



UNIVERSITY OF ILLINOIS SYSTEM

**Altogether
Extraordinary™**

ANNUAL REPORT

AITs

FY 2022

Administrative Information Technology Services
aits.uillinois.edu

50 Gerty Drive
M/C 673
Champaign, Illinois 61820



UNIVERSITY OF ILLINOIS SYSTEM

Altogether Extraordinary™

CONTENTS

Welcome to Our World	4
Who We Serve	5
How We're Recognized	6
How We Make It Happen	7
What We've Done	8
AITs Strategic Plan	11
Looking Forward	13
Conclusion	14



Serving the University community with enterprise-level IT solutions

WELCOME TO OUR WORLD



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."

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.

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

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



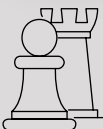
The AITS Business Process Improvement Share Service coordinates and facilitates process improvement engagements throughout the university community.

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.

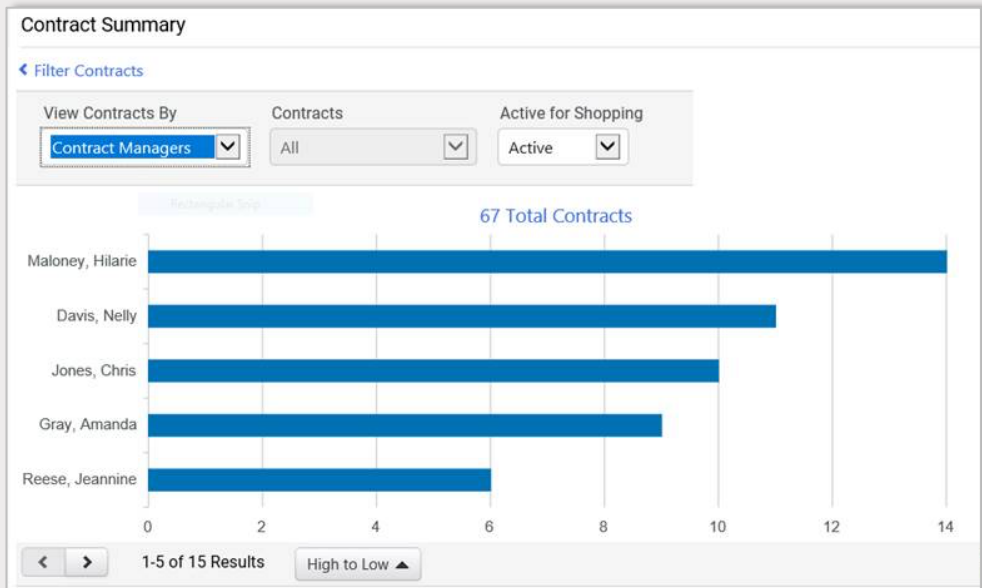
WHAT WE'VE DONE

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.

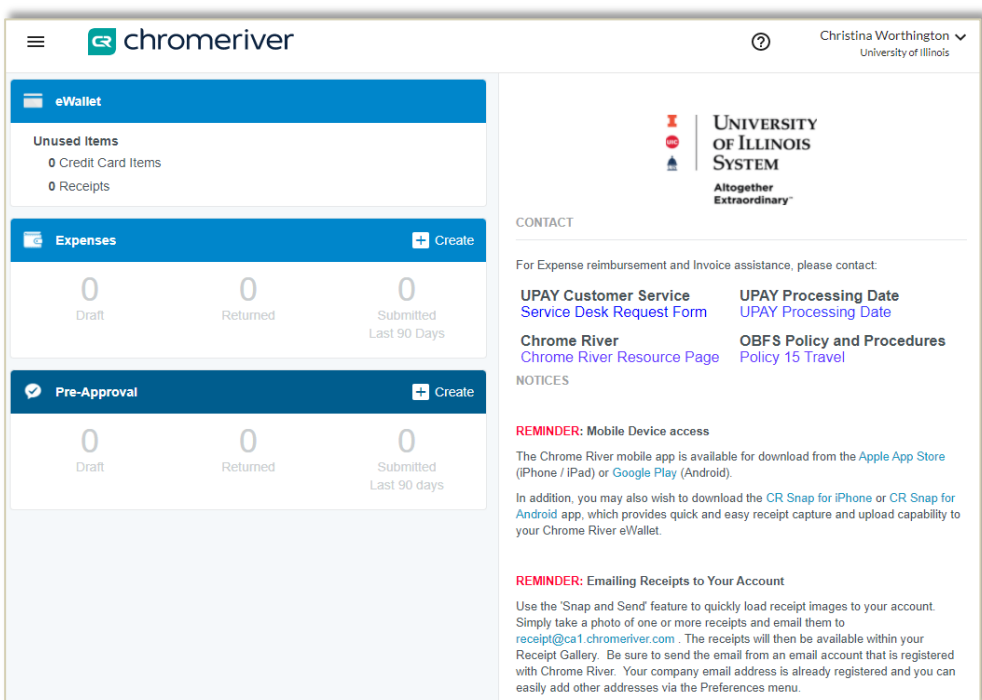
AITs has played an integral part in the development and rollout of this application to improve our contracting processes.



