



UNIVERSITY  
OF ILLINOIS  
SYSTEM

Altogether  
Extraordinary™

# ANNUAL REPORT

## AITs

2021 / 2022

Administrative Information Technology Services  
[aits.uillinois.edu](https://aits.uillinois.edu)

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UNIVERSITY OF ILLINOIS SYSTEM

Altogether Extraordinary™

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# **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.

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

## AIMS 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.

A 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



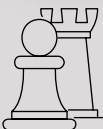
The AITS Business Process Improvement Share Service coordinates and facilitates process improvement engagements throughout the university community.

## 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.

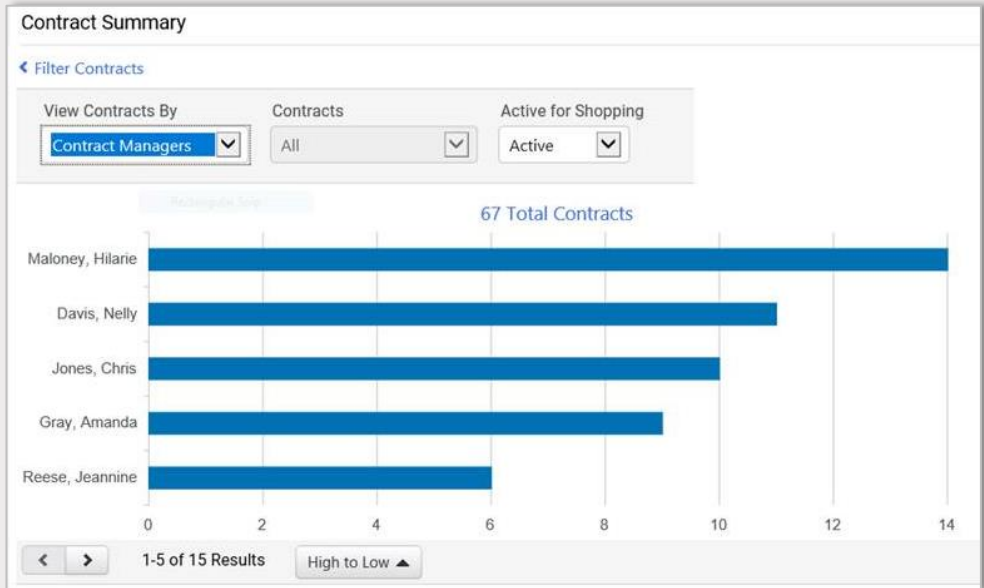
# WHAT WE'VE DONE

## 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 the eProcurement processes.



### CHROME RIVER

Chrome River is the new software solution that replaced the University of Illinois System's current travel and expense management (TEM) system.

The launch and implementation of Chrome River was heavily supported by AITs.

**chromeriver**

Christina Worthington, University of Illinois

**eWallet**

- Unused Items: 0 Credit Card Items, 0 Receipts

**Expenses** + Create

- Draft: 0
- Returned: 0
- Submitted Last 90 Days: 0

**Pre-Approval** + Create

- Draft: 0
- Returned: 0
- Submitted Last 90 days: 0

**CONTACT**

For Expense reimbursement and Invoice assistance, please contact:

- [UPAY Customer Service](#) | [UPAY Processing Date](#)
- [Service Desk Request Form](#) | [UPAY Processing Date](#)
- [Chrome River](#) | [OBFS Policy and Procedures](#)
- [Chrome River Resource Page](#) | [Policy 15 Travel](#)

**NOTICES**

**REMINDER: Mobile Device access**

The Chrome River mobile app is available for download from the [Apple App Store](#) (iPhone / iPad) or [Google Play](#) (Android).

In addition, you may also wish to download the [CR Snap for iPhone](#) or [CR Snap for Android](#) app, which provides quick and easy receipt capture and upload capability to your Chrome River eWallet.

**REMINDER: Emailing Receipts to Your Account**

Use the 'Snap and Send' feature to quickly load receipt images to your account. Simply take a photo of one or more receipts and email them to [receipt@ca1.chromeriver.com](mailto:receipt@ca1.chromeriver.com). The receipts will then be available within your Receipt Gallery. Be sure to send the email from an email account that is registered with Chrome River. Your company email address is already registered and you can easily add other addresses via the Preferences menu.



