1/24/2023

MID-YEAR PROGRESS DETAILS

AITS STRATEGIC PLAN

ENTERPRISE-CLASS SERVICES

Ensure that enterprise systems are kept at the forefront of technology and follow industry best practices to minimize risk of failure and optimize performance (1.1)

- Last comment: 99% uptime is being maintained. We don't anticipate it will drop. (11/04/22)
- Measure: Uptime
- FY23 Target: 99%
- YTD Actual: 99%
- Status: On Target

Annual ERP Evaluation (1.1.1)

- Last comment: We are continuing with our consulting engagement. The internal project has been put on hold until the consulting engagement is complete. (01/18/23)
- Measure: Percent complete of Annual ERP evaluation
- FY23 Target: 75%
- YTD Actual: 40%
- Status: On Target

Evaluate Ellucian managed cloud services (1.1.3)

- Last comment: We have extended the deadline for this activity to FY24. (11/04/22)
- Measure: Ellucian cloud services evaluated
- FY23 Target: 25% (deadline extended to FY24)
- YTD Actual: 10%
- Status: On Target

Develop schedule and execute architecture roadmaps (1.1.4)

- Last comment: We have the roadmap. We are investigating tools. We do not anticipate any issues with completing this by EOY FY23. (01/18/23)
- Measure: Implement tracking tool and to help schedule work
- FY23 Target: 100%
- YTD Actual: 25%
- Status: On Target

Enhance protection mechanisms for sensitive and high-risk information (1.2)

- Last comment: Percent complete is based on status of supporting activities.
- Measure: Percent complete of 11 targeted improvements
- FY23 Target: 100%
- YTD Actual: 44%
- Status: On Target

Expand 2FA implementation (1.2.1)

- Last comment: Progress on 2FA implementations: FormBuilder Admin: 90% (new priority 1 item); AVSL: 90%; ICard: 30%; PCard: 30%; Expanded ACH: 30% (01/18/23)
- Measure: Percent complete of 5 high priority applications
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Implement campus frameworks and AITS prioritized mitigations for security (1.2.3)

- Last comment: VPN is 75% complete. Waiting on Chicago. Blocking outbound traffic: 50% complete. Microsegmentation: 25% complete. Related LDAP upgrade is in progress. (01/18/23)
- Measure: Percent complete of the 3 enhancements
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Modernize and enhance security of high-risk data stores (1.2.4)

- Last comment: Move BDMS repository from Solaris to Windows for BDMS. Clean-up activities are planned for after this effort. (01/18/23)
- Measure: Percent complete of 3 security enhancements
- FY23 Target: 100%
- YTD Actual: 60%
- Status: On Target

Continue to modernize the DR plan and process to meet business recovery needs of the University System (1.3)

- Last comment: See statuses below.
- Measure: Percent complete of new enterprise backup, recovery, ransomware, and rapid failover
- FY23 Target: 100%
- YTD Actual: 53%
- Status: On Target

Complete analysis and acquire hardware and software for enterprise backup and ransomware. (1.3.1)

- Last comment: The assessment involved a dozen people and was a year-long effort. We are now ready for implementation. (01/19/23)
- Measure: Vendor selected, and hardware and software purchased
- FY23 Target: 100%
- YTD Actual: 100%
- Status: Achieved

Full failover disaster recovery test RRB and HAB (1.3.2)

- Last comment: On track for February test. (01/18/23)
- Measure: Disaster recovery test complete
- FY23 Target: 100%
- YTD Actual: 75%
- Status: On Target

Completion of tabletop exercises (1.3.3)

- Last comment: HAB tabletop run, working on mitigations. (11/04/22)
- Measure: Annual tabletop exercise complete
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Implement new enterprise backup and ransomware solution. (1.3.5)

- Last comment: This project is kicking off in January. (01/19/23)
- Measure: Ransomware solution implemented
- FY23 Target: 25%
- YTD Actual: 10%
- Status: On Target

USER EXPERIENCE

Continue to improve digital accessibility and processes. (2.1)

- Last comment: In progress. (11/03/22)
- Measure: Percent complete of new digital accessibility process
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Implement new accessibility processes (2.1.1)

- Last comment: Small working group is in place to review and document the process. We have a draft digital accessibility exception review process. We have a draft charter for the system office accessibility committee. Our next step is to vet these processes with our stakeholders. (01/12/23)
- Measure: System office accessibility process implemented
- FY23 Target: 50%
- YTD Actual: 25%
- Status: On Target

Improve university operations through new and enhanced enterprise business systems (2.2)

