



UNIVERSITY
OF ILLINOIS
SYSTEM

ANNUAL REPORT

INFORMATION TECHNOLOGY PRIORITIES COMMITTEE (ITPC)

Fiscal Year 2023

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.



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ITPC ANNUAL REPORT



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The Information Technology Priorities Committee (ITPC) provides the processes that allow IT consumers to solicit, review and prioritize the work of administrative information technology resources. This annual report takes a look at ITPC in FY23 and looks ahead to FY24.

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ABOUT ITPC

The Information Technology Priorities Committee (ITPC) provides the processes that allow IT consumers to solicit, review and prioritize the work of administrative information technology resources. This annual report takes a look at ITPC in FY23 and looks ahead to FY24.

ITPC defines the processes, components, structures, and participants for making decisions regarding the use of IT. It collects ideas, reviews, selects administrative information technology projects, and prioritizes resources in the most strategic manner possible. It promotes transparency, strategic alignment of the university and IT, resource allocation, performance management, collaboration, standards, and policy, and it encourages constituents to participate actively in the process.

ITPC covers administrative IT projects that:

- Involve resources from a University System Office unit
- Interface with an enterprise system
- Seek funding from the central pool of administrative information technology dollars allocated by the Academic Affairs Planning Council.

Within the ITPC process are six committees formed to review, approve, and prioritize projects. Those bodies are the ITPC (central committee), ITPC Cross-functional group, and four functional subcommittees: Finance, Human Resources, Student, and Business Intelligence/Performance Management which feed proposals and prioritization information to the central committee.

ITPC MEMBERS



- **Chair: Kelly Block**, Associate Vice President for Administrative Information Technology Services, System Office
- **Sarah Bjelland**, Associate Director of Alumni, University of Illinois Alumni Association
- **Anne Craig**, Senior Director, Consortium of Academic and Research Libraries in Illinois (CARLI), System Office
- **Sarah Gantz**, Senior Assistant Vice President of Academic Initiatives and Policies, System Office
- **Jisu Hong**, Associate Vice President for Economic Development and Innovation, System Office
- **Kristi Kuntz**, Executive Associate Provost for Academic Programs and Policies, UIUC
- **Mairead Martin**, Chief Information Officer, UIUC
- **Jami Painter**, Senior Associate Vice President and Chief Human Resources Officer, System Office
- **Brent Rasmus**, Senior Assistant Vice President, Controller, System Office
- **Matt Riley**, Associate Vice Chancellor for Innovation and Chief Information Officer, UIC
- **Sandy Street**, Senior Assistant Vice President of Planning and Budgeting, System Office
- **Jeff Sudduth**, IT Technical Associate Instructional Support and Training, UIS
- **Dimuthu Tilakaratne**, Assistant Vice President of Decision Support, Administrative Information Technology Services, System Office
- **Ranae Wilson**, Program Coordinator for IT Governance, University of Illinois Foundation
- **Ilir Zenku**, Assistant Vice Chancellor of Health System Information Technology, UIC

ITPC HIGHLIGHTS

► Banner Upgrades

Annual updates help keep support costs down and improve functionality for users. Each year we do a fall and spring Banner maintenance to stay current with available features and updates. We began analysis of Banner 9 self-service in the summer of 2022, with the goal of implementation in late fall of 2023. While we do currently have some Banner 9 self-service modules deployed in production, use is somewhat limited, and the majority of our self-service offerings are still on version 8. The Banner 9 self-service analysis and implementation projects have included configuration of the applications, analysis of functionality, as well as functional, performance, and accessibility testing. The self-service 9 project also includes analysis of the new Ellucian Experience dashboard product. Plans for the initial rollout of Experience will be to serve as the landing page for the self-service 9 applications.

The screenshot shows the Banner registration system interface for the University of Illinois at Urbana-Champaign. The top navigation bar includes the university logo and the user's name (Lucy). The main content area is titled "Register for Classes" and includes a search criteria section with fields for Subject, Course Number, and Title. Below this is a class schedule grid for Spring 2023, showing classes for various subjects like Spanish Composition, Microeconomic Principles, and Econ of Food & Environ Justice. A summary table on the right lists the registered classes with details such as Title, Details, Hour, CRN, Schedule Type, Status, and Action.

