AITS
Administrative Information Technology Services

Metrics Report
Fiscal Year 2020

aits.uillinois.edu

UNIVERSITY OF ILLINOIS SYSTEM

Altogether Extraordinary™

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 enabled
4,329
agreements to be signed electronically

AITS recorded
8,920,582
Knowledge Base hits

AITS hosted
5,251,639
uPortal sessions

Value | Efficiency | Outreach

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

263 STAFF trained across all three universities in Web Intelligence & Finance, HR, Student reporting, even during the time of remote work in final quarter of FY20

99.9% Banner and related systems availability

Students are using AITS services for:

Registration
12.5M registration record transactions

114K students registered

Financial Aid
623,230 financial aid disbursements

Student Apps
343,055 student application transactions

Faculty are using AITS services for:

Enterprise System Research Administration

myProposals (Kuali Coeus)

5,385 proposals submitted

3,478 Awards granted from submitted proposals

Staff are using AITS services for:

902,752 Payroll transactions

**147,063** eProcurement transactions

153,192 HR Front End transactions

For a complete overview of AITS metrics, please see the Metrics Report FY20 located under Organizational Reports and Presentations on the AITS website.
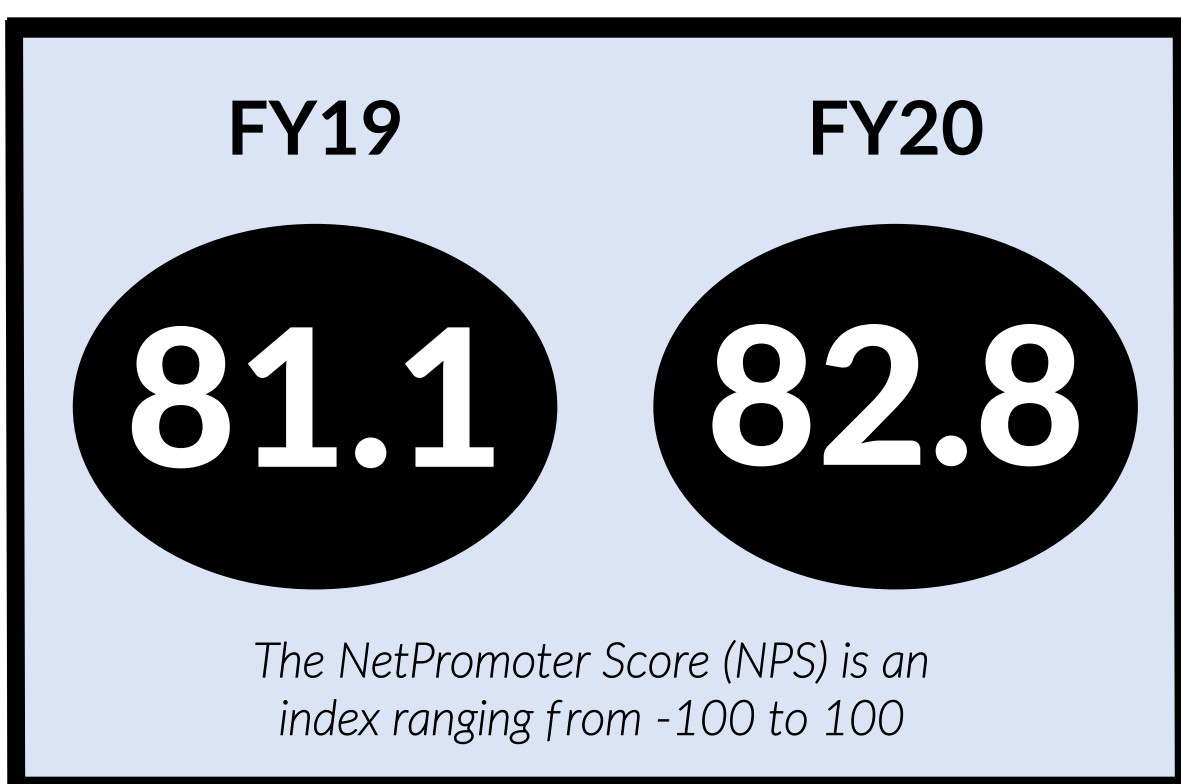
CUSTOMER SERVICE

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

KnowledeBase Usage
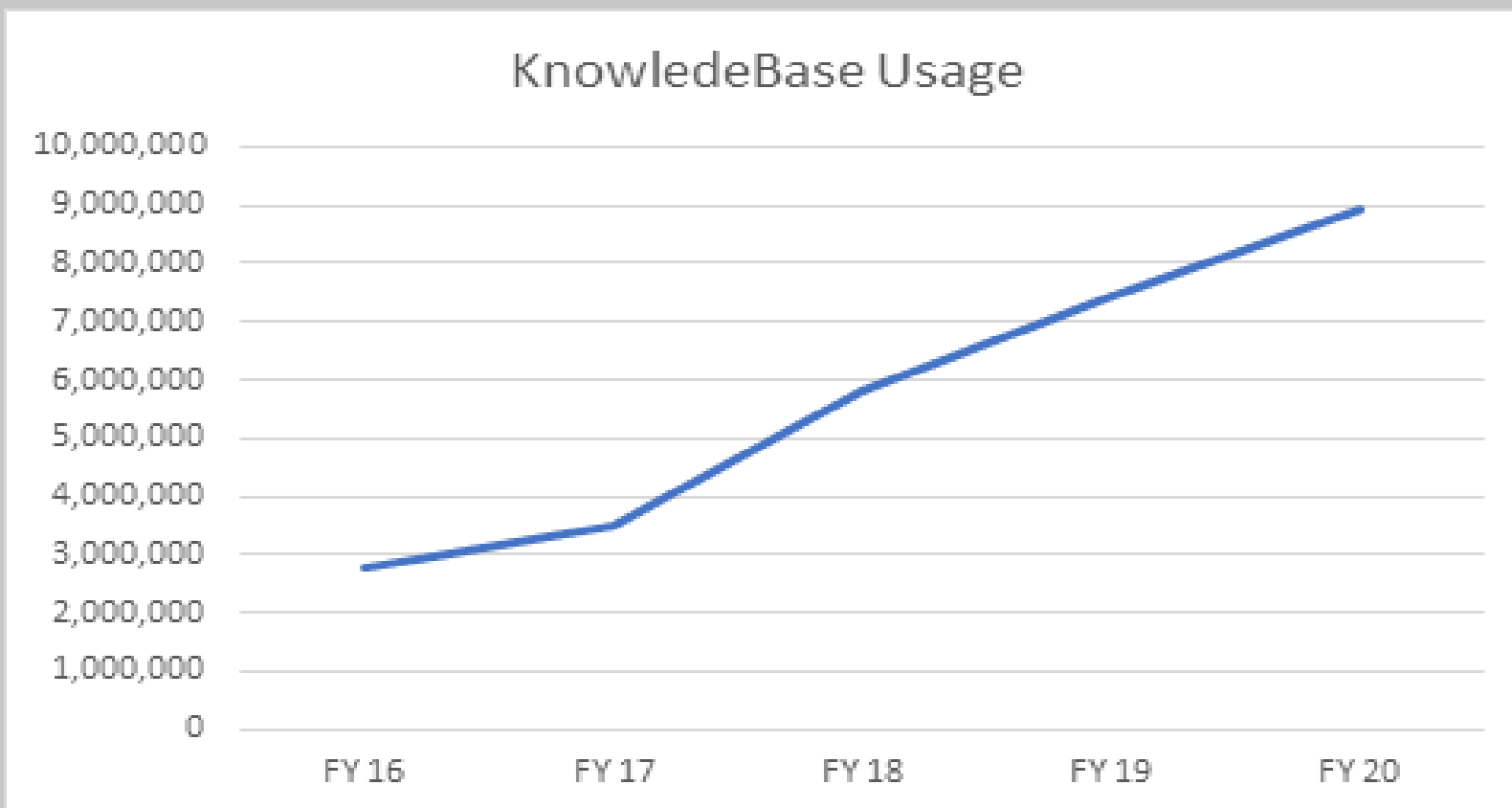
We started using the KnowledgeBase in FY 14. Every year we have seen **significant growth** in its usage. The introduction of the KB has allowed us to assist more customers without the need for additional help desk staff.

Net Promoter Score

FY19
81.1

FY20
82.8

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

Customer Focused

The Net Promoter Score is used as proxy for gauging the customer's overall satisfaction with a company's product or service.

AITS has consistently been scored as providing "World Class" service.

Adobe Sign Implementation

With COVID-19, the University System had to quickly change its business processes. In April of 2020, AITS implemented electronic signatures for agreements utilizing Adobe Sign. We had around **1,000 eSignature agreements** in the first month of usage.

FY20 eSignature Agreeements

Cancelled or Rejected · In Process · Completed · Expired
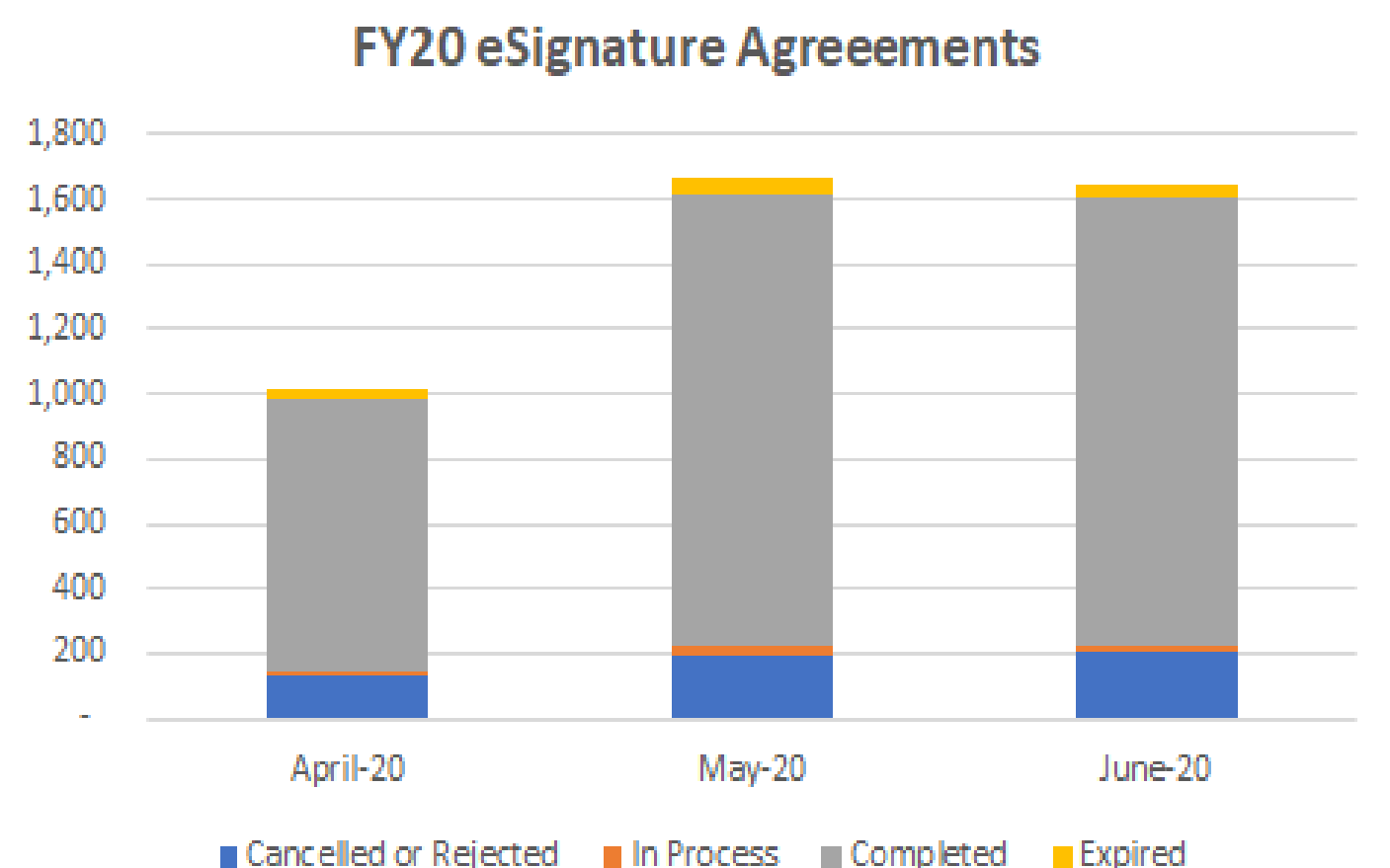
PROJECTS

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).
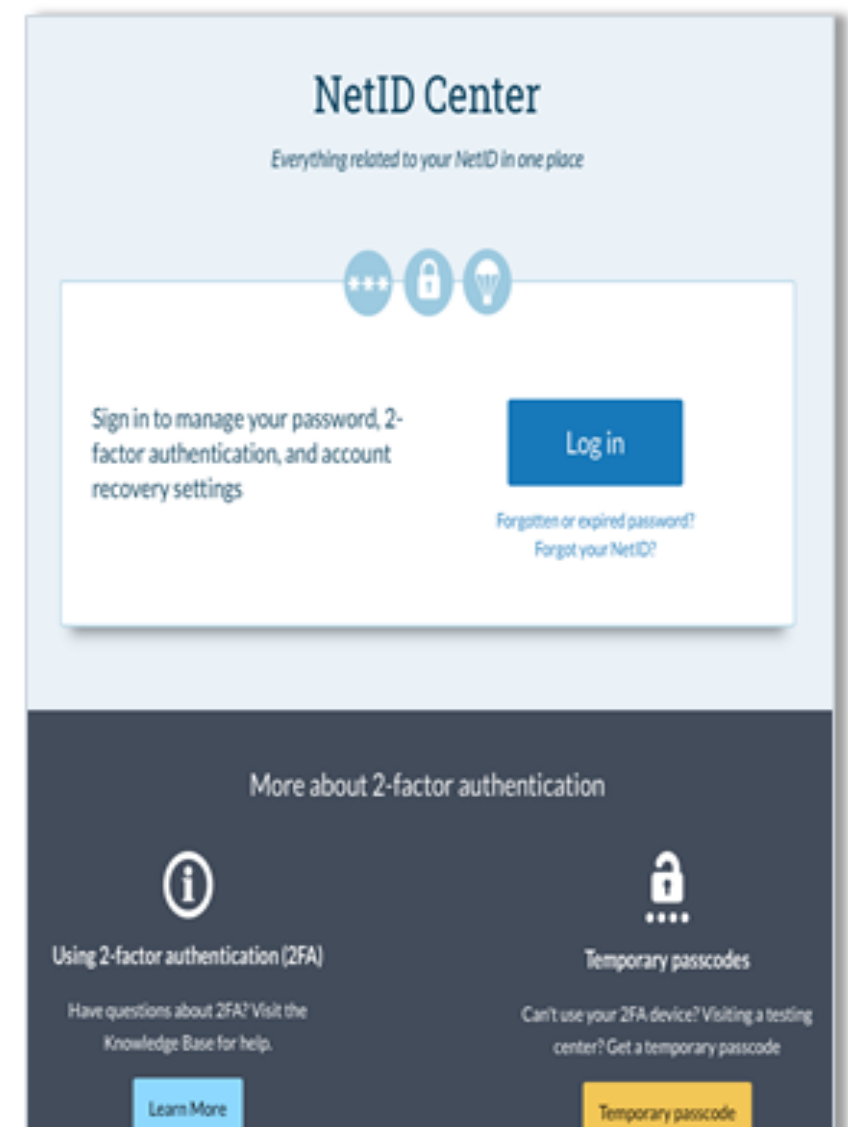
FY20 Project Highlights

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.