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.



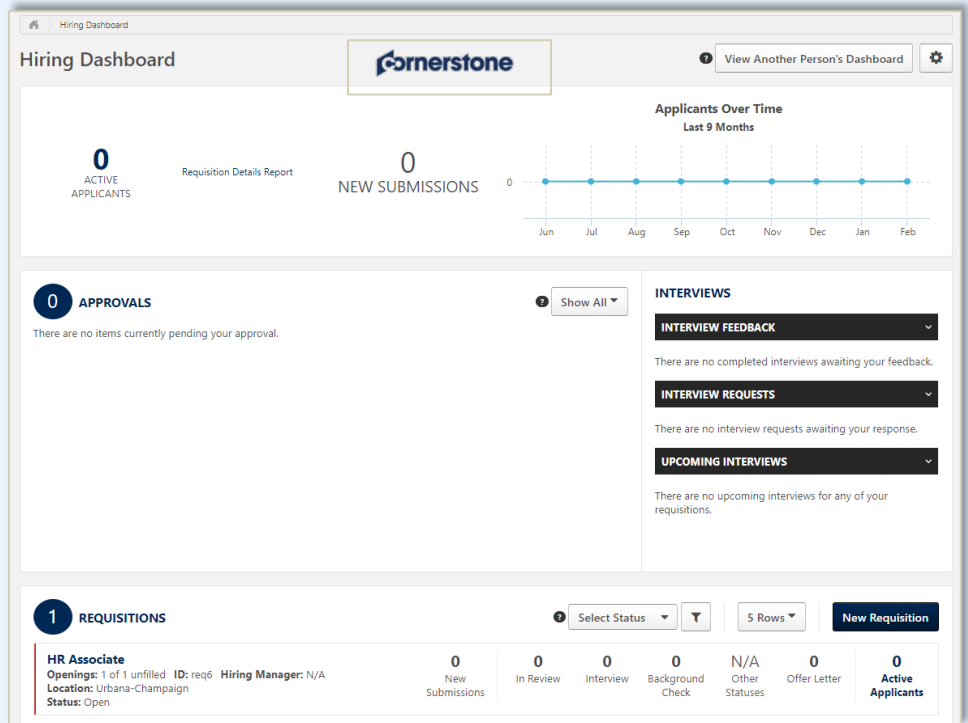
WHAT WE'VE DONE

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.

