



UNIVERSITY  
OF ILLINOIS  
SYSTEM

# ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES (AITS) METRICS

FY 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.



UNIVERSITY OF ILLINOIS SYSTEM

# TABLE OF CONTENTS

<b>Welcome To Our World</b>	<b>3</b>
<b>Who We Serve</b>	<b>4</b>
<b>Our Key Metrics</b>	<b>5-7</b>
<b>FY23 Numbers</b>	<b>8-9</b>
<b>Application Adminstration</b>	<b>10-13</b>
<b>Application Development and Support</b>	<b>14-15</b>
<b>Decision Support</b>	<b>16</b>
<b>Infrastructure, Cloud Architecture, and Assurance</b>	<b>16</b>
<b>IT Strategy and Planning</b>	<b>17</b>
<b>Portfolio and Process Management</b>	<b>17-18</b>
<b>Technical Application Management</b>	<b>18-20</b>
<b>Contact Us</b>	<b>21</b>

# WELCOME TO OUR WORLD

**At AITS, we take 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.**



# WHO WE SERVE



**94,861  
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.

In FY23, AITS enabled:

- 13,919,955 Registration Transactions
- 667,165 Financial Aid Disbursements
- 532,053 Student Application Transactions



**30,641  
Staff**

Many professionals, graduate staff, 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.

In FY23, AITS systems processed:

- 930,573 Payroll Transactions
- 174,455 eProcurement (iBuy) Transactions
- 164,413 HR Front End (HRFE) Transactions



**6,497  
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.

In FY23, AITS systems supported faculty research:

- 6,927 Research Proposals Submitted through Start myResearch
- 4,143 Awards Granted from Submitted Proposals



# OUR KEY METRICS

AITs tracks and publishes an extensive set of operational and strategic metrics each year. These may be found in our annual report and our strategic plan progress reports. The following are the key metrics that we track.

## ▶ 99.99% UPTIME

We've maintained our impressive 99.99% uptime this year. This is indicative of our commitment to ensuring our systems are reliable and always accessible.

## ▶ 47K HOURS SAVED BY NEW AUTOMATIONS

AITs automations provide a savings of 250,000 hours each year. For FY23, we added 43 new automations adding 47,000 additional hours of savings.

## ▶ 422 MILLION WEB SERVICE TRANSACTIONS

422 millions transactions underscores AITs' central role in keeping the business of the System running.



## UP TO 71 MILLION CYBERATTACKS PREVENTED DAILY ▶

The System faces a staggering number of cyberattacks each day. AITs security measures are instrumental in safeguarding vital information and infrastructure.

## 4,200 ACTIVE USERS OF OUR DATA TOOLS ▶

AITs data tools are an essential resource for 4,200 users, illustrating our clients trust in the resources we provide.

## 85.1% NET PROMOTER SCORE ▶

AITs is proud of its world-class NPS, a testament to the high level of satisfaction among our clients.



# OUR KEY METRICS

## ANNUAL BUSINESS TRANSACTIONS

**164,413** HR Front End Transactions

**930,573** Regular Payroll Transactions

**174,455** iBuy Transactions

**6,927** Proposals Submitted Through Start myResearch

**13,919,995** Registration Record Transactions



# OUR KEY METRICS

## Our daily work supports the business of the University of Illinois System.

Only 15% of our efforts are project-focused, driving optimization and transformation. A significant 85% is dedicated to daily activities that ensure our enterprise services run seamlessly and meet our customer's needs.



# FY23 NUMBERS

These metrics provide a tangible measure of AITS' contribution to the overall mission of the university. Each of these metrics represents an instance where our systems are enabling the university to perform a critical business function. Unlike our strategic metrics, most of these do not have a fiscal year target. They are used demonstrate and monitor scale, scope, adoption, value, efficiency, and quality.

## 900 Applications

We maintain 900 applications. 98.5% of them are at the most recent or near recent release, ensuring our users have the best and safest tools at their disposal.

## 623 Integrations

We don't just have systems; we have systems that talk to each other. We provide and maintain 623 integrations that seamlessly facilitate data exchanges.

## 1.5K Change Requests

About 1,500 change requests illustrate our commitment to providing the best and secure solutions. Only 42 of these needed redoing, a true testament to the quality of our work.