- Last comment: We are waiting for our Fabweb poll measurements. We are working on the schedule for future product/project information gathering. This will be marked as on track and updated once we see our Fabweb numbers. (01/24/23)
- Measure: User satisfaction via post production surveys
- FY23 Target: 70%
- YTD Actual: Results pending
- Status: N/A

Explore continuing education administrative software (2.2.1)

- Last comment: We have done some initial investigation. We are available to engage whenever our clients are ready. We will defer this activity until that time. (01/17/23)
- Measure: Percent complete of evaluation
- FY23 Target: Deferred

- YTD Actual: 25%
- Status: Deferred

Expand automated testing usage (2.2.3)

- Last comment: Preliminary conversations with key stakeholders are taking place. We will start a working group in February. This was originally scheduled for FY24. We are starting it early. (01/12/23)
- Measure: Count of projects/products with automated testing
- FY23 Target: Deferred
- YTD Actual: Deferred
- Status: Ahead of schedule

Refine and improve measures of success processes. (2.2.4)

- Last comment: We are discussing this. The amount of work is small. It will be complete before the end of the FY. (01/25/23)
- Measure: Measures of success defined and implemented
- FY23 Target: 100%
- YTD Actual: 25%
- Status: On Target

SecApp Implementation (2.2.5)

- Last comment: We are in sprint 10. (01/12/23)
- Measure: Sprints completed
- FY23 Target: 20
- YTD Actual: 10
- Status: On Target

Explore Ellucian functionality to ensure we are getting the most out of what we own (2.2.7)

- Last comment: We've looked at Experience, Campus Logic, and will have more information after Ellucian Live. (01/17/23)
- Measure: Percent complete of 2 areas reviewed
- FY23 Target: 100%
- YTD Actual: 75%
- Status: On Target

Develop and implement a plan to educate clients and to show the latest features. (2.2.8)

- Last comment: Quarterly meetings are in place. We are using these meetings to discuss how we can support our client's strategies with IT. We will update frequency and the agendas of the meetings as we go. (02/03/23)
- Measure: Client education plan implemented.
- FY23 Target: 100%
- YTD Actual: 100%
- Status: Completed

OPERATIONAL EFFICIENCIES

Increase time savings for the university through high efficiency automation (3.1)

- Last comment: Our goal for CY23 is to provide 110% of the hours saved in CY22.

- Measure: % increase
- FY23 Target: 110% of hours saved in CY22.
- YTD Actual: We are in the process of assembling these numbers.

Status: On Target Increase the number high impact BPA projects. (3.1.1)

- Last comment: We have 1 completed and 3 that we expect will be done by the end of FY23. (01/12/23)
- Measure: Number of high impact projects completed
- FY23 Target: 2
- YTD Actual: 1
- Status: On Target

Complete pilot of IQ Bot (3.1.3)

- Last comment: We've completed the IQ Bot pilot. We've determined that IQBot is an option for S2P invoice presentment. A decision has not been made on what tool to use. (11/04/22)
- Measure: Percent complete of IQ Bot pilot
- FY23 Target: 100%
- YTD Actual: 100%
- Status: Achieved

Increase the University's utilization of business process improvement. (3.2)

- Last comment: We currently have 104 unique units using BPI. Our starting value was 91. (01/18/23)
- Measure: Number of unique units utilizing BPA/BPI services
- FY23 Target: 110
- YTD Actual: 104
- Status: On Target

Provide development activities to increase the number of departments that can perform their own BPI. (3.2.1)

- Last comment: We have restructured training and have a follow up method. As this is now complete, we will adjust the measurement to be more focused on outcomes. (01/18/23)
- New Measure: Percent of people that are taking action after training
- FY23 Target: TBD
- YTD Actual: N/A
- Status: N/A

Improve and increase integration opportunities with enterprise systems to improve operational efficiencies. (3.3)

- Last comment: We are ahead of schedule. (01/12/23)
- Measure: Number of web service transactions
- FY23 Target: 256.3m
- YTD Actual: 172.6m
- Status: On Target

Migrate external integrations to API gateway. (3.3.1)

- Last comment: Current external integrations migrated is 4. (01/18/23)
- Measure: External integrations migrated to API gateway
- FY23 Target: 6
- YTD Actual: 4

- Status: On Target

Expand Ellucian Ethos integration (3.3.2)

- Last comment: We have exposed 3 Ethos integrations to date. (01/18/23)
- Measure: Number of Ethos services exposed
- FY23 Target: 2
- YTD Actual: 3
- Status: On Target

Retire legacy JMS (java messaging service) (3.3.3)

