



UNIVERSITY
OF ILLINOIS
SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES (AITS) ANNUAL REPORT

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.

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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



94,861
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

WE ARE RECOGNIZED



AITS EXCELLENCE AWARD

MARK BAYSORE ENTERPRISE SYSTEMS COORDINATOR

Mark’s attention to detail and organization has been extremely important on the development of the main document templates for the Upside Replacement Project. We would not have gone live in Contracts+ without his hard work at preparing the training and materials for the Capital Program staff. He truly has demonstrated excellence and he has gone above and beyond for S2P, AITS and Capital Programs.

We are better today because of Mark, as the University benefited by combining two software applications into one application, thus saving money and development and support effort. AITS benefited by Mark’s meticulous documentation of the process. This will make future maintenance and improvements easier.



85.1%
NET PROMOTER SCORE

NPS is a widely used industry metric that measures on a scale -100 to 100, indicating customer satisfaction. This score means that 85% of survey respondents would recommend our services to others. A score of 70 and above is considered excellent.

RAPID FAILOVER AND RECOVERY

After discovering that it had outdated disaster recovery plans and enormous risk exposure in 2018, the University of Illinois system embarked on a five-year plan culminating in a massive failover test.

Because of all of the great work, the [“How the University of Illinois System Conducted a Massive Failover Test to Reduce Risk Exposure”](#) article was published on the EDUCAUSE Review website. This article will be shared via social media and featured in an upcoming EDUCAUSE Review Content Alert email sent to about 76,000 recipients.

POSITIVE FEEDBACK FROM OUR CUSTOMERS

Data Integrations, Architecture & Delivery Team

Todd Bickers, Jun Huang, Uttam Roy, Derek Schweitzer, Jared Crowe, Kavin Chan, Jannah Coon, Dustin Gentry, Suzanne Zelle

"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!"

Tulio Llosa

Associate Provost for IT & CIO, UIS

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Thank you
sincerely!
The work
that the
AITS
teams do
every day
keep us on
track and
successful.

Aaron Carter
Assistant Vice President,
Procurement Services

Jannah Coon & Jun Huang

"Jannah and Jun hitting a snag never worries me. They always so capably recover and do it so timely that they could probably fix the issue before we would even notice it. They are golden! Their support to our office is amazing!"

Donna McNeely

Executive Director of University
Ethics and Compliance

36 Facilitators Trained on RAPID Process Improvement Methodology

"Thank you so much for the training this morning. That was so helpful! We are so grateful for your wisdom and your willingness to guide us on this process improvement journey."

Robin Kaler

Associate Chancellor, Public Affairs

NPS Survey Promotor Feedback - Score 10

"Sean McKendall is always very helpful and prompt in responding to my PRZM related questions/issues."

Ivelisse Medina

Office of Planning, Sustainability
and Project Management, UIC

HOW WE DO IT

STAFF

AITS is home to 200+ dedicated IT professionals who deliver top-notch service to the University of Illinois community.

Their unwavering dedication to providing extraordinary service to our customers is truly unparalleled.

Without their invaluable contributions, AITS would be unable to uphold the exceptional level of support we extend to the University of Illinois community.



HOW WE DO IT

▶ ENTERPRISE INFRASTRUCTURE

Our infrastructure services maintain a superior level of performance and reliability while being cost-effective, scalable and accommodating.

▶ COLLABORATION & GOVERNANCE

In collaboration with 100+ partner and customer committees, AITS prioritizes and aligns academic, business, and IT concerns and solutions.

▶ SUPPORT

Our devoted staff provide around the clock system and application support to thousands of clients.



ENTERPRISE TOOLS ◀

We support and provision tools for enterprise level IT services being developed or provided by fellow IT units.

BUSINESS PROCESSES ◀

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

STRATEGIC PLANNING ◀

AITs is driven by our strategic directions with a focus on successful results. We plan and we measure the plan.



STRATEGIC PLAN FY23-FY25

Our strategic priorities guide and prioritize our actions to make administrative IT as simple and beneficial as possible for our customers.

▶ ENTERPRISE-CLASS SERVICES

- Ensure enterprise systems are highly available and up to date.
- Improve our protection for sensitive and high-risk information.
- Improve disaster recovery processes.

▶ USER EXPERIENCE

- Improve digital accessibility and processes.
- Provide new and enhanced enterprise business systems.