## 2K Data Loads

Every morning by 8:30AM, 2,040 data extract, transformation, and load jobs are done, hitting our SLAs nearly every single time.

## 84K Firewall Rules

Firewall management is an often thankless job, but it's the cornerstone of our system security. Managing 84,000 rules helps protect the System from security threats.





# FY23 NUMBERS

The main types of metrics you will find in this list are:

- **TRANSACTION COUNTS**

A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. It is also an indicator of the scale of our services and their critical role for the University of Illinois System student and business processes.

- **COUNT OF SESSIONS, USERS, TERABYTES OF DATA STORED, AND APPLICATIONS SUPPORTED**

The majority of these counts indicate the scale of our services; a handful of these indicate scope. These counts also demonstrate the value provided by these services by counting adoption and usage.

- **TIME SAVED**

These numbers show the efficiencies we provide to the University of Illinois System.

- **ACTIVITIES PERFORMED**

We communicate this information to demonstrate our workload and internal efficiency. Most importantly, it demonstrates our commitment to security, training, currency, and increasing the efficiency of the University of Illinois System business operations.

- **UPTIME AND PERFORMANCE**

These are typically expressed in percentages. They are indicative of the quality of our services.

The following list is organized by department, as many metrics fit in more than one category. Most of these are new this fiscal year, so the 5-year trend data has not been included. We will start displaying this information once we have more years of data.



# APPLICATION ADMINISTRATION

Metric Name	Definition	Why Important	Current FY
Application changes made	The total number of changes made to applications in response to formal change requests.	Provides insight into the scale of change management processes and indicates our commitment to continually improving our services.	1,532
Application upgrades and replatforms	The total number of applications that have been upgraded or migrated to a new platform in this fiscal year.	Indicates the pace at which our applications are being modernized and made secure. It is also an indicator of our efficiency, workload, and commitment to increasing operational efficiencies for the University of Illinois System.	39
Applications supported	This is the number of applications supported by AITS. We measure this by counting the number of software application configuration items in our change management database.	Shows the extent of software services provided by AITS to the University of Illinois System. Each application undergoes regular maintenance and upgrades and must be managed in relation to other applications.	970
Application upgrades and replatforms	The total number of applications that have been upgraded or migrated to a new platform in this fiscal year.	Indicates the pace at which our applications are being modernized and made secure. It is also an indicator of our efficiency, workload, and commitment to increasing operational efficiencies for the University of Illinois System.	606
Banner related application changes	The total number of changes made to Banner related applications in response to formal change requests.	Provides insight into the scale of change management processes and indicates our commitment to continually improving our services.	5,500
Data footprint in Terabytes	This is the total volume of data stored and managed by AITS.	This is an indication of the scale of services provided by AITS and the importance of its data storage services to the University of Illinois System.	107
Data restore operations conducted using NetBackup	This is the number of successful data restore operations conducted using NetBackup.	NetBackup used to be our primary means of data restoration. This service is being replaced by the Commvault service and this metric will soon be retired.	91
Database issues Resolved	The number of identified and resolved database-related issues.	This is primarily an indicator of workload, as database issues occur across the system.	234
Departments and classes actively using the GitHub collaboration and code management service	The number of departments and classes actively using GitHub for collaboration and code management.	Shows the breadth of GitHub use across different departments and classes, highlighting its role in supporting a wide range of academic and administrative activities.	178

