



UNIVERSITY
OF ILLINOIS
SYSTEM

METRICS REPORT

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES (AITS)

FY 2022

UNIVERSITY OF ILLINOIS SYSTEM

The University of Illinois System is among the preeminent public university systems in the nation and strives constantly to sustain and enhance its quality in teaching, research, public service, healthcare, and economic development.

TABLE OF CONTENTS

AITS Metrics	3-4
Enterprise Scale	5
Customer Focused	6
Project Work	7-8
AITS Strategic Plan	9
Moving Forward	10
5 Year Trends	11
Contact Us	12

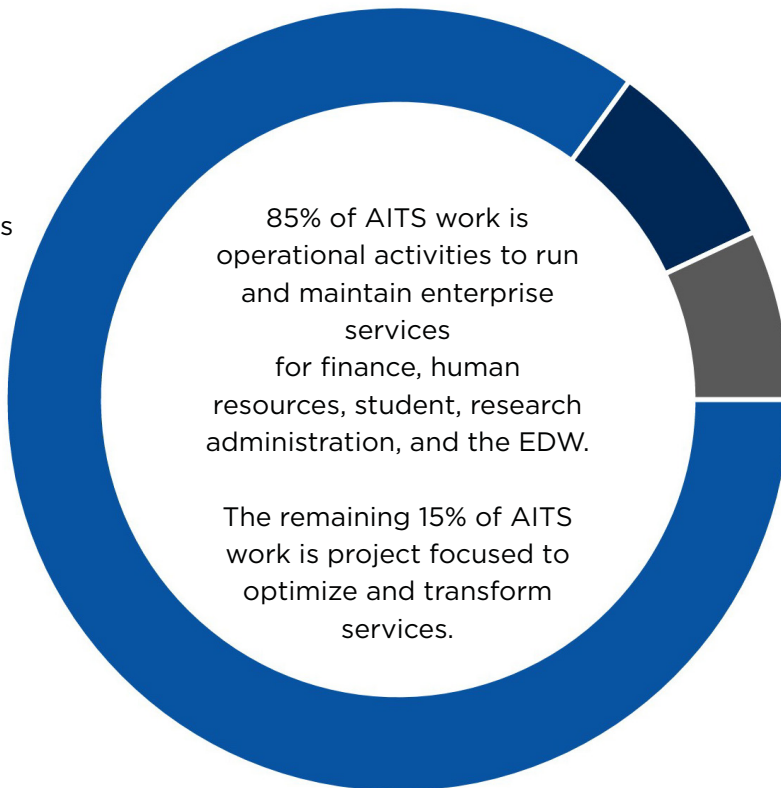
AITS METRICS

AITs takes pride in setting our goals and actions that will enable us to continue to meet the needs of our customers, universities, and community. To make that happen, we continually collect information and make data-driven decisions. In this report, you'll find the numbers behind how we provide dependable systems and support for students, staff, faculty, and community members around the clock.

85%

Run:

Operational activities to run/maintain services



8%

Optimize:

Activity to improve services

7%

Transform:

Proactive approach in developing new/improved services

15 MILLION

business Transactions enabled by AITS in FY22

3 MILLION

uPortal sessions hosted by AITS managed applications to support campus portals

140 MILLION

cyberattacks are prevented each day

ENTERPRISE SCALE

AITS supports systems that University of Illinois students, faculty, and staff expect to be available 24 hours each day, 7 days a week, for critical business processes. At AITS, we strive to have dependable and reliable systems for our clients.