Title	Details	Hour	CRN	Schedule Type	Status	Action
Communicating Agric...	AGCM 220, A	3	52697	Laboratory...	Registered	None
Econ of Food & Environ...	ACE 255, AL1	3	67437	Lecture	Registered	None
Econ of Food & Environ...	ACE 255, AD2	0	67439	Discussion/...	Registered	None
Italy	ACES 298, ...	2	61405	Lecture-Disc...	Registered	None

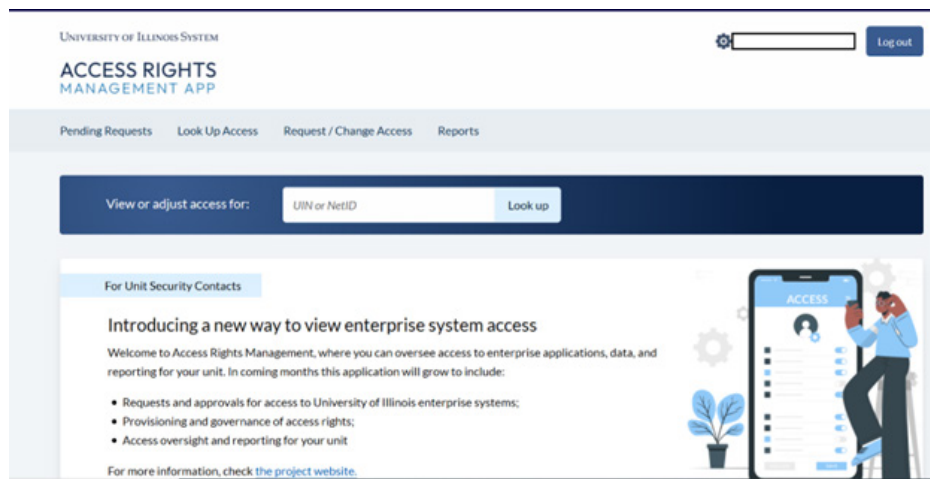
Total Hours | Registered: 20 | Billing: 20 | CEU: 0 | Min: 12 | Max: 21



▶ ITPC-0620 Replace SecApp to Improve Access Request / Provisioning

The new AITS Security Application, Access Rights Management (ARM), is in the early stages of being built to replace existing, homegrown products that have reached limits of effectiveness and adoption at the university. The primary focus is to improve ease of use and to improve the process of requesting access for enterprise applications. They are engaging with key stakeholders to review designs and workflows to help ensure it meets customer needs.

For additional details please visit: <https://web.uillinois.edu/secappreplacement>



► Source-to-Pay (S2P) Program

Analyze. Improve. Streamline.

Source to Pay (S2P) is an overarching program with multiple, focused projects that address the universities' concerns with aging procurement systems, complicated processes, and lengthy cycle times for payments and reimbursements across the entire procurement spectrum. The need for transparency and collaboration across these improvement projects is maintained through structured program management over all the strategically aligned projects.



Ongoing Efforts for S2P Include:

► ITPC-0593-A S2P iBuy Optimization

Several system integrations were completed in early 2023 to start improvements for data and reporting. A fourth stage for invoice automation will kick off in October 2023 to address critical operational challenges in Accounts Payable (AP). The implementation approach will be managed incrementally in three manageable phases.

► ITPC-0593-C S2P Total Contract Manager Project

The migration of iCS Legacy Contracts and associated data to Contracts+ has been completed. Team is now working on the feeder from Kauli Coeus to Contracts+ and in process of loading contracts into iCS. Once the feeder is turned on, attention will switch to UIUC for sub-awards and start working on awards for UIC and UIUC. Remaining efforts for additional reporting needs outside of state filing requirements will need to be analyzed, designed, developed and implemented over the next several months as part of this project.

Completed S2P Efforts:

▶ ITPC-0631 S2P Upside Replacement Project

The transition of Capital Programs from Upside to Contracts+ was completed in 2022. Capital Programs gained many operational efficiencies by moving to a system-wide contract management system.