# APPLICATION ADMINISTRATION

Metric Name	Definition	Why Important	Current FY
Eddie sessions	The number of user sessions on the Eddie data warehouse reporting service.	Insight into the usage and importance of the Eddie service to the University of Illinois System.	1,400,000
Eddie uptime	This is the time our Eddie service is available for use.	High uptime indicates stable operations and a positive user experience. This indicates the quality of service provided by AITS.	99.36%
Identities managed by Identity and Access Management system (in millions)	The total number of digital identities managed through the Identity and Access Management (IAM) system, counted in millions.	This reflects the scale of identity management services AITS provides to the University of Illinois System. It is also an indicator of critical function of this service.	3
KnowledgeBase solution in use by University of Illinois colleges and departments	The number of colleges and departments that have contributed to or are utilizing the knowledge base service.	Reflects the range of departments and colleges using the KnowledgeBase, providing an indication of its utility and penetration across the institution.	17
Licensed users of GitHub, a collaboration and version control service.	The number of individuals taking advantage of the GitHub version control and collaboration service.	Tracks the number of licensed GitHub users, reflecting the degree of adoption of this platform and its value to staff and students for version control and collaboration on coding projects.	8,094
Non-Banner infrastructure component changes	The total number of changes made to applications in response to formal change requests.	Provides insight into the scale of change management processes and indicates our commitment to continually improving our services.	13,213
Number of times the KnowledgeBase has been used (All KBs)	The total number of times users have accessed any of the knowledge bases provided by IT for self-help information and instructions.	Shows the usage of the KnowledgeBase, reflecting its value to users and our commitment to excellent and efficient customer support.	9,408,422
Percentage of applications that are within or near latest version	The proportion of applications in the IT inventory that are either using the latest version or a version close to the latest.	High percentages indicate a modern, up-to-date infrastructure. This shows AITS commitment to keeping our systems secure and providing the most recent features.	98.50%
Requested changes to systems and applications that failed on the first attempt and required rework	The number of change requests (to systems, applications, etc.) that failed on the first attempt and required rework.	Demonstrates the maturity and quality of our deployment processes.	42
Significant system or application deployments completed (Major rollouts)	The number of significant system or application deployments for the fiscal year.	This is an indicator of AITS' productivity and commitment to providing secure systems with new features for our clients.	30

# APPLICATION ADMINISTRATION

Metric Name	Definition	Why Important	Current FY
SiteMinder logins (in millions)	The total number of logins facilitated through the SiteMinder platform, recorded in millions.	Indicates the usage and reliance on the SiteMinder platform. High numbers demonstrate its critical role in providing seamless access to our clients.	11
Support applications	The number of applications that are supported by AITS in terms of maintenance, updates, and troubleshooting.	Showcases the breadth of responsibilities handled by AITS. It is an indication of our efficiency and workload.	58
System status messages posted	The number of system status messages posted in the fiscal year, a service implemented and managed by AITS.	This indicates the utilization of the system status service and the value it provides to the University of Illinois System.	622
System Status page views (approximately)	The approximate numbers of times the system status page is viewed.	Measures the total number of views of the System Status page, indicating the degree to which users depend on this resource for updates about system availability.	200,000
Tableau sessions	The number of user sessions initiated on the Tableau platform.	Provides an insight into the frequency of Tableau usage within the organization. Indicative of its usefulness and popularity within the System.	150,000
Tableau uptime	The percent of time Tableau is available for our clients.	High uptime indicates a stable system, which is essential for uninterrupted visualization operations within the System and on its public web pages.	99.90%
Tableau visualizations (sheets)	The number of Tableau visualizations created, including those embedded in web pages.	Indicates the adoption of Tableau as a tool for visualization and its value for internal analysis and external communications.	25,233
Tableau workbooks	Each Tableau workbook has any number of visualizations. This is a measure of those workbooks.	Indicates the adoption of Tableau as a tool for visualization and its value for internal analysis and external communications.	4,775
The number of successful data restores using the newer Commvault software	The number of data restored completed using the Commvault software.	Indicates the frequency of data recovery operations, reflecting AITS workload and value of the service to our clients.	39
Units using System Status service	The number of units actively using the System Status service to communicate system health and performance.	Records the number of departments or units using the System Status service, demonstrating its importance as a communication tool for the System's IT departments.	8
uPortal sessions	The number of user sessions logged in the university's web portal.	Shows the usage of the university's portal, reflecting its importance as a communication and service platform. uPortal is a critical service for UIC.	6,294,984