94,750 Students

- 13,416,865 registration transactions
- 730,917 financial aid disbursements
- 431,484 student application transactions



30,010 Staff

- 909,088 completed payroll transactions
- 168,077 eProcurement (iBuy) transactions
- 163,459 HR front end (HRFE) transactions



6,505 Faculty

- 6,335 research proposals submitted through myProposals (Kuali Coeus)
- 4,204 awards granted from submitted proposals

70+ Units

directly engaged though participation in training and project work

99.99%

critical application availability maintained

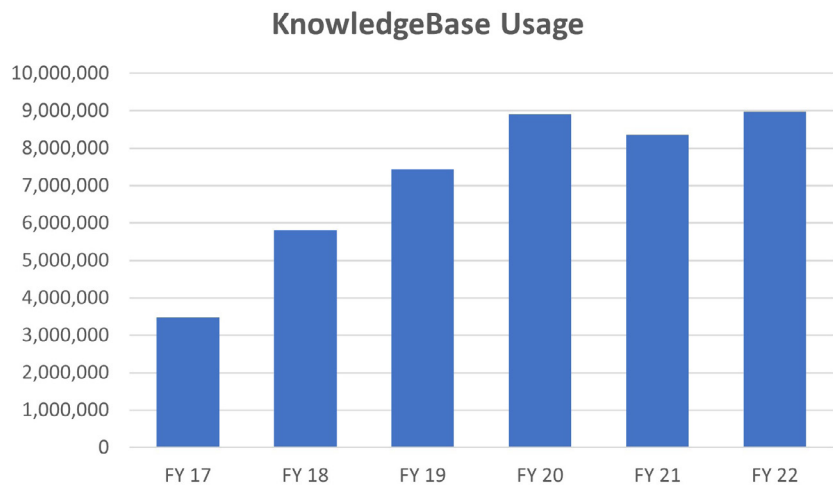
CUSTOMER FOCUSED



KnowledgeBase (KB)

This self-service platform easily creates, displays, shares, and manages web-based knowledge documents for the entire university system.

9 Million
KnowledgeBase page
views in FY22



Intelligent Process Automation (IPA)

AITS has worked diligently to streamline systems and processes by utilizing business process improvement and automations to decrease errors, increase speed of delivery, minimize costs, and more.

Process Automation technologies include:

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

85 Automations
completed using IPA in FY22

246,830 Hours
of labor saved by the implementation of
IPAs

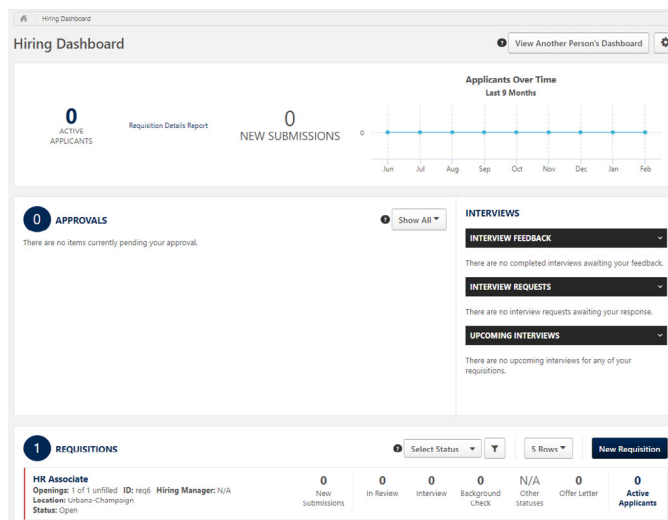
63,000 e-Signatures
collected by increasing Adobe Sign adoption
across the system

