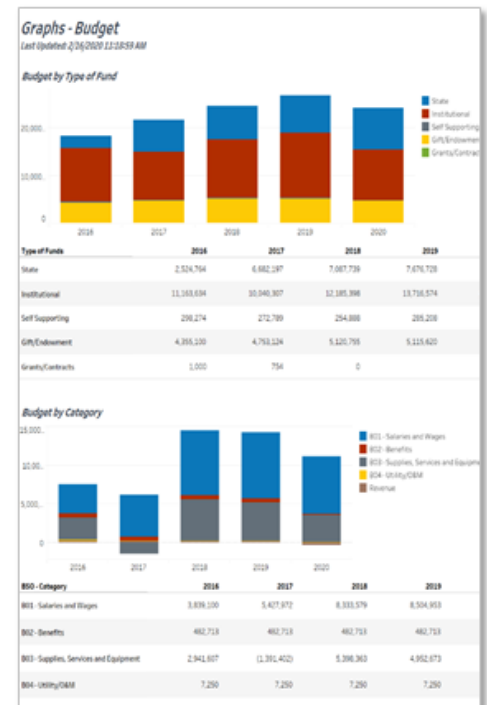
UI Ride IT Support

Provided integrations, project management and testing of accessibility and functionality



Workflow + Routing Solutions

To provide greater functionality for workflow automation projects and better integration

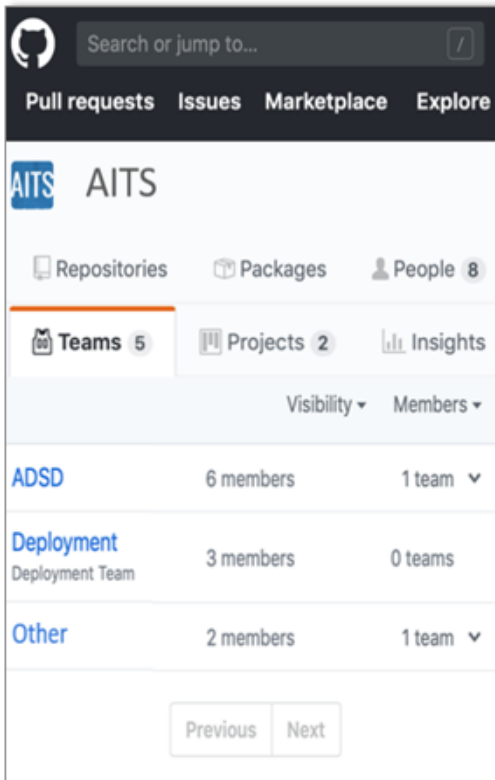


My UI Financials Visualizations

Enables financial analysis across organizational hierarchies and assists in the budget development process

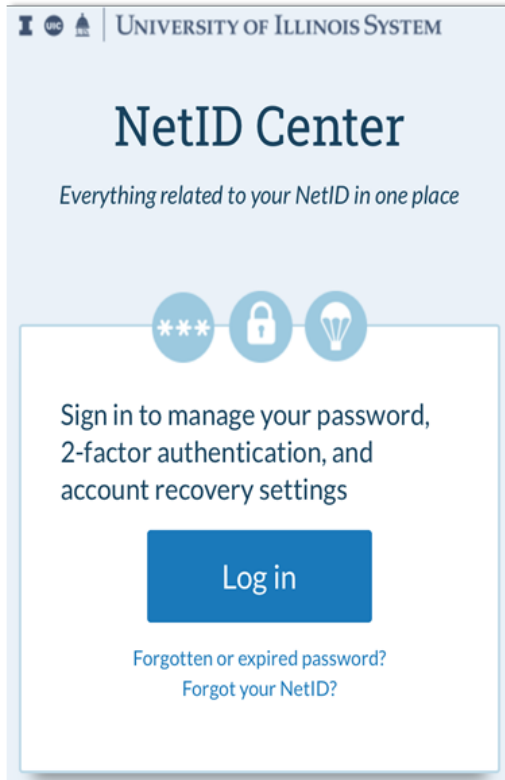
What We've Done

FY20 Accomplishments



Enterprise GitHub Shared Software Development Environment

Removes redundancies, provides common platforms, and saves money



New NetID Center Capabilities

Provides users a central location to manage NetIDs, including forgotten/expired passwords, 2-factor authentication and temporary pass-codes for test centers



Adobe Sign

Digital signature application that allows users to securely sign, initial, and enter other information on an electronic document rather than a physical copy.

AITS Strategic Plan

FY19 - FY21



SAVE TIME



IMPROVE EASE
OF USE



IMPROVE SPEED
TO SERVICE



DELIVER TARGETED
+ PERVASIVE
INFORMATION



COLLABORATE

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. Each initiative has 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 is designed to be a three-year IT plan that evolves with collaborative input alongside other strategic plans throughout the University of Illinois System.

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 tools to automate business processes

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

Looking Forward - FY21



COVID-19 Response

Supporting University and State entities with technology and services during an ever-changing global pandemic



Process Improvement & Automation

Help customers streamline business processes



Advanced Analytics

Support data-driven decision making



Improvements to Existing ERP

Optimize existing ERP + replace substandard systems to support current business processes



People + Professional Development

Investing in our people through learning opportunities, engagement, and fulfillment



Next Generation Infrastructure

Modernize aging infrastructure to meet current needs

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.

Stay connected.



@UI_AITS



@ui.ait