# APPLICATION ADMINISTRATION

Metric Name	Definition	Why Important	Current FY
Uptime for the data warehouse	The percentage of time that the data warehouse is available and operational.	This is a critical measure of the reliability of the university's data infrastructure, which affects data-driven processes and decision-making.	99.90%
Users accessing uPortal	The number of users who have accessed the uPortal platform. The uPortal platform is a critical component of UIC's operations and services to its students, faculty, and staff.	Records the number of users accessing the university's uPortal, demonstrating its role as a critical access point for university services.	40,000
Views of Tableau visualizations (including visualizations embedded in websites)	The number of views of Tableau visualizations, including those that are embedded in websites.	Indicates the adoption of Tableau as a tool for visualization and its value for internal analysis and external communications.	2,073,099
Web apps supported	The number of web applications that are maintained and supported by AITS.	Indicate the scope of services provided by AITS. This is an indicator of workload and efficiency.	163
Websites supported	The total number of websites maintained and supported by AITS.	Shows the extent of websites built and supported by AITS. This service helps units focus on their core work, by eliminating the burden of designing and supporting their own website.	49



# APPLICATION DEVELOPMENT AND SUPPORT

Metric Name	Definition	Why Important	Current FY
Adobe Sign documents sent (by calendar year)	The total number of documents sent using Adobe Sign within the calendar year.	Shows the volume of documents sent using Adobe Sign, indicating the demand for this service.	62,166
Automations in production	The number of automations that are actively running in the production environment. This includes workflow, forms, and robotic process automation.	This is an indicator of workload and the popularity of AITS-developed automations. It demonstrates our commitment to creating process efficiencies.	564
Banner Workflow transactions	Number of transactions processed through Banner Workflow.	This indicates the volume of activities handled by the Banner Workflow system. This is primarily an indicator of workload and our progress in phasing out this system.	12,498
Finance and HR data delivery jobs completed on time (prior to 8:30 am each day)	The SLA for data extraction, transforming, and loading for our finance and HR clients is to have all jobs complete by 8:30am.	This indicates the reliability of our data architecture and delivery services, a critical component to the operations of the System.	98.00%
FormBuilder transactions (AITS developed)	The number of transactions enabled by AITS-developed FormBuilder forms.	This is an indication of the efficiencies gained for the System by using the AITS-developed and supported FormBuilder solutions.	10,729
Integrations provided by AITS	The number of system integrations provided by AITS.	This indicates AITS' commitment to saving time for our clients and maintaining a seamless business IT environment.	623
K2 workflow transactions	The number of transactions processed through our intelligent process automation and workflow tool, K2.	This is an indication of the efficiencies gained for the System by using a process automation and workflow tool. The majority of K2 transactions are run through AITS-developed K2 solutions.	19,985
Student delivery jobs completed on time (by 8:30 am each day)	The SLA for data extraction, transforming, and loading for our student clients is to have all jobs complete by 8:30 am.	This indicates the reliability of our data architecture and delivery services, a critical component to the operations of the System.	100.00%
Time saved by AITS-developed FormBuilder solutions (in hours)	Many units across the system rely upon FormBuilder. This is the estimated time saved for the System by AITS-developed solutions.	This indicates the value that AITS provides through its FormBuilder development activities.	12,778
Time saved by Banner Workflow (in hours)	The estimated time saved by the System with the Banner Workflow tool.	This is primarily an indication of the impact of our Banner Workflow services on the System's efficiency.	15,150

# APPLICATION DEVELOPMENT AND SUPPORT

Metric Name	Definition	Why Important	Current FY
Time saved by FormBuilder (all units) (in hours)	This is the estimated time saved by all FormBuilder solutions across the System.	AITs provides maintenance and support for the FormBuilder service. This is an estimate of the impact this work has on the System.	206,292
Time saved by K2 solutions (in hours)	AITs supports the intelligent process automation and workflow system, K2. This is the estimated time saved by solutions built in K2.	Indicates the impact of the K2 service and AITs-developed solutions on the efficiency of the System.	7,131
Time saved by RPA solutions (in hours)	The time saved by the robotic process automation solutions developed by AITs. These are typically used to automate manual, highly repetitive work.	Indicates the value AITs provides through our development and support of robotic process automation solutions.	11,950
Time saved for the University of Illinois System by the adoption of Adobe Sign (in hours)	The estimated time saved by the number of Adobe Sign documents sent in the fiscal year.	Highlights the efficiency gains achieved through the adoption of Adobe Sign.	99,796
Vulnerability scans (not including rescans)	The number of initial scans conducted to identify vulnerabilities.	This indicates the proactive role we take in ensuring the security of our systems. Regular scans help to safeguard us against potential breaches and cyber-attacks.	146
Web services supported	The number of web services, maintained and supported by AITs. This includes web services for My UI Info, Student Information Systems, and Finance Feeder Front End.	This shows scope of web services under AITs purview and is an indication of workload and the resources we have made available to the System.	389