PROJECT WORK

CORNERSTONE ONDEMAND

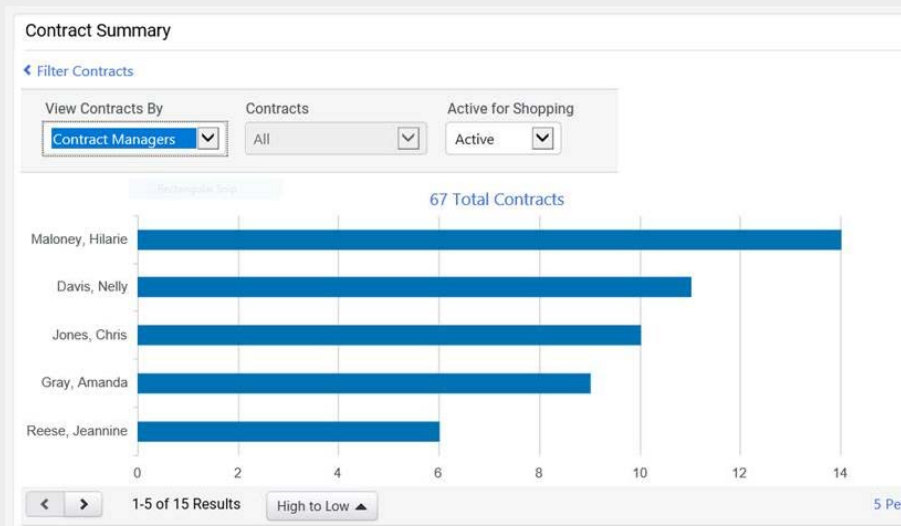
Cornerstone OnDemand is an industry leading, mobile friendly, a highly integrated applicant tracking system that hosts a newly designed career site.

AITs partnered in the replacement of HireTouch and the deployment of this improved applicant tracking system.



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.



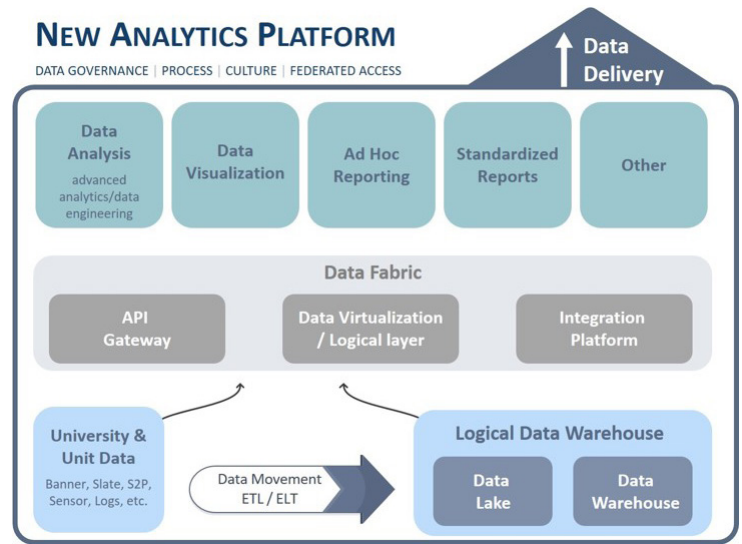
PROJECT WORK

▶ DATA + ANALYTICS

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

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

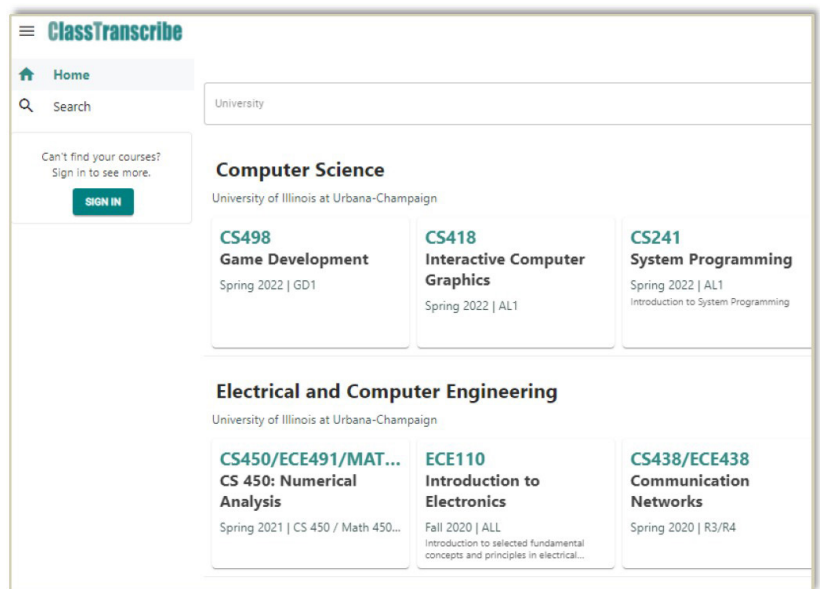
In FY22, AITS team members were responsible for the selection of hosting the global Higher Education Data Warehouse conference.