- Last comment: Progress is 25%. We are exceeding our FY23 target. (01/12/23)
- Measure: Legacy JMS retired
- FY23 Target: 25%
- YTD Actual: 25%
- Status: On Target

DATA MANAGEMENT, QUALITY, AND TOOLS

Enable data driven decision making measured by the use of data assets and platform. (4.1)

- Last comment: We are on track with 4.1K active users. (01/25/23)
- Measure: Active users for all data tools
- FY23 Target: 4,200
- YTD Actual: 4,100
- Status: On Target

Obtain approval, funding and implement the Data Analytics platform roadmap. (4.1.1)

- Last comment: We received approval for this in early January. (02/03/23)
- Measure: Data analytics platform roadmap approved
- FY23 Target: 100%
- YTD Actual: 100%
- Status: Achieved

Implement data virtualization (4.1.2)

- Last comment: This may be deferred to FY24, depending on the date of approval and funding. (01/12/23)
- Measure: Data virtualization tool implemented
- FY23 Target: 25%
- YTD Actual: 10%
- Status: On Target

Update data reports and visualization tools (4.1.4)

- Last comment: Completing testing on the new software. We will start townhall sessions end of January. (01/12/23)
- Measure: Business objects upgraded
- FY23 Target: 100%
- YTD Actual: 75%
- Status: On Target

Develop and implement a data literacy program in collaboration with other units to enhance our client's data analytics capabilities (4.2)

- Last comment: Hiring delays have delayed the start of this activity. (01/12/23)
- Measure: New usage of data solutions
- FY23 Target: N/A
- YTD Actual: N/A
- Status: Off Target due to hiring delays

Design data literacy curriculum in partnership with university led efforts (4.2.1)

- Last comment: This effort is off track due to hiring delays. (01/12/23)
- Measure: Data literacy program designed
- FY23 Target: 50%
- YTD Actual:25%
- Status: Off Target due to hiring delays

Develop data assist team and structure to consult with units on challenges or to help them setup their data infrastructure using enterprise tools (4.2.4)

- Last comment: Created a draft plan and started interviews. This work is delayed due to hiring issues. We have adjusted our end of year targets to account for this, so our status is now On Target. (01/12/23)
- Measure: Percent complete of 2 data communities created
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Partner with universities to initiate and grow data communities of practice (4.2.5)

- Last comment: We have created the group in Chicago. Urbana will investigate this as part of Operational Excellence. (01/12/23)
- Measure: 2 data communities created.
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Enhance data quality in targeted areas for effective and accurate use of data. (4.3)

- Last comment: After the completion of 1.3.1 we can define this metric. Our current measurement is % complete of supporting activities. (11/04/22)
- Measure: Percent complete of supporting activities.
- FY23 Target: 100%
- YTD Actual: 59%
- Status: On Target

Baseline data quality assessment for targeted area, define quality metric and target. (4.3.1)

- Last comment: System data governance working group has selected data quality as an initial area of focus. We expect to select a target by March. (01/12/23)
- Measure: Percent complete of data quality improvement planning
- FY23 Target: 100%
- YTD Actual: 25%
- Status: On Target

Implement system office data governance. (4.4)

- Last comment: System office data governance committee is in place. (01/18/23)
- Measure: Percent complete of implementing system office data governance and related supporting activities
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Design enhanced metadata delivery plan (4.4.1)

- Last comment: We are working with UIUC on the analysis of metadata tools. Our goal is to have a common tool. (01/12/23)
- Measure: Percent complete of enhanced metadata delivery plan
- FY23 Target: 100%
- YTD Actual:25%
- Status: On Target

Design and implement university data governance program (4.4.3)

- Last comment: System data governance committee is drafting policies on data ownership and stewardship. We will invite University representation in the development of those policies. (01/12/23)
- Measure: Percent complete of university data governance program implementation
- FY23 Target: 50%
- YTD Actual: 25%
- Status: On Target

Facilitate and partner in the development of a university data strategy (4.4.4)

- Last comment: We've had some demos from consulting companies to understand their approach. We will soon start assessing our current state. (01/12/23)
- Measure: Percent complete of university data strategy developed
- FY23 Target: 50%
- YTD Actual:25%
- Status: On Target

Create curated data sets (4.4.6)

- Last comment: Working on student cohort data analysis in partnership with UIC IR. (01/12/23)
- Measure: 1 new curated data set created
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

WORKFORCE

Enhance recruitment efforts to attract a talented workforce measured by increase in qualified applicants. (5.1)