The screenshot displays the 'Contracts+' interface for the University of Illinois System. The main view is for contract 'CN-00079752', titled '911 C22130 Ideal Heating Company DIV 03 Agreement'. The contract is 'In Effect' through 6/16/2025 at 11:59 PM CDT. The contract header shows details like Contract Number, Name, Type, and Work Group. A summary section describes the installation of private offices and conference rooms. The 'Contract Parties' table lists the University of Illinois as the first party and Ideal Heating Co. as the second party. The 'Dates and Renewal' section shows the start date as 7/21/2023 and the end date as 6/16/2025.

Contract Parties
Name
THE BOARD OF TRUSTEES OF THE UNIVERSITY OF ILLINOIS
Ideal Heating Co.

Dates and Renewal
Time Zone
Start Date
End Date

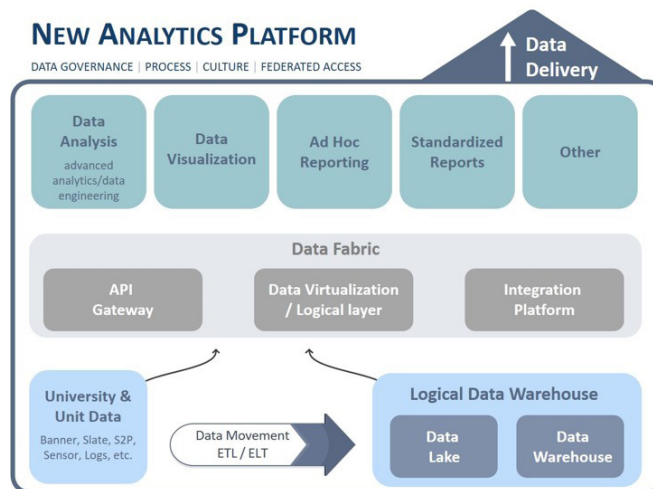
▶ ITPC-0593-B S2P Travel Reimbursement Project

The transition from the legacy Travel & Expense System to Chrome River was completed in 2022. The new software solution offers a much-improved user experience.

The screenshot shows the Chrome River mobile app interface. The top navigation bar includes the Chrome River logo and the user's name, Christina Worthington. The main content area is divided into two sections: 'eWallet' and 'Expenses'. The 'eWallet' section shows 'Unused Items' with counts for Credit Card Items and Receipts. The 'Expenses' section shows counts for Draft, Returned, and Submitted items. The 'Pre-Approval' section shows counts for Draft, Returned, and Submitted items. The right sidebar contains links for 'CONTACT', 'UPAY Customer Service', 'Service Desk Request Form', 'UPAY Processing Date', 'UPAY Processing Date', 'Chrome River', 'Chrome River Resource Page', 'OBFS Policy and Procedures', 'Policy 15 Travel', and 'NOTICES'. A 'REMEMINDER' section at the bottom provides instructions on how to use the 'Snap and Send' feature to quickly load receipt images to the account.

Next Generation Data Analytics Platform

The next generation data analytics platform will implement modern data analytics tools to help the university advance its reporting and data analytics capabilities. The modernized data architecture will support a data minded culture that will enable the university community to generate actionable insights from university data. The new and enhanced tools and services provide better integration, collaboration, and sharing of data.



New and Advanced Technology

Reporting Solution: SAP Business Objects was updated to the latest version with an overhaul of the user interface and new features to help acquire reports easier. ITPC-0665 Business Objects 4.3 Upgrade, completed in **March 2023**.

Implementation is in-progress for the following:

Data Virtualization: Creates a single representation of data from multiple, disparate sources without having to copy or move the data. By using data virtualization, data analysts can reduce the time to delivery for data sets because they can eliminate costly and timely steps to move and transform data. ITPC-0670 Implement Data Virtualization to integrate data sources.

Data Lakes: Offers a place for units at the university to store raw or curated data to be used for reporting or analytics. Data in the lake can be used on its own or integrated with other data sets. Data stored in a lake can be shared with university or external partners who are authorized and have been granted access. ITPC-0677 Improve Sharing & Collaboration with Enterprise Data Lake Service.

Data Movement: At the University of Illinois, these tools are used to extract data from multiple sources, transform that data by applying business logic, and load the data into one integrated Enterprise Data Warehouse (EDW). Modern data movement tools can connect to data on premise or in the cloud. As the university continues to adopt more solutions in the cloud, a data movement tool that can connect to cloud sources is critical. ITPC-0678 Provide connections to data with data movement tool.

