



UNIVERSITY
OF ILLINOIS
SYSTEM



Administrative Information Technology Service

Annual Report FY2026

The University of Illinois System is one of the nation's leading public university systems, advancing excellence in teaching, research, public service, health care, and economic development.

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CIO Message

“At AITS, our work begins and ends with service.”



Although much of what we do happens behind the scenes, our systems and services are essential to the academic, research, and administrative missions of the University of Illinois System. Every day, students, faculty, staff, and university leaders depend on technology supported by AITS to complete important work. They expect these services to be available, secure, accurate, accessible, and easy to use. Meeting those expectations is both our responsibility and our commitment.

This annual report highlights the scope of that responsibility and the progress made during the year. It reflects our continued work to support and improve the ERP ecosystem, enhance data and analytics, strengthen cybersecurity, expand automation, improve accessibility, and deliver better experiences for our customers. It also recognizes that our success is measured not simply by the technology we operate, but by the value it provides for the people and institutions we serve.

None of this work would be possible without partnership. AITS works closely with business and academic leaders, functional experts, campus IT organizations, governance groups, and colleagues throughout the University of Illinois System. These relationships help us understand needs, align priorities, and develop solutions that can serve a complex and diverse university system. The strongest results described in this report are the result of shared effort, practical collaboration, and a common commitment to improving the university experience.

Most of all, this report is a reflection of the people of AITS. Our employees bring deep technical knowledge, institutional understanding, creativity, and a strong customer service ethic to their work. They respond when critical services are disrupted, support customers through change, improve processes, protect university information, and find new ways to make work easier and more effective. Their commitment is reflected in strong customer feedback, high service reliability, and meaningful operational improvements.

As we look forward, AITS is entering a period of substantial transformