



UNIVERSITY
OF ILLINOIS
SYSTEM

Altogether
Extraordinary™

AIT Annual Report 2020 / 2021



aits.uillinois.edu

Administrative Information Technology Services
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Serving the
University
community with
enterprise-level
IT solutions

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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



90,343 Students

Over 90,000 students are enrolled across the system universities and regional campuses. The services AITS provides enables students to register for classes, receive financial aid, apply for graduation and much more.



30,010 Staff

Many professionals, graduate and support staff call the University of Illinois System their employer. AITS serves our employees with services such as hiring, payroll, benefits and much more.



6,505 Faculty

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

WE ARE RECOGNIZED

UNIVERSITY OF ILLINOIS SYSTEM OFFICE

2021 DELTA SPECIAL COVID-19 RESPONSE AWARD



Christina Molitor
Senior Project Coordinator

This past year, Christina Molitor has been a critical member of the SHIELD Illinois team. She accepted the challenge of becoming a Lab Testing Technology Expert who would go on to travel between labs training lab technicians how to effectively and efficiently test COVID-19 lab samples. During her work with SHIELD Illinois, she has stepped into the unknown and quickly became an expert and leader for the University of Illinois. Christina has improved capabilities and services for our faculty, staff, students, and citizens.

AITS 2020 EXCELLENCE AWARD



Julie Wagner
RIMS Coordinator

With very little notice and in the midst of the turbulent first weeks of the pandemic, Julie took the lead to document, onboard, and support both a pilot service that was wrapping up and Adobe Sign, the University's first first-ever enterprise solution for electronic signatures. While dealing with the pandemic herself, her efforts enabled the implementation team to **successfully migrate hundreds of people and processes to support remote operations** of contracts, telecommuting agreements, and many other critical services during the COVID-19 response. She was able to do this swiftly with little direction in a nimble "build-as-you-fly" method.

AITS CUSTOMER FEEDBACK

"These changes led to a **few thousand** happy employees, and just as importantly, happy unions."

-Illinois HR

"[AITs's] time behind the scenes does not get appreciated or noticed as much as it should and the work you do is **excellent and very professional.**"

-University of Illinois Capital Programs

"I wanted to take a moment to thank all of you for everything you have done this year to initiate SHIELD IL testing and then to bring it to a level where you could share it with other campuses. Thank you for staying the course and **helping all of us to live safer.**"

- Illinois College

HOW WE MAKE IT HAPPEN

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. The people of AITS are the engine for the provided services we offer to the University of Illinois community.

ENTERPRISE 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, programs, 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 ensure 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 FY21.

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.

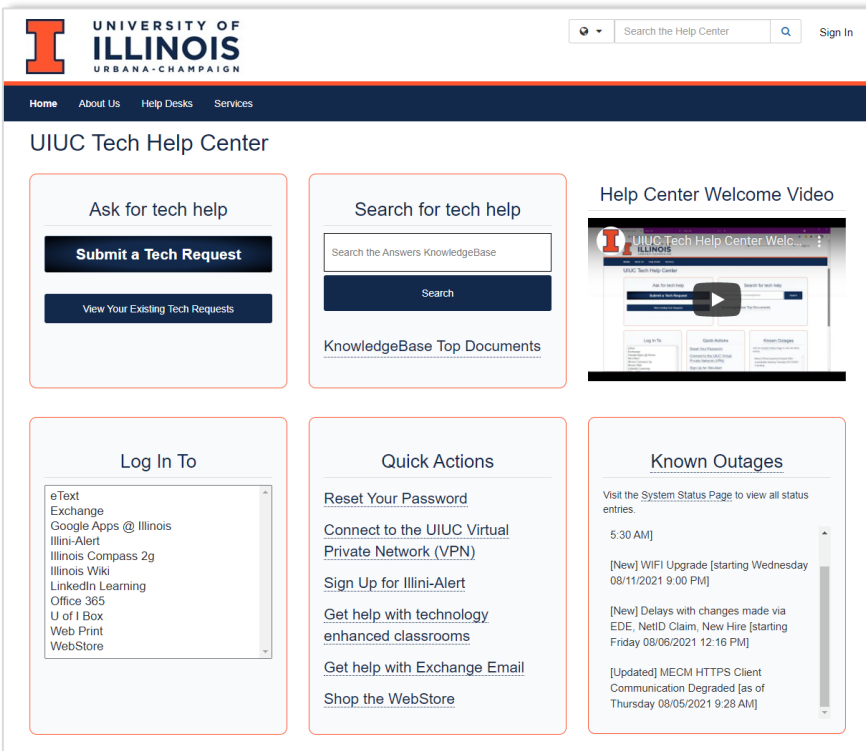
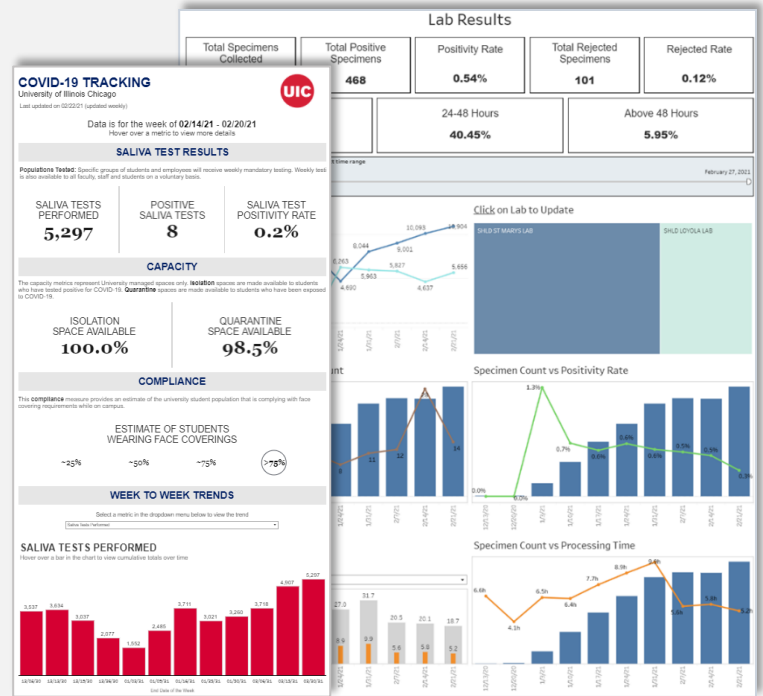
WHAT WE HAVE DONE