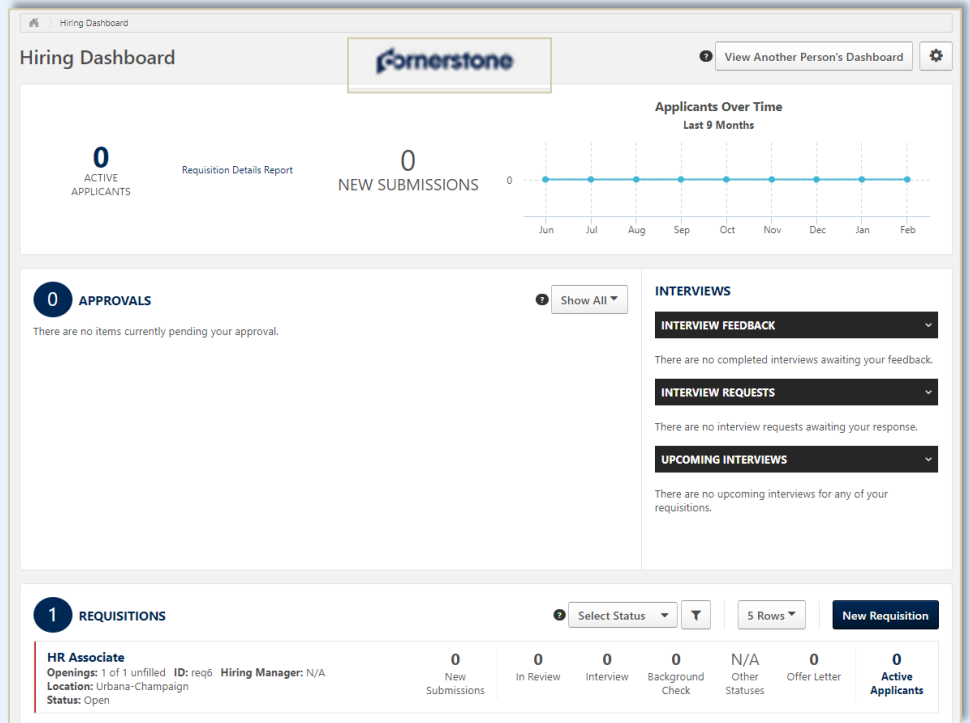
# WHAT WE'VE DONE

## FY 2022 Accomplishments

### CORNERSTONE OnDemand

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

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

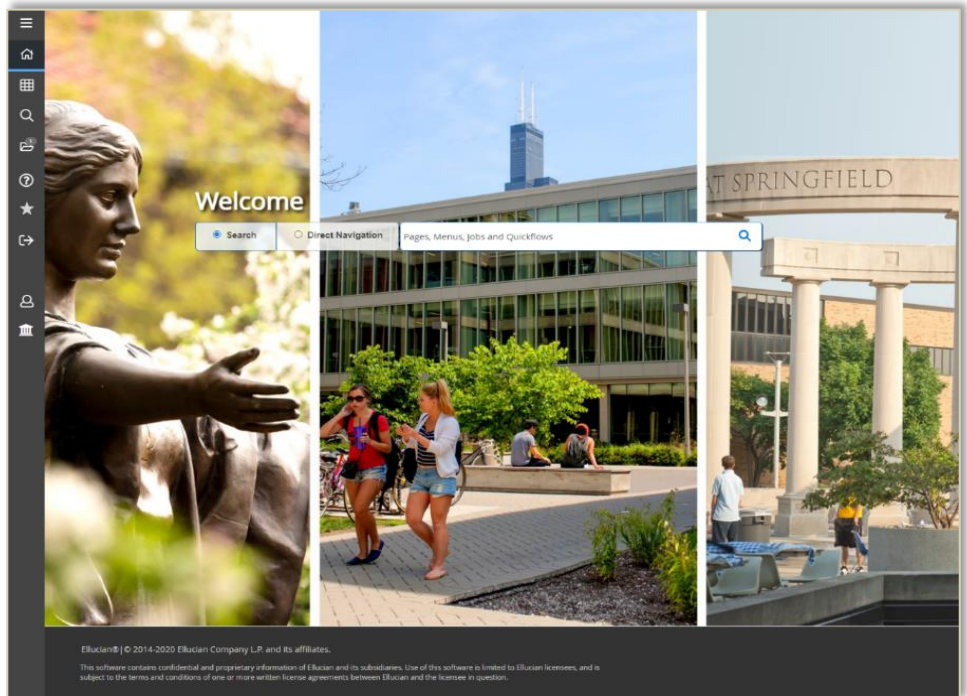


### BANNER RELIABILITY

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.