▶ ACCESSIBILITY

In FY22, AITS facilitated the development of a system-wide accessibility policy. Our employees also 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.



AITs STRATEGIC PLAN



Save
Time



Improve
Ease of Use



Improve
Speed of Service



Deliver
Targeted +
Pervasive
Information

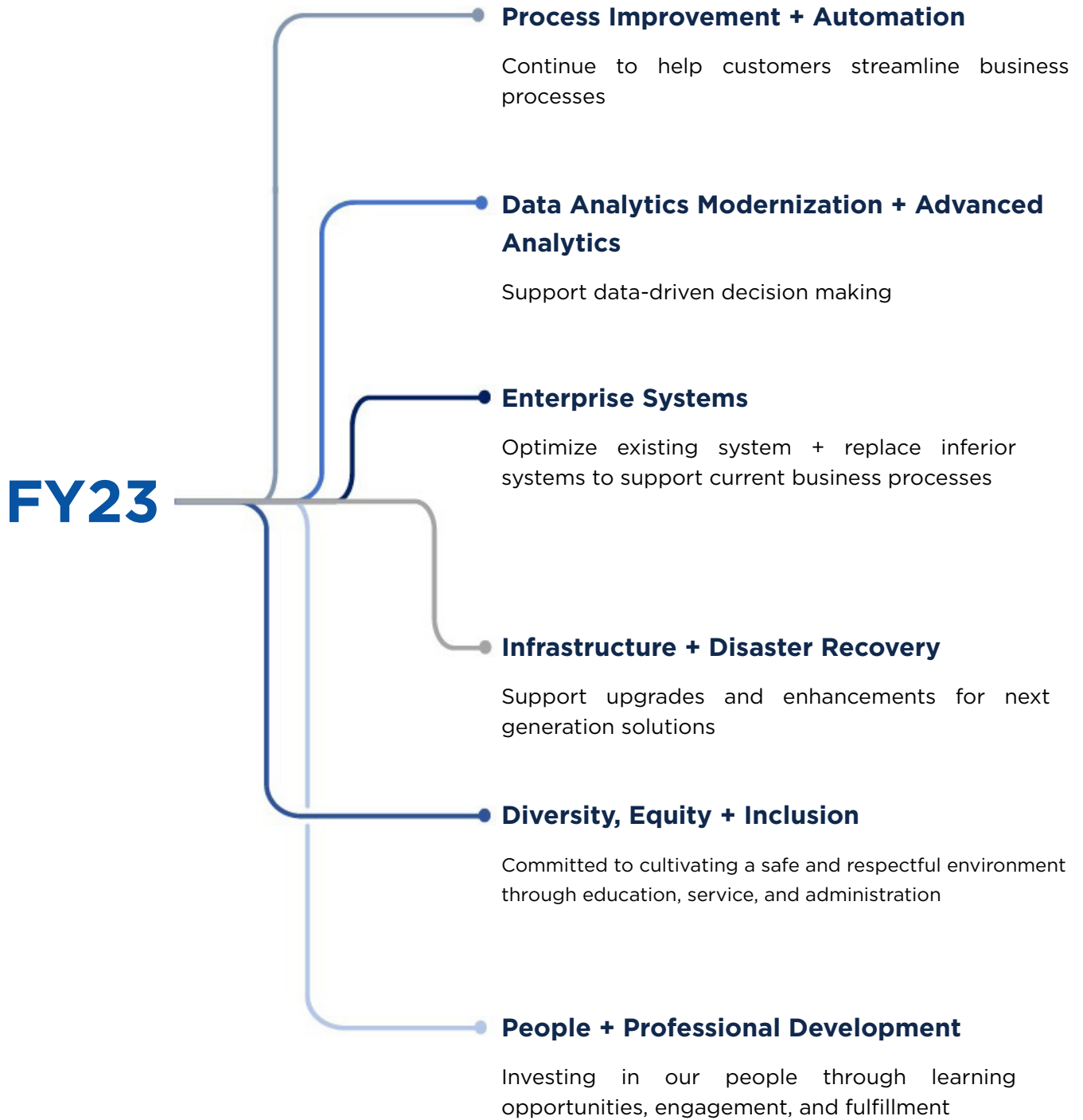


Collaborate

► 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 + MAINTAIN** 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



5 YEAR TRENDS

AITS tracks metrics throughout each fiscal year. The following chart shows the trends of those metrics over the last 5 years.

Category	Metric	Prior FY (2021)	This FY (2022)	% Change	5 Year Trend
Reliability	Banner and Related Systems Availability	99.99%	99.99%	↓ 0%	
Customer Service	Transcripts Processed	106,049	108,147	↑ 2%	
Customer Service	Banner-Courses Completed	798,605	834,673	↑ 5%	
Customer Service	Banner-Financial Aid Disbursements	666,649	730,917	↑ 10%	
Customer Service	Banner-Registration Record Transactions	11,973,297	13,416,865	↑ 12%	
Customer Service	Banner-Regular Payroll Transactions	868,098	909,088	↑ 5%	
Customer Service	PARIS Transactions (Payroll Adjustments)	34,671	41,462	↑ 20%	
Customer Service	Banner-Student Application Transactions	397,215	431,484	↑ 9%	
Customer Service	BI/DW Training (Attendees)	152	133	↓ -13%	
Customer Service	EDDIE Sessions	1,723,651	2,308,448	↑ 34%	
Customer Service	eProcurement Transactions (iBuy)	142,962	168,077	↑ 18%	
Customer Service	Non-iBuy Purchase Orders	11,378	6,604	↓ -42%	