For additional details please visit: <https://web.uillinois.edu/nextgenanalytics/>

PLANNING FOR THE FUTURE

▶ ITPC Planning Summit

The ITPC Planning Summit will bring together academic, technical, and business leaders from across the University System. Invited participants will take part in group discussions to identify strategic areas of focus for administrative IT and discuss opportunities to improve administrative processes and IT systems.

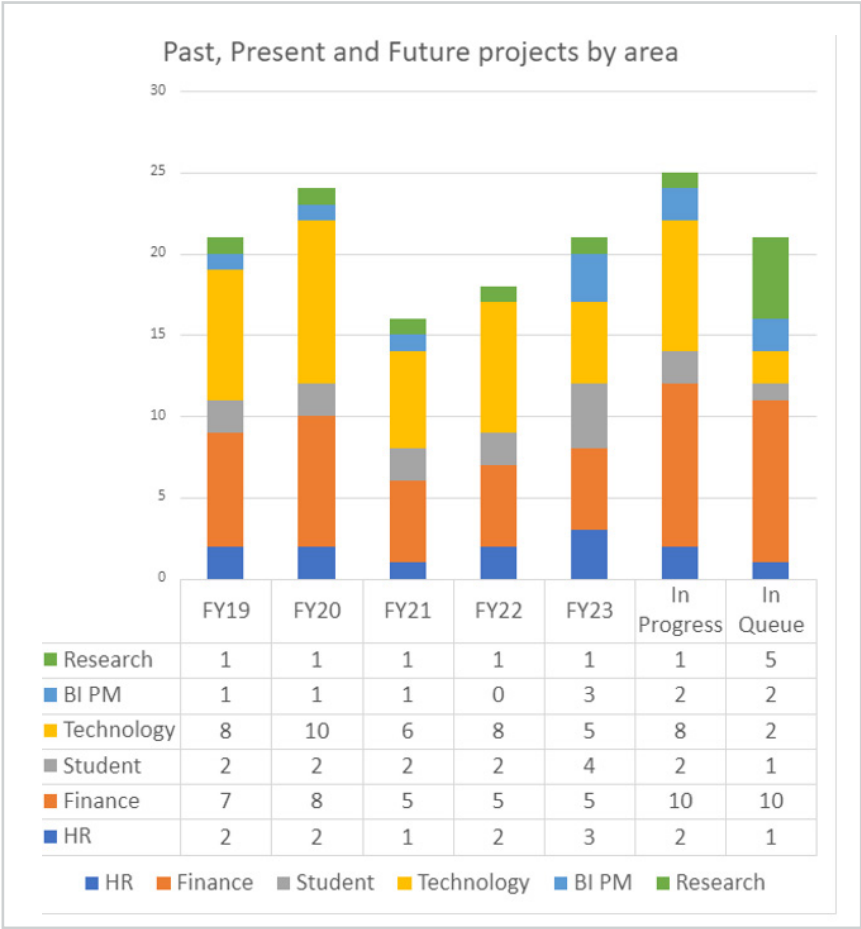
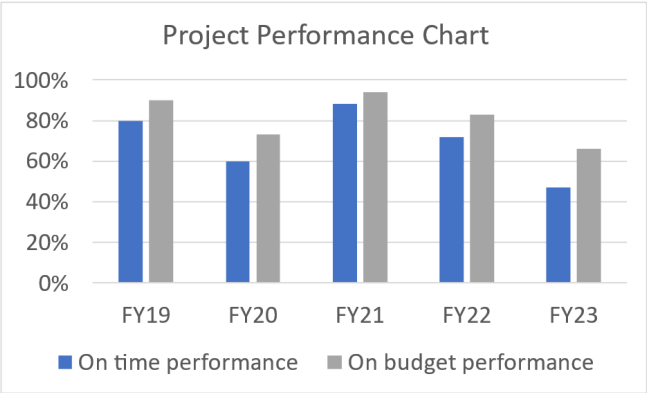
During the ITPC Planning Summit, on September 6th, 2023, participants will learn about the ITPC mission and process. The discussion will build on how the ITPC process can further support System and university strategies as well as enable process improvements and enhanced capabilities for business process efficiency and effectiveness. Attendees will be broken into groups to discuss topics such as leveraging data to improve productivity, identifying areas of improvement in the portfolio of enterprise administrative IT systems, optimizing business processes, and exploring how ITPC can support their unit's goals and missions. The output of these sessions will help us plan for the future and prioritize the work coming into ITPC.