FY 2021 Accomplishments

COVID-19 + SHIELD ILLINOIS

AITs supported the implementation of dozens of rapid technology changes and environments supporting grading, scheduling, payroll/benefits, procurement, and COVID testing and reporting.

Project management was led by AITs staff to implement labs, collection sites, information technology, and project-wide coordination.



TEAMDYNAMIX

AITs supported the launch of TeamDynamix, a service management solution that provides a centralized location for support, finding answers, and submitting and managing service requests.

TDX has been implemented at all central IT units and several colleges across the system to consolidate a dozen systems.

68 departments + colleges in queue for next phase implementations

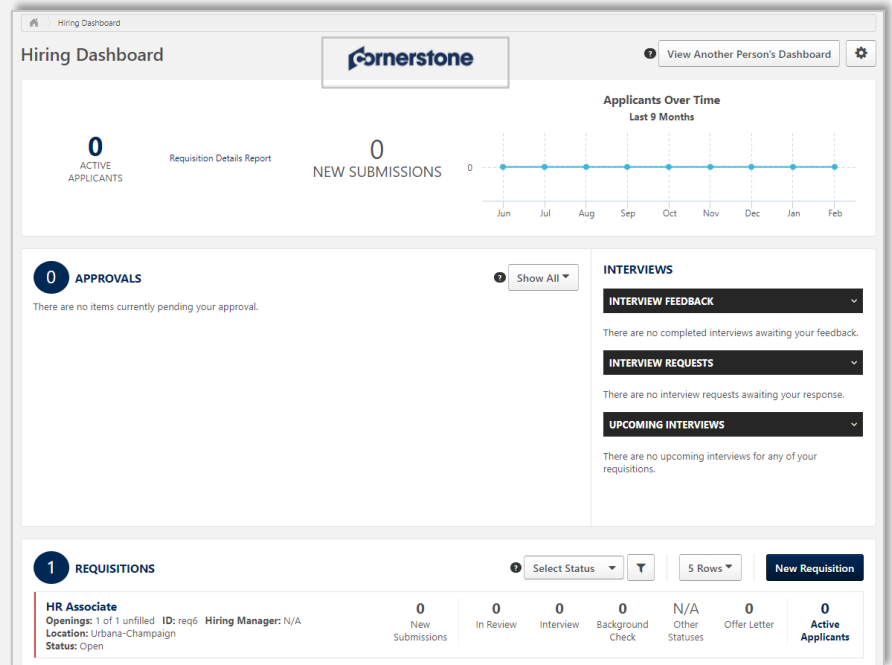
WHAT WE HAVE DONE

FY 2021 Accomplishments

ENTERPRISE SYSTEMS

AITS provided upgrade and maintenance on over **50 business systems**. This includes critical advancements in Banner to maintain applications availability.

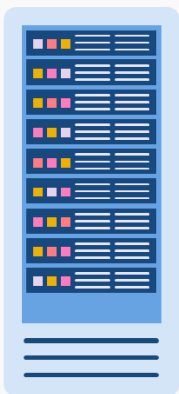
In progress enterprise system replacements include travel and expense systems and applicant tracking systems.