Customer Service	HR Front End Transactions (HRFE)	141,656	163,459	↑ 15%	
Customer Service	IAM People who have set recovery options	191,468	197,326	↑ 3%	
Customer Service	IAM Self Service Passwords Set	345,469	319,651	↓ -7%	
Customer Service	KnowledgeBase Use-All KBs	8,357,301	8,975,411	↑ 7%	
Customer Service	Security Requests-SECAPP Requests	21,251	35,166	↑ 65%	
Customer Service	uPortal Sessions	5,090,087	3,101,692	↓ -39%	
Customer Service	Start myResearch Awards	3,361	4,204	↑ 25%	
Customer Service	Start myResearch Proposals Submitted	5,469	6,335	↑ 16%	
Customer Service	Training (BPI and PMO)	-	-	-	
Customer Service	Travel & Expense Reimbursements (TEM)	60,834	79,127	↑ 30%	
Customer Service	Websites Supported	50	48	↓ -4%	
Services	FormBuilder Forms in Use	632	642	↑ 2%	
Infrastructure	Active Databases	1,228	1,086	↓ -12%	
Infrastructure	Change Requests-Banner Infrastructure Impacted	693	598	↓ -14%	
Infrastructure	Change Requests-Non-Banner Infrastructure Impacted	14,876	12,871	↓ -13%	
Infrastructure	Software Application Configuration Items (CI) Supported	904	946	↑ 5%	
Infrastructure	Data Center Allocated Configured Capacity in TBs	1,072	884	↓ -18%	
Infrastructure	Data Center Back Up Storage in TBs	1,708	2,141	↑ 25%	
Infrastructure	Labeled "Not Successful" Change Requests	55	52	↓ -5%	
Infrastructure	EDW Size (in GBs)	3,000	3,380	↑ 13%	
Infrastructure	Total Change Requests	1,710	1,649	↓ -4%	

Contact Us

Administrative Information Technology Services (AITS)

Address

50 Gerty Drive
M/C 673
Champaign, Illinois 61820

Website

www.aitis.uillinois.edu