- Last comment: Average number does not include the 3 recent searches. We are working on a new method for tracking these and expect to have updates in early March. (01/18/23)
- Measure: Average number of qualified applications per search increases from 3.42 to 6.
- FY23 Target: 6

- YTD Actual: 4.75
- Status: On Target

Assemble a committee to discuss and improve recruitment efforts (5.1.1)

- Last comment: The committee has been kicked off and they are working on improvements. (01/24/23)
- Measure: Percent complete of 4 targeted improvements
- FY23 Target: 100%
- YTD Actual:50%
- Status: On Target

Develop current AITS employees to enhance career opportunities and job satisfaction. (5.2)

- Last comment: 4 out of 5 non-retirement separations were due to salary issues or new opportunities not available in our organization. (01/24/23)
- Measure: Less than 6 non-retirement separations
- FY23 Target: Less than 6
- YTD Actual: 5
- Status: Off Track

Develop and implement plan to improve onboarding for new hires (5.2.1)

- Last comment: Onboarding improvements completed. (1/18/23)
- Measure: Percent complete of improvements implemented
- FY23 Target: 100%
- YTD Actual: 100%
- Status: Achieved

Improve our processes that promote professional development opportunities and cross training in strategic areas. (5.2.3)

- Last comment: Leadership team now reviews professional development needs with our succession planning. (11/04/22)
- Measure: Percent complete of professional development improvements
- FY23 Target: 100%
- YTD Actual: 100%
- Status: Achieved

Maintain current employee engagement. (5.2.4)

- Last comment: June 22 pulse survey showed 75% of our staff were happy or excited about working at AITS. The next pulse survey is in December. (11/04/22)
- Measure: Percentage of survey respondents indicating happy or excited about working at AITS
- FY23 Target: 75%
- YTD Actual: 73%
- Status: On Target

Career opportunities newsletter: Coming soon positions, career opportunities, professional development opportunities, brown bag, overviews of tech etc, (5.2.5)

- Last comment: Career opportunities newsletter is being created and delivered on a regular basis. (11/04/22)
- Measure: Percent complete of career opportunities newsletter
- FY23 Target: 100%
- YTD Actual:100%
- Status: Achieved

ALIGNMENT AND ENGAGEMENT

Improve effectiveness of governance collaboration (6.1)

- Last comment: ITLT: BusIT are discussing additional collaboration ideas. This would be the third improvement for FY23/24 (11/02/22)
- Measure: Percent complete of two targeted improvements
- FY23 Target: 100%
- YTD Actual: 32%
- Status: On Target

Develop and implement a schedule to present at system wide governance groups (6.1.1)

- Last comment: This work will start in January or February. It is a small effort and will be complete by end of FY23. (01/17/23)
- Measure: Percent complete of governance scheduled developed and implemented
- FY23 Target: 100%
- YTD Actual: 0%
- Status: On Target

Evaluate and improve ITPC processes (6.1.2)

- Last comment: We are presenting plan to ITPC in February. We will be sending out a survey to ITPC members to get feedback on questions for the summit. (01/17/23)
- Measure: Percent complete of ITPC process evaluated and implemented.
- FY23 Target: 100%
- YTD Actual: 50%
- Status: On Target

Create and participate in communities of practice to share tools and knowledge and reduce duplication of effort. (6.2)

- Last comment: We have a total of 300 FormBuilder administrators. 28 have subscribed to the community of practice. We are using this community to share release information, getting feedback from the community, ask questions on functionality. (01/12/23)
- Measure: Percent of Formbuilder administrators active.
- FY23 Target: 10%
- YTD Actual:9%
- Status: On Target

Develop a FormBuilder Community that can be used to enhance support. (6.2.1)

- Last comment: FormBuilder community is set up. We have been using as a support mechanism for release notes and troubleshooting tips. We will start posting tips and increase advertising to encourage others to post. (11/04/22)
- Measure: Percent of FormBuilder community actively participating.
- FY23 Target: 10%
- YTD Actual: 9%
- Status: On Target

Improve awareness and value of service that AITS provides to the universities. (6.3)

- Last comment: In November, we deferred the website update activity. As a result, we decreased our target number of improvements from 8 to 7. (01/24/23)
- Measure: Percent complete of 7 improvement activities

- FY23 Target: 100%
- YTD Actual:42%
- Status: On Target

Improve TDX configuration to help ensure projects are successful. (6.3.2)

- Last comment: We are making progress on all activities. (01/24/23)
- Measure: Percent complete of 7 TDX improvements
- FY23 Target: 100%
- YTD Actual:75%
- Status: On Target