PROJECT PERFORMANCE

ITPC reporting provides data by fiscal year. These charts show counts of projects by primary business area and include both mandatory and customer requested efforts. They look back at projects that were completed over the past few years and look ahead to current and future work.

The Project Performance Chart also shows project schedule and budget performance indicators at the time of project closing. The chart shows it recently trending down and this is due to the impact that the pandemic had on our ability to complete efforts on time. In FY23 we have completed many projects that we originally planned to complete in previous fiscal years. We are starting to see project performance trend in a positive direction.



MANDATORY WORK

A number of ITPC projects are completed each year to maintain enterprise services at the most current versions. Annual updates reduce support costs and provide the latest functionality to users. In addition, regular, smaller updates minimize the disruption and the costs associated with less frequent, consolidated updates. Maintenance, upgrades, and work required by new or changing regulations and laws are unavoidable and therefore considered mandatory by ITPC.

► FY23 Mandatory Projects

- UIC LAW Data Migration and Xtender Integration (**Complete**)
- Upside Contract Replacement (**Complete**)
- Banner 9 Self-Service Analysis (**Complete**)
- Business Objects 4.3 Upgrade (**Complete**)
- Maintain & Upgrade Banner Mission Critical System (**Spring and Fall**)
- Financial Aid Regulatory Changes (**Annual**)
- HRFE/PARIS Maintenance and Enhancements (**Annual**)
- IAM Password Manager and 2FA Maintenance (**Annual**)
- iBuy System Maintenance for Strategic Sourcing (**Annual**)
- Support Vital HR System Cornerstone/JDXpert/PRMS FY24 (**Annual**)
- Nelnet Student Services Maintenance (**Annual**)
- START myResearch Maintenance (**Annual**)
- Ensure Proper Archiving of All SHIELD IL Data (**In Progress**)
- Automate Loading of Contracts into BOT Repository (**In Progress**)
- Oracle Required Application and User Password Updates (**In Progress**)
- Validating Adobe Sign for FDA Compliance (**In Progress**)
- Oracle Encryption Phase 2 (**On Hold**)
- Move Document Management Storage from Unix/Samba to Windows (**On Hold**)

PROJECT PIPELINE

In FY23,
Administrative
IT Services staff
completed 21
projects.

► Completed

Project number and campus impacted are included in parentheses after the project description.

1. Maintain System Necessary for Strategic Sourcing (iBuy FY23) (0658) (**ALL**)
2. Continue to Provide Accurate Financial Aid Awards FY23 (0659) (**ALL**)
3. Ensure Quality of Services to All Students (Nelnet FY23) (0660) (**ALL**)
4. Support Password Manager/2FA for ~200K Users (IAM FY23) (0661) (**ALL**)
5. START myResearch Maintenance, Upgrade, Enhancements FY23 (0662) (**ALL**)
6. Maintain Critical HR/Payroll Systems (HRFE/PARIS FY23) (0663) (**ALL**)
7. Provide an Integrated IT Solution for the Management and Assessment of Disability Services at All Three Universities (0491) (**ALL**)
8. Facilitate the Creation of a More Secure, Reliable System for Processing Fellowships and Student Notices of Appointment (0545) (**UIC, UIUC**)
9. Implement Enterprise Applicant Tracking & Job Description System (0592/0623) (**ALL**)
10. S2P Travel Reimbursement Project (0593-B) (**ALL**)
11. UIC Law Acquisition Phase Two Data Migration and Acquisition Requirements (0602) (**UIC**)
12. Implement Parent Proxy in Banner (0619) (**ALL**)
13. Data Warehouse and BI Architecture Replacement Analysis (0621) (**ALL**)
14. System Data Website - Data Visualization Phase 2 (0629) (**ALL**)
15. Mandatory Upside Contract Replacement (0631) (**ALL**)
16. Unified System Offices Training Website (0634) (**ALL**)
17. Update System Status Page to a Vended Cloud Solution (0650) (**ALL**)
18. Banner 9 Self-Service Analysis (0657) (**ALL**)
19. Improve Reporting by Upgrading to Business Objects 4.3 (0665) (**ALL**)
20. Maintain Critical System Banner Fall 2022 & App Manager (0667) (**ALL**)
21. Maintain Mission Critical System (Banner Spring 2023) (0673) (**ALL**)