Enterprise Systems from Chicago to Urbana

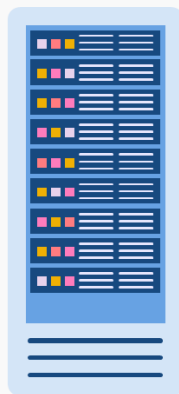
RRB

Primary Site



HAB

Secondary Site



Administrative Network
EMC/DELL SRDF
Replication Software

24*
hours

*Project completed in FY22

INFRASTRUCTURE + DISASTER RECOVERY

In FY21, AITS rolled out a new disaster recovery program and implemented new disaster recovery architecture including completing a new storage array.

A Banner hardware replacement strategy was developed supporting our **99.99% critical Banner application availability**.

60M Cyberattacks prevented per day

84% of AITS work is **operational activities** to run and maintain enterprise services for finance, human resources, student, research administration, and the EDW

WHAT WE HAVE DONE

FY 2021 Accomplishments

INTELLIGENT PROCESS AUTOMATION (IPA)

In FY21, AITS formed an IPA Group. The group was charged with managing, automating, and integrating our digital processes in pursuit of improving our business practices.

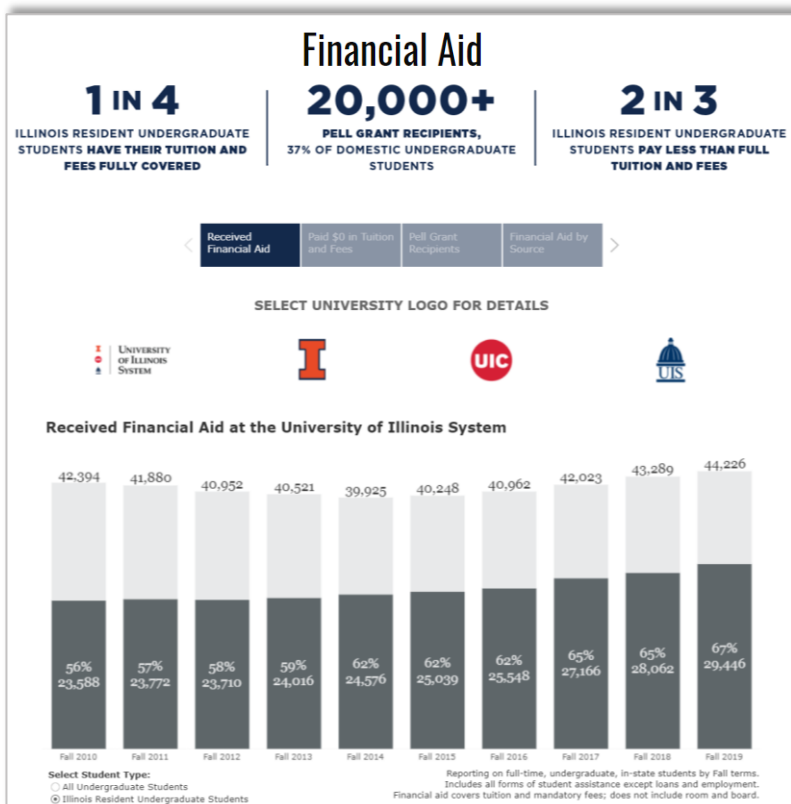
Their scope of focus included:

- System Integrations
- E-Signature (Adobe Sign)
- Business Process Improvement (BPI)
- Robotic Process Automation (RPA)
- Intelligent Business Process Management System (iBPMS)
- Process Orchestration

70 automations + e-signature

103,000 hours saved

\$4.3 M value of hours saved



DATA + ANALYTICS

AITS enriched System Office websites with pertinent metrics and added dashboards on Financial Aid, Research + Development, and COVID-19.

In development is a Data + Analytics Roadmap which is set to include focuses on data lakes and warehouses, virtualization, reporting, and data science.

AITs STRATEGIC PLAN



SAVE
TIME



IMPROVE
EASE OF USE



IMPROVE
SPEED TO
SERVICE



DELIVER TARGETED
+ PERVASIVE
INFORMATION



COLLABORATE

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 disaster recovery processes

Grow + retain a talented workforce that's keeping up with industry changes and is committed to supporting the UI System's strategic priorities

Improve the UI 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 and responsiveness by leveraging cloud technologies

Improve first contact resolution with advanced service desk support

Save time for the UI System by providing tools to automate business processes

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

LOOKING FORWARD



FY22

-  **Process Improvement + Automation**
Continue to help customers streamline business processes
-  **COVID-19 Response**
Continue supporting university, state and community entities with technology and services during an ever-changing global pandemic
-  **Data Analytics Modernization + Advanced Analytics**
Support data-driven decision making
-  **Enterprise Systems**
Optimize existing system + replace inferior systems to support current business processes
-  **Infrastructure + Disaster Recovery**
Support upgrades and enhancements for next generation solutions
-  **Diversity, Equity + Inclusion**
Committed to cultivating a safe and respectful environment through education, service and administration.
-  **People + Professional Development**
Investing in our people through learning opportunities, engagement and fulfillment.

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.

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