Administrative Information Technology Services
aits.uillinois.edu

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Serving the University community with enterprise-level IT solutions
At AITS, we take pride in being a business behind the scenes.

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

94,750 Students

Over 94,000 students are enrolled in the best-in-class universities and regional campuses that compose the University of Illinois System.

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 other needs during the employee lifecycle.

6,505 Faculty

The University of Illinois System employs world-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

AITS 2021 EXCELLENCE AWARD

Mark McCarthy
Senior Accessibility Engineer

Mark has made outstanding contributions in the area of accessibility to the Quality Assurance Team, AITS, at the University level, and the System Office level. Some of his contributions have been accessibility testing, reporting and collaboration on the university-wide annual training programs such as the Ethics Training, HIPAA Training, and Title IX Training.

We are better today because of Mark, his dedication to making products better, and his efforts to teach and train others about accessibility, how to make their products better, and how to pass the information on to others so they can learn too.”

FEEDBACK FROM OUR CUSTOMERS

I really appreciate you all. I know your workloads are heavy, and you have many folks like me depending on you. So, thank you for all you are doing. Please know that your efforts make a huge difference to our students!

– UIS, Office of the CIO

As you already know, any project with numerous offices and SME’s is extremely difficult to manage due to personalities and internal politics. This project, in particular, has many politics that need to be navigated delicately in order for all parties to be moving in the same direction. The ability to manage the personalities and politics has really impressed me. I think it’s important to recognize good work, and I wanted to share what I’ve witnessed over the last several months.

– UI System Office, University Accounting & Financial Reporting

This may sound superlative, but this is a significant item that will greatly benefit the UIUC research enterprise. I know it took a lot of your time and effort to get here. Thank you for your dedication to it. This is a big win!

– UIUC, Office of the Vice Chancellor for Research and Innovation

I speak for all of us at UIS when I thank you and your colleagues for your continued assistance. We don’t know what we’d do without you. I look forward to having this portion of Phase II completed.

– UIS, Registrar

81.2
Net Promoter Score

NPS is a widely used industry metric that measures on a scale of -100 to 100, indicating customer satisfaction.

An NPS score greater than 80 is considered world class or outstanding.
HOW WE MAKE IT HAPPEN

**PEOPLE**
AITS is home to 200+ dedicated IT professionals who deliver top-notch service to the University of Illinois community.

**ENTERPRISE INFRASTRUCTURE**
Our infrastructure services maintain a superior level of performance and reliability while being cost-effective, scalable and accommodating.

**ENTERPRISE TOOLS**
We support and provision tools for enterprise level IT services being developed or provided by fellow IT units.

**COLLABORATION + IT GOVERNANCE**
In collaboration with 100+ partner and customer committees, AITS prioritizes and aligns academic, business, and IT concerns and solutions.

**BUSINESS PROCESSES**
The AITS Business Process Improvement Share Service coordinates and facilitates process improvement engagements throughout the university community.

**SUPPORT**
Our devoted staff provide around the clock system and application support to thousands of clients.

**STRATEGIC PLANNING**
AITS is driven by our strategic directions with a focus on successful results. We plan and we measure the plan.
WHAT WE’VE DONE
FY 2022 Accomplishments

CONTRACTS+

Contracts+ is the University of Illinois System's new contract drafting and management system. This fully robust contracting system is integrated with our other procure to pay systems and modules.

AITS has played an integral part in the development and rollout of this application to improve our contracting processes.

CHROME RIVER

Chrome River is the new travel and expense software solution for the University of Illinois System. This system provides a contemporary and improved user experience.

AITS partnered with University Payables to implement the system.
WHAT WE’VE DONE
FY 2022 Accomplishments

CORNERSTONE ONDEMAND

Cornerstone OnDemand is an industry leading, mobile friendly, highly integrated applicant tracking system and hosts a newly designed career site.

AITS assisted in the replacement of HireTouch and the deployment of this improved applicant tracking system.

BANNER RELIABILITY

AITS provided upgrades and maintenance on over 50 business systems. 84% of the work performed by AITS are operational activities to run and maintain enterprise services.

99.98% availability of our Banner and related systems. AITS is committed to keep our crucial systems up and running.
WHAT WE’VE DONE
FY 2022 Accomplishments

SHIELD ILLINOIS

SHIELD Illinois is the University of Illinois System’s initiative to make our innovative saliva-based COVID-19 test available to K-12 schools, colleges and universities, companies, and the public across the state of Illinois.

AITS has continued providing 24x7 support of Shield Illinois information technology supporting lab and testing operations.

ACCESSIBILITY

In FY22, AITS facilitated the development of a system-wide accessibility policy. Our employees partnered with the Board of Trustees and Engineering to develop and enhance the Class Transcribe application.

Additionally, over 45 enterprise applications were tested and updated to improve accessibility.
WHAT WE’VE DONE
FY 2022 Accomplishments

BUSINESS PROCESS AUTOMATION

In FY22, AITS completed 85 automations using IPA. 71 automations are currently in queue. Additional focus has been directed towards increasing Adobe Sign electronic signature adoption across the system.

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

DATA + ANALYTICS

AITS implemented numerous data workflows, dashboards, reports, and integrations that enabled departments across the universities and system.

Our teams spearheaded efforts to build data governance programs and working groups to facilitate broader access to data in a safe and secure manner.

In FY22, AITS team members were responsible for hosting the global Higher Education Data Warehouse conference.
AITS STRATEGIC PLAN

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

FY23

Process Improvement + Automation
Continue to help customers streamline business processes

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 fulfilment.
THANK YOU

AITS would like to thank all 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.