▶ OPERATIONAL EFFICIENCIES

- Increase time savings for the university through high efficiency automation.
- Increase the University's utilization of business process improvement.
- Improve and increase integration opportunities with enterprise systems.

▶ DATA MANAGEMENT, QUALITY, & TOOLS

- Enable data-driven decision making.
- Enhance data quality in targeted areas.
- Develop and implement a data literacy program.
- Implement system office data governance.

▶ WORKFORCE

- Enhance efforts to attract a talented workforce.
- Develop current AITS employees to enhance career opportunities and job satisfaction.

▶ ALIGNMENT & ENGAGEMENT

- Improve governance collaboration.
- Create and participate in communities of practice.
- Improve awareness of the value of the services AITS provides.

▶ STRATEGIC FINANCE

- Streamline operational processes.
- Optimize financial process.

Strategic priorities
guide our everyday
actions.

WHAT WE'VE DONE

▶ KEEPING OUR SYSTEMS SAFE AND RELIABLE

Our primary mission is to support and enable the University of Illinois System's business processes with reliable, secure, and up to date enterprise IT Services.

- **Cybersecurity:** We implemented 855 security patches on our Windows, Linux, and Solaris servers and blocked up to 71 million daily cyberattacks.
- **Successful live failover test:** We executed a comprehensive live failover test, transitioning all production systems to our secondary data center. This test involved over 950 applications, 340 servers, and 300 TB of storage. The systems ran seamlessly for approximately 18 hours.
- **Core business systems upgrades and maintenance:** We kept our core business systems up to date with regular upgrades and patches for compliance and security, including successful back-end system upgrades.



71 Million
daily cyberattacks prevented

855
security patches

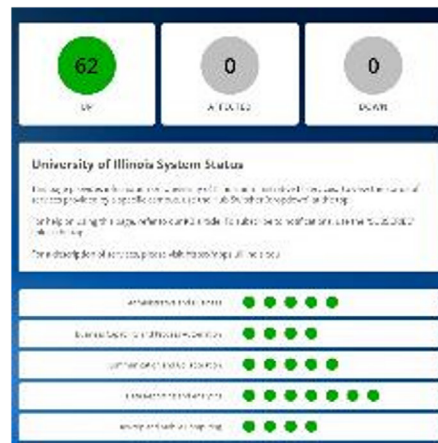
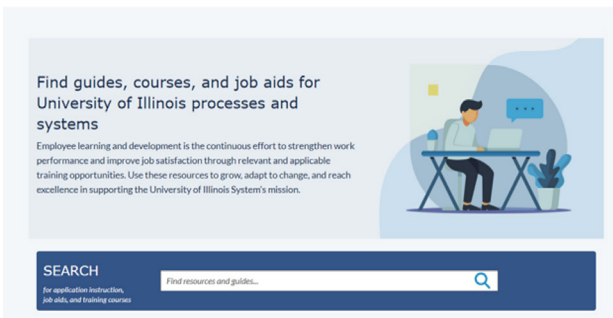
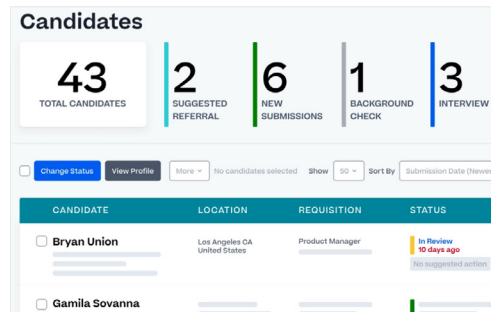
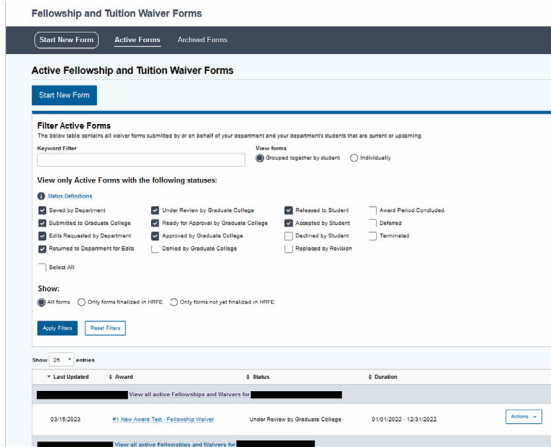
99.9%
Uptime

WHAT WE'VE DONE

▶ PROVIDE AN EXCELLENT USER EXPERIENCE

In FY23, we focused on improving our user experience by implementing new systems and improving our capabilities for accessibility testing and remediation.

