

1/24/2023

MID-YEAR PROGRESS UPDATE

AITS STRATEGIC PLAN

ON TRACK: 100% OF OUR STRATEGIC PRIORITIES, 94% OF OUR GOALS, 85% OF ALL ACTIVITIES

For more details, please see the attached Detailed Progress Report.

PROGRESS TOWARD GOALS

Enterprise-class services: Support and enable the University of Illinois System's business processes with reliable, secure, up to date and accessible enterprise IT services.

Ensure enterprise systems are highly available and up to date. FY23 Target: Maintain uptime above 99%. Actual: 99%. Status: **On Track**.

Improve our protection for sensitive and high-risk information. FY23 Target: 100% complete of 11 targeted enhancements. Actual: 44%. Status: **On Track**.

Improve disaster recovery processes. FY23 Target: New enterprise backup, recovery, ransomware, and rapid failover solution implemented and tested. Actual: 53%. Status: **On Track**.

User Experience: Provide an excellent user experience for our staff, faculty, and students.

Improve digital accessibility and processes. FY23 Target: 50% complete of new digital accessibility process. Actual: 25%. Status: **On Track**.

Provide new and enhanced enterprise business systems. FY23 Target: User satisfaction via postproduction surveys greater than 70% at or above satisfied. Actual: Measure not available yet. Status: **On Track**.

Operational Efficiencies: Improve the University of Illinois System's operational efficiencies through business process improvement, strategic automation, and integrations.

Increase time savings for the university through high efficiency automation. FY23 Target: 110% of the hours saved in FY22. Actual: TBD. Status: **On Track**.

Increase the University's utilization of business process improvement. FY23 Target: 110 unique units using BPA/BPI services. (10% increase over FY22) Actual: 104. Status: **On Track**.

Improve and increase integration opportunities with enterprise systems. FY23 Target: 256m web service transactions. (FY22 was 253m). Actual: 173m. Status: **On Track**.


Data management, quality, and tools: Provide our clients with the technology and support needed to use the University of Illinois System's data assets effectively and efficiently.

Enable data-driven decision making. FY23 Target: 4,100 active users for all data tools (FY22: 4,000) Actual: 4100. Status: **On Track**.

Enhance data quality in targeted areas. FY23 Target: 50% complete of following task - Baseline data quality assessment for targeted area, define quality metric, identify target. Actual: 50%. Status: **On Track**.

Develop and implement a data literacy program. FY23 Target: New usage of data solutions target TBD. Actual: Hiring delays have delayed the start of this activity. Status: **Off Track**.

Implement system office data governance. FY23 Target: 100% complete implementing system office data governance and related supporting activities. Actual: 50%. Status: **On Track**.



Workforce: Hire, develop, and retain a talented workforce to support the University of Illinois system's strategic priorities.

Enhance recruitment efforts to attract a talented workforce. FY23 Target: Average number of qualified applicants per search increases from 3.42 to 6. Actual: 4.75. Status: **On Track**.

Develop current AITS employees to enhance career opportunities and job satisfaction. FY23 Target: Less than 6 nonretirement separations. (Maintain FY22 value) Actual: 5. Status: **Off Track**. *(4/5 of these separations were due to salary or opportunities not available within our organization)*

Alignment and Engagement: Communicate and collaborate with our peers and clients to align our efforts and engage our stakeholders.

Improve governance collaboration. FY23 Target: 100% complete of two targeted improvements. Actual: 32%. Status: **On Track**.

Create and participate in communities of practice. FY23 Target: 10% of new FormBuilder community of practice members are active. Actual: 9% Status: **On Track**.

Improve awareness of the value of the services AITS provides. FY23 Target: 100% complete of 7 improvement activities. Actual: 42%. Status: **On Track**.