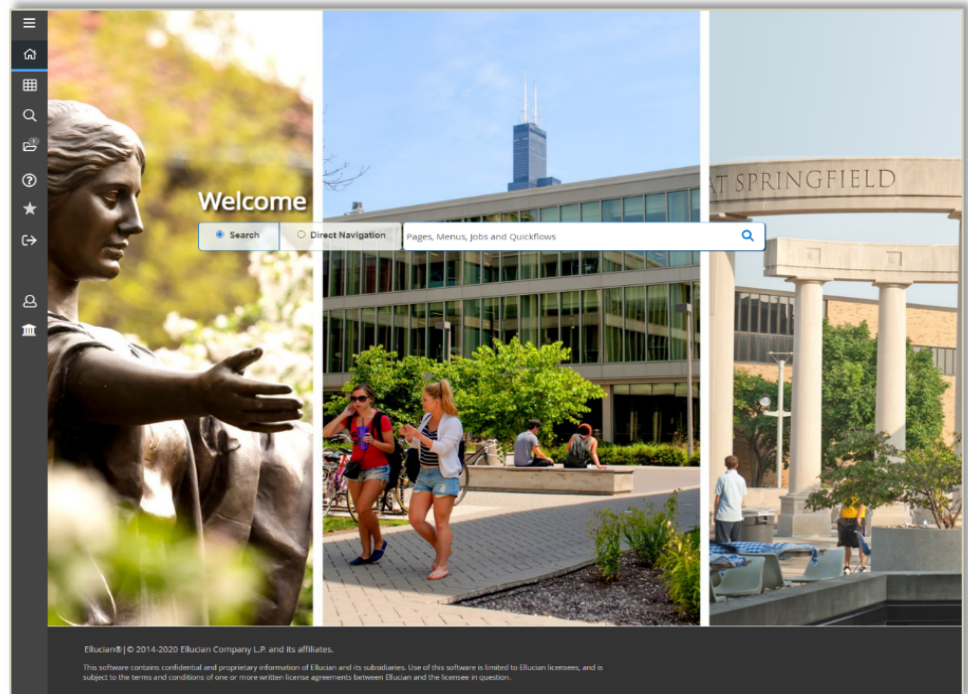


BANNER RELIABILITY

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.



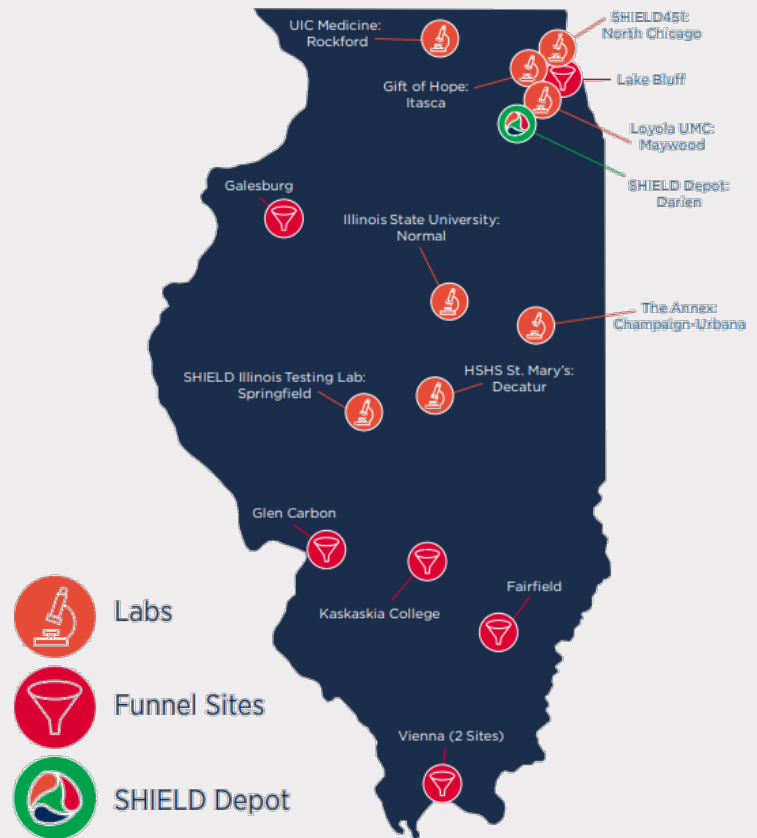
WHAT WE'VE DONE

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.