► In Progress

- Automate the Manual Process of Loading Contracts into the Official BOT Repository (0515) (**SO**)
- Slate Interaction Data to the EDW (0560) (**UIC, UIS, UIUC**)
- Assist Oracle Users/Application Owners with Password Updates (0581) (**ALL**)
- S2P iBuy Optimization Project (0593-A) (**ALL**)
- Implement ITSM (IT Service Mgt) and PPM (Project Mgt) Cloud Solution (0605) (**ALL**)
- Replace SecApp to Improve Access Request/ Provisioning (0620) (**ALL**)
- FABweb Re-design and Biennial Inventory Enhancements (0625) (**ALL**)
- OBFS Website Redesign: Development & Implementation (0648) (**ALL**)
- Implement Internal Control Updates Due to Audit Findings (0649) (**ALL**)
- Validating Adobe Sign for FDA Compliance (0651) (**ALL**)
- Analysis of ITFM Software to Manage Service Funds (0653) (**ALL**)
- Analyze Products for Legal Document Management System (0668) (**ALL**)
- Replace Aging Capital PM Systems with a Vended System (0669) (**ALL**)
- Implement Data Virtualization to Integrate Data Sources (0670) (**ALL**)
- Analysis to Ensure Accurate Commodity Code Usage (0671) (**ALL**)
- Ensure Proper Archiving of All SHIELD IL Data (0672) (**SO**)
- Support Vital HR System Cornerstone/JDXpert/PRMS FY24 (0685) (**ALL**)
- Maintain System Necessary to Continue Strategic Sourcing (iBuy FY24) (0686) (**ALL**)
- Maintain Critical HR/Payroll Systems (HRFE/PARIS FY24) (0687) (**ALL**)
- START myResearch Maintenance, Upgrade, Enhancements FY24 (0688) (**ALL**)
- Ensure Quality of Services to All Students (Nelnet FY24) (0689) (**ALL**)
- Continue to Provide Accurate Financial Aid Awards FY24 (0690) (**ALL**)
- Support Password Manager/2FA for ~200K Users (IAM FY24) (0691) (**ALL**)
- Implement Banner 9 Self-Service and Upgrade Banner Fall 2023 (0692) (**ALL**)
- Improve Sharing & Collaboration with Data Lake Services (0677) (**ALL**)
- Provide Connections to Data with Data Movement Tool (0678) (**ALL**)

► In Queue/On Hold

- Investigate Options to Meet Two U.S. Department of Education Regulations Using Our Existing Vended Systems (0542) (**ALL**)
- S2P Card Program Project (0593-E) (**ALL**)
- S2P Total Contract Manager Project (0593-C) (**ALL**)
- Outsource University Check Printing (0632) (**ALL**)
- Financial Process Performance Measures Proposal (0645) (**ALL**)
- Move Document Management Storage from Unix/Samba to Windows (0656) (**ALL**)
- Non-Degree Program Development Analysis (0664) (**ALL**)
- Increase Secure Encryption on Oracle Databases (Phase2) (0655) (**ALL**)
- HR/UPB Updates Due to New SURS Pension Admin System (0674) (**ALL**)
- Add Retention Mgr to Improve Compliance and Ease of Use (0675) (**ALL**)
- Provide Data & Reporting Needs to Cornerstone Users (0676) (**ALL**)
- New Page for GAR Customers to Make Updates in Banner (0679) (**ALL**)
- Streamline State Offset Process with New Tables & Form (0680) (**ALL**)
- Automate Billing Process with New GAR Bill Banner Table (0681) (**ALL**)
- Automate SAR Bill Format to Reduce Bursar Process Time (0682) (**ALL**)
- Self-Service Page for Student Access to Sponsor Data (0683) (**ALL**)
- Automate & Track Annual Term-Based Detail Codes Process (0684) (**ALL**)
- Analysis to Relocate HAB Enterprise Systems to ACB (0693) (**ALL**)

MORE INFORMATION

Interactive dashboards, project proposals, upcoming meetings, and previous annual reports can be found at www.itpc.uillinois.edu



Contact Us

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