- New and enhanced business systems:
 - Best-of-Breed HR Systems (Cornerstone and JDXpert)
 - Document compliance and modification solution within Contracts+
 - Student proxy functionality with Banner ERP
 - Graduate College Tuition Waiver and Fellowship Application
- Tested and updated over 93 enterprise applications for accessibility.
- Increased capacity by 50% for digital accessibility work.
- Facilitated the creation of a digital accessibility exception process for the System Office.



WHAT WE'VE DONE

Since 2013, AITS has helped the System save
1.2 million hours.

▶ SAVE TIME FOR THE SYSTEM

In FY23, we improved operational efficiencies for the System through business process improvement, strategic automation, and integrations.

Automation: Our automations have significantly streamlined processes, reduced manual efforts, and enabled employees to focus on more value-added tasks.

As of July 2023, there are over 550 automations providing 250,000 hours saved annually. Since 2013, AITS has helped the system save 1.2 million hours.

In FY23:

- Created 43 new automations for an additional savings of 47,000 hours per year.
- Completed 29 process improvement engagements.
- Redesigned and launched a purpose-focused training program for Business Process Improvement.
- Transferred 6 integrations to a more flexible, standardized, and scalable technology.
- Expanded integrations use the new Banner Ethos integration service.



▶ EXPANDED DATA ANALYTICS

In FY23, we enhanced our existing data resources, planned for the future, and started developing data governance and a data literacy program.

- Upgraded system-wide reporting and data visualization tool, EDDIE/Web Intelligence.
- Implemented reporting and ad hoc analysis capabilities for two enterprise systems (Chrome River and Cornerstone).
- Completed the roadmap and got approval for the next generation data analytics program.
- Established the System Office Data Governance Working group.
- Began drafting a data literacy and consulting program.



LOOKING AHEAD

Business Intelligence Modernization

New tools/capabilities for data virtualization, lakes, and movement

Banner 9 Self-Service

Maintain software and complete a FY24 upgrade to provide the latest features

Partnering with Universities

Continue to pursue opportunities to support critical projects, initiatives, and leaders across the universities

Business Process Improvement & Automation

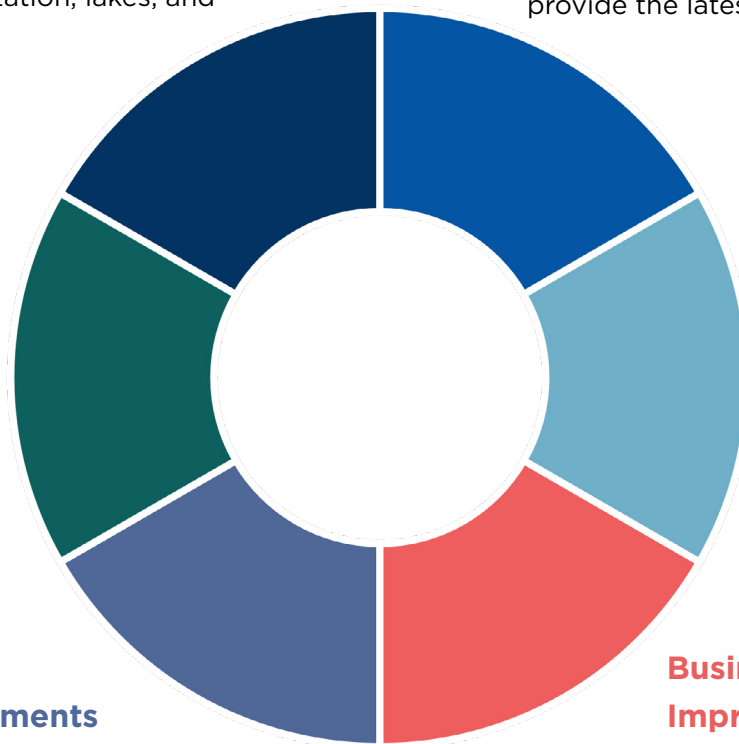
Focus on high impact automation projects and process improvement

Security Enhancements

Complete multiple initiatives including a penetration test and new vulnerability scanning systems

Disaster & Cyber Recovery

Refine the failover and restore process and implement a ransomware readiness solution



THANK YOU

AIT'S would like to thank all of our dedicated partners across the University of Illinois System whose daily contributions help all of us meet our goals and deliver on our commitment to continuous improvement of our customer experiences.



Contact Us

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