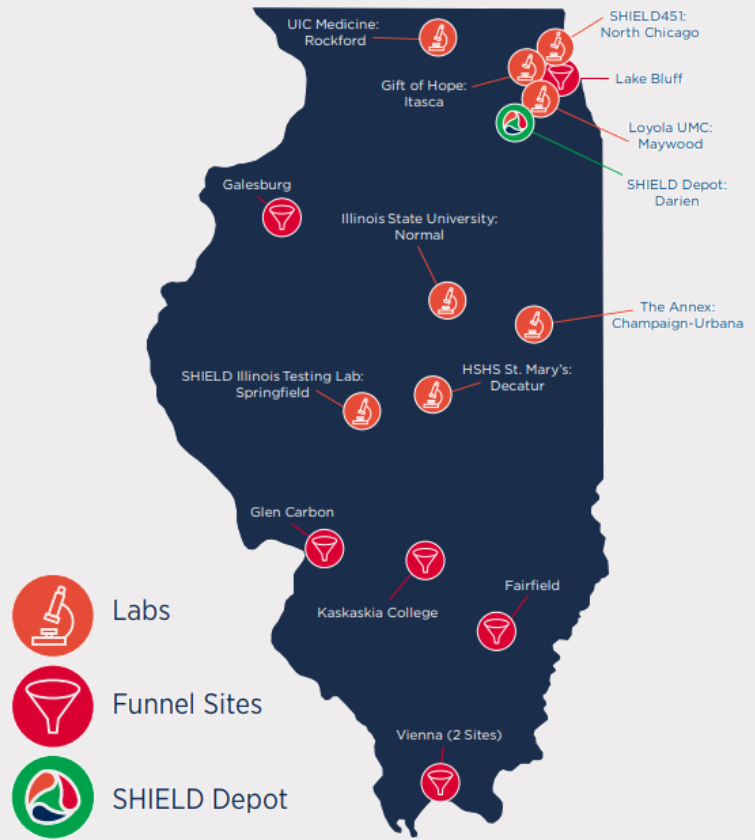
# WHAT WE'VE DONE

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 efforts in lab and testing operations.



## ACCESSIBILITY

In FY22, AITs facilitated the development of a system-wide accessibility policies approval and adoption. Our employees partnered with the Board of Trustees and UIUC Grainger College of Engineering to develop and enhance Class Transcribe.

Additionally, over 45 enterprise applications were tested and updated to improve accessibility.

**ClassTranscribe**

Home

Search

University

Can't find your courses? Sign in to see more. **SIGN IN**

### Computer Science

University of Illinois at Urbana-Champaign

|  |   |  |
|--|---|--|
| <b>CS498</b><br><b>Game Development</b><br>Spring 2022   GD1 | <b>CS418</b><br><b>Interactive Computer Graphics</b><br>Spring 2022   AL1 | <b>CS241</b><br><b>System Programming</b><br>Spring 2022   AL1<br>Introduction to System Programming |
|--|---|--|

### Electrical and Computer Engineering

University of Illinois at Urbana-Champaign

|   |   |   |
|---|---|---|
| <b>CS450/ECE491/MAT...</b><br><b>CS 450: Numerical Analysis</b><br>Spring 2021   CS 450 / Math 450... | <b>ECE110</b><br><b>Introduction to Electronics</b><br>Fall 2020   ALL<br>Introduction to selected fundamental concepts and principles in electrical... | <b>CS438/ECE438</b><br><b>Communication Networks</b><br>Spring 2020   R3/R4 |
|---|---|---|

# WHAT WE'VE DONE

FY 2022 Accomplishments

## BUSINESS PROCESS AUTOMATION

In FY22, AITS completed 53 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)
- Process Orchestration

# 143

automations

# 65K

e-signatures

# 543,906

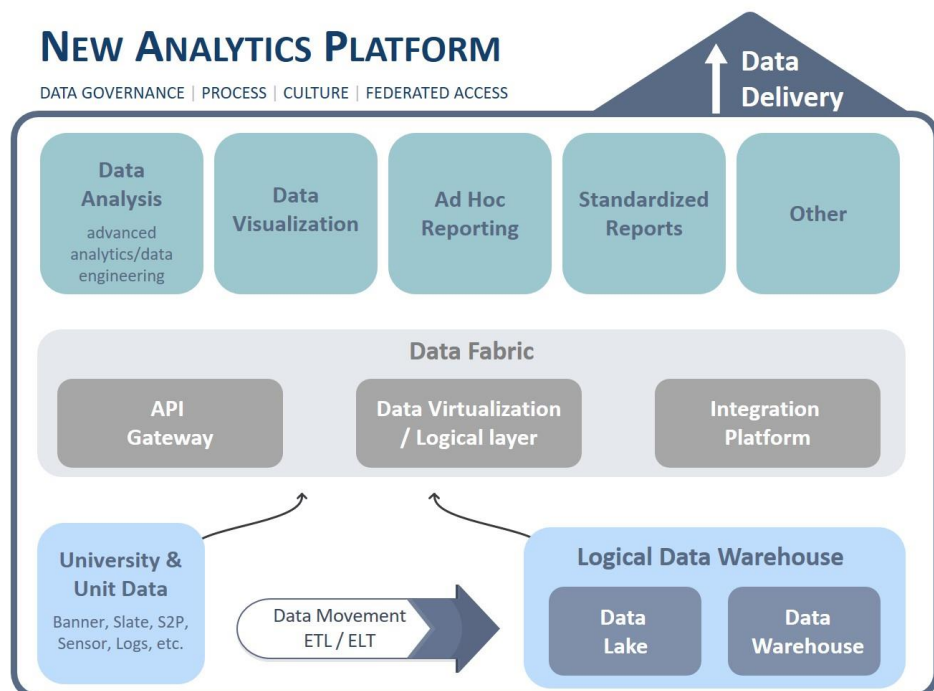
hours saved

## 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 the selection of hosting the global Higher Education Data Warehouse conference.



# AI TS 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.



# 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.

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