# DECISION SUPPORT

Metric Name	Definition	Why Important	Current FY
BI/DW Training (attendees)	The number of training attendees on topics such as data tools and analysis, business process improvement, and project management.	Indicates our proactive approach in supporting our users as well as our commitment to data literacy.	279

# INFRASTRUCTURE, CLOUD ARCHITECTURE, AND ASSURANCE

Metric Name	Definition	Why Important	Current FY
Cyberattacks prevented per day (in millions)	The average number of cyberattacks thwarted by our security measures each day.	This is a critical measure of the effectiveness of our cybersecurity measures, reflecting system and data security.	71
Disaster Recovery-annual tabletop exercises	A measure of completion of the yearly disaster recovery tabletop exercises, which are discussions or role-playing activities used to test disaster response plans.	These system-wide IT disaster recovery exercises are an indicator of our dedication to minimizing impacts to the System's business operations during a disaster.	1
Disaster Recovery-annual tests	A measure of the completion of the yearly disaster recovery testing activities.	Measures the completion of annual disaster recovery tests and reflects our readiness for potential disasters.	1
Number of firewall rules managed	The total number of rules configured in the firewall to govern the traffic and protect the network.	This metric displays the complexity of the network's security infrastructure, indicating the level of control and security measures in place. This is an indicator of workload and commitment to protecting the University of Illinois System.	84,007
Number of threat actor addresses blocked	The total number of IP addresses identified as potential threats and subsequently blocked to prevent unauthorized access or attacks.	Highlights the proactive measures taken to prevent cyberattacks from known threat actors. It showcases the efforts made to maintain the security and integrity of AITS systems.	23,917,091
Number of threat actor reconnaissance scans prevented	The number of reconnaissance scans initiated by potential threat actors that have been detected and prevented.	Underlines AITS' ability to thwart preliminary stages of cyberattacks. It reflects the effectiveness of the security measures in place.	79,144
Server security vulnerabilities patched	The number of identified security vulnerabilities in servers that have been patched to prevent potential exploits.	Demonstrates the ongoing efforts to maintain security through being aware of issues and responding to them.	855

# IT STRATEGY AND PLANNING

Metric Name	Definition	Why Important	Current FY
Strategic plan activities deferred	The number of planned strategic initiatives that were deferred due to resource issues or priority changes.	Quantifies the organization's strategic progress, demonstrating its effectiveness in achieving set goals.	9.00%
Strategic plan activities off schedule	The number of planned strategic initiatives that are off schedule.	Quantifies the organization's strategic progress, demonstrating its effectiveness in achieving set goals.	3.00%
Strategic plan activities on schedule	The number of planned strategic initiatives that are on schedule.	This metric quantifies the organization's strategic progress, demonstrating its effectiveness in achieving set goals.	85.00%

# PORTFOLIO AND PROCESS MANAGEMENT

Metric Name	Definition	Why Important	Current FY
BPI training engagements	The number of training sessions conducted to enhance Business Process Improvement skills across the System.	Illustrates AITS' commitment to fostering a process improvement culture within the System.	5
BPI, Process Mapping, and Facilitation engagements	The count of business process improvement, process mapping, and facilitation sessions held by AITS.	These services are requested by departments within the System. A high number indicates the value provided by these services.	24
Distinct units helped by Records and Information Management Services	The number of units that have requested and received assistance from Records and Information Management Services.	Highlights the reach of RIMS in supporting the System. It is also an indicator of workload and demand.	170
ITPC projects closed by FY	The total number of ITPC projects closed in the fiscal year. This includes projects that were started in previous years.	This is a rough indication of AITS' efficiency in running and completing ITPC projects.	21
Project budget performance	This measures how closely AITS' projects adhere to their planned budget.	Measures the efficiency and effectiveness of project management, directly affecting the delivery of IT services and initiatives.	47.00%
Project hours for ITPC projects closed in current FY	Number of hours devoted to ITPC projects. These numbers are measured at the time of project closing and includes hours from previous fiscal years if the project runs multiple fiscal years.	Quantifies the total hours dedicated to ITPC projects, providing a rough idea of total effort invested for the life of each project.	85,936