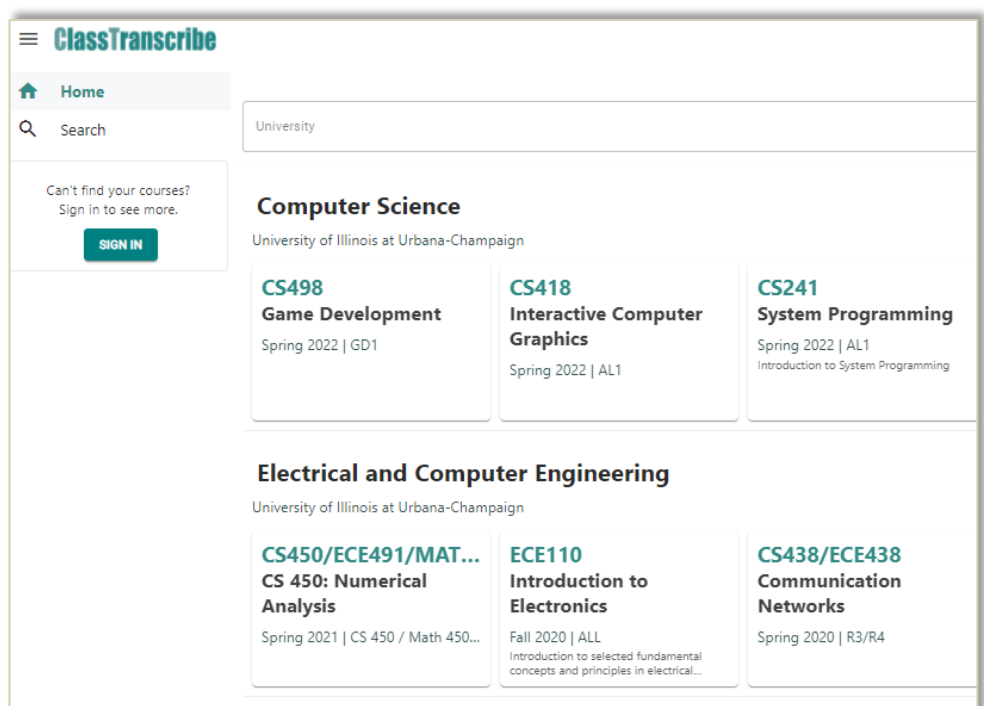
AITs has continued providing 24x7 support of Shield Illinois information technology supporting lab and testing operations.



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)

85

automations

63K

e-signatures

246,830

hours saved

DATA + ANALYTICS

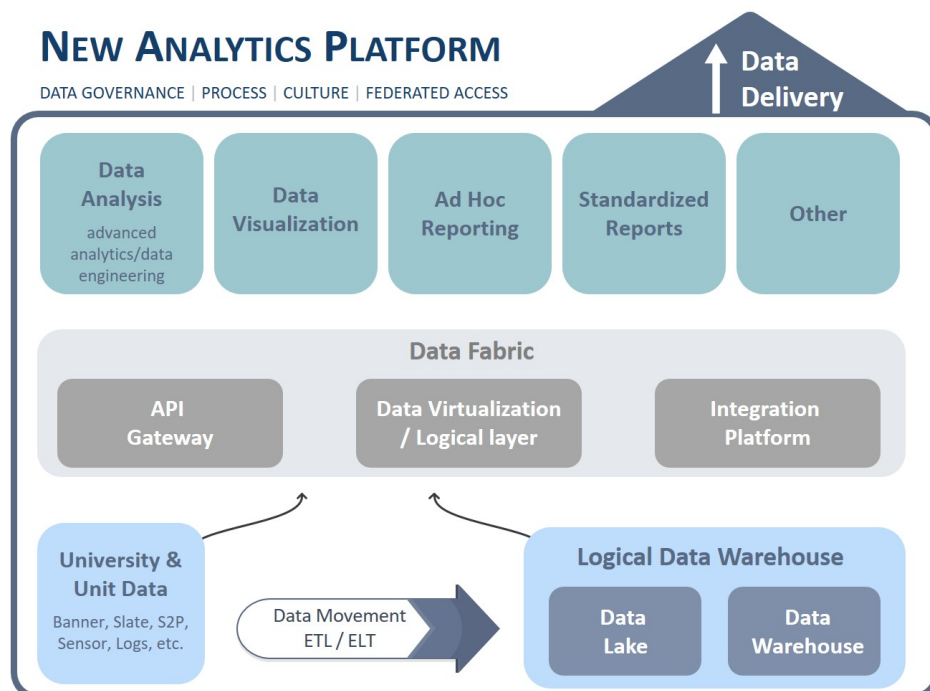
AITs implemented numerous data workflows, dashboards, reports, and integrations that enabled departments across the universities and system.

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.

NEW ANALYTICS PLATFORM

DATA GOVERNANCE | PROCESS | CULTURE | FEDERATED ACCESS



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

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.

The background of the slide features a blue circuit board pattern. The top half of the slide is a solid blue color with a faint, light blue circuit board pattern. The bottom half of the slide is white, with a blue circuit board pattern visible on the right side. The text is centered on the white background.

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.