My UI Financials Visualizations
Enables financial analysis across organizational hierarchies and assists in the budget development process

New Net ID Center
Provides users a central location to manage NetIDs, including forgotten/expired passwords, 2-factor authentication and temporary passcodes for test centers

UI Ride IT Support
Provided integrations, project management and testing of accessibility and functionality

Enterprise GitHub Shared Service
Removes redundancies, provides common platforms, and saves money

Workflow + Routing Solutions
To provide greater functionality for workflow automation projects and better integration

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 (2019)	This FY (2020)	% Change	5 Year Trend
Reliability	Banner and Related Systems Availability	99.99%	99.94% ⬇	0%	
Customer Service	Transcripts Processed	113,329	108,793 ⬇	-4%	
Customer Service	Banner-Courses Completed	759,031	778,520 ⬆	3%	
Customer Service	Banner-Financial Aid Disbursements	574,781	623,230 ⬆	8%	
Customer Service	Banner-Registration Record Transactions	12,748,718	12,495,028 ⬇	-2%	
Customer Service	Banner-Regular Payroll Transactions	893,012	902,752 ⬆	1%	
Customer Service	PARIS Transactions (Payroll Adjustments)	35,706	37,980 ⬆	6%	
Customer Service	Banner-Student Application Transactions	334,933	343,055 ⬆	2%	
Customer Service	BI/DW Training (Attendees)	176	263 ⬆	49%	
Customer Service	EDDIE Sessions	2,638,717	1,736,051 ⬇	-34%	
Customer Service	eProcurement Transactions (iBuy)	166,067	147,063 ⬇	-11%	
Customer Service	Non-iBuy Purchase Orders	15,282	14,259 ⬇	-7%	
Customer Service	HR Front End Transactions (HRFE)	145,673	153,192 ⬆	5%	
Customer Service	IAM People who have set recovery options	291,653	350,210 ⬆	20%	
Customer Service	IAM Self Service Passwords Set	267,066	262,510 ⬇	-2%	
Customer Service	KnowledgeBase Use-All KBs	7,442,738	8,920,582 ⬆	19.9%	
Customer Service	Security Requests-SECAPP Requests	32,376	29,076 ⬇	-10%	
Customer Service	uPortal Sessions	4,538,638	5,251,639 ⬆	16%	
Customer Service	Start myResearch Awards	3,438	3,478 ⬆	1%	
Customer Service	Start myResearch Proposals Submitted	6,084	5,385 ⬇	-11%	
Customer Service	Training (BPI and PMO)	619	194 ⬇	-69%	
Customer Service	Travel & Expense Reimbursements (TEM)	264,940	213,415 ⬇	-19%	
Customer Service	Websites Supported	57	52 ⬇	-9%	
Services	FormBuilder Forms in Use	570	649 ⬆	14%	
Infrastructure	Active Databases	1,257	1,275 ⬆	1%	
Infrastructure	Change Requests-Banner Infrastructure Impacted	628	789 ⬆	26%	
Infrastructure	Change Requests-Non-Banner Infrastructure Impacted	13,685	13,936 ⬆	2%	
Infrastructure	Software Application Configuration Items (CI) Supported	815	843 ⬆	3%	
Infrastructure	Data Center Allocated Configured Capacity in TBs	579	890 ⬆	54%	
Infrastructure	Data Center Back Up Storage	1,388	1,517 ⬆	9%	
Infrastructure	Labeled "Not Successful" Change Requests	41	63 ⬆	54%	
Infrastructure	EDW Size (in GBs)	2,000	2,317 ⬆	16%	
Infrastructure	Total Change Requests	1,722	1,824 ⬆	6%	

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*   f *@ui.aits*

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