# PORTFOLIO AND PROCESS MANAGEMENT

Metric Name	Definition	Why Important	Current FY
Project schedule performance	Measure of how closely AITS and ITPC projects adhere to their planned schedule.	Measures the efficiency and effectiveness of project management, directly affecting the delivery of IT services and project cost.	66.00%
Tons of paper that can be eliminated through the efforts of Records and Information Management Services	The amount of paper materials, measured in tons, that have been approved for purging or disposal.	Demonstrates the impact of RIMS on reducing risk and eliminating unnecessary storage of paper materials.	78
Unique inquiries handled by Records and Information Management Services	The number of unique inquiries handled by the Records and Information Management Service.	This indicates the level of engagement and interaction with RIMS. It also is an indicator of workload and diversity of issues handled by RIMS.	440

# TECHNICAL APPLICATION MANAGEMENT

Metric Name	Definition	Why Important	Current FY
Awards processed through the Start myResearch system	The number of research grant awards processed in the research administration system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations.	4,143
Banner-Courses Completed	The number of courses successfully registered as completed in the Banner system	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. It is also an indicator of the scale of our services and their critical role for the University of Illinois System student and business processes.	832,071
Banner-Financial Aid Disbursements	The number of financial aid disbursements recorded and processed in the Banner system	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates our important role in the business and student operations of the University of Illinois System.	667,165
Banner-Registration Record Transactions	The total number of student registration transactions processed in the Banner system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	13,919,955



# TECHNICAL APPLICATION MANAGEMENT

Metric Name	Definition	Why Important	Current FY
Banner-Regular Payroll Transactions	The total number of regular payroll transactions processed through the Banner system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	930,573
Banner-Student Application Transactions	The total number of student application transactions processed in the Banner system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	532,053
HR Front End transactions (HRFE)	The total number of human resources-related transactions.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	164,413
Net promoter score	A measure of how likely users are to recommend AITS on a scale from -100 to 100.	Gauges the overall user satisfaction with AITS services and their willingness to recommend these services, providing a broad measure of service quality.	85
Payroll Adjustment Transactions (PARIS)	The total number of payroll adjustments handled through the Payroll Adjustment Reporting Information System (PARIS).	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	43,177
PO invoices	The number of purchase order invoices generated within the fiscal year.	Reflects the volume of purchasing activities within the System and underscores the critical role AITS systems play in the System's business operations.	416,902
Proposals submitted through the Start myResearch system	The number of research proposals submitted through the research administration system.	Demonstrates the volume of research proposals submitted through the Start myResearch system. This underscores AITS' support of the research function of the University of Illinois System.	6,927
Purchase orders created in iBuy	The number of purchase orders created through the iBuy procurement system.	Shows the utilization and adoption of the iBuy system, an indicator of the value AITS provides to the System.	174,455

# TECHNICAL APPLICATION MANAGEMENT

Metric Name	Definition	Why Important	Current FY
Purchase orders created outside of the iBuy online purchasing system	The total number of transactions processed outside of the iBuy online procurement system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations.	5,214
Requests for access made through the Security Application	The number of access requests (to systems, applications, data, etc.) made via the security management application.	This shows the volume of access requests handled by AITS. This is an indicator of workload and the effort required to provide access and keep our systems safe.	37,156
Research expenditures managed through Start myResearch (in billions)	The total amount, in billions, of research expenditures managed through Start myResearch.	Indicates the importance and impact of the Start myResearch system in terms of research expenditures managed.	1
Transactions in the iBuy online purchasing system (eProcurement Transactions)	The total number of transactions processed in the iBuy online procurement system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	174,455
Transcripts processed	The number of academic transcripts processed by our Banner system.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. This indicates the scale of our work and demonstrates AITS' important role in the business and student operations of the University of Illinois System.	109,311
Travel & expense reimbursements processed (Through TEM)	The total number of travel and expense reimbursements processed.	A count of business transactions demonstrates our impact on the effectiveness and efficiency of the System's ongoing operations. The TEM system has been replaced by Chrome River. This metric will be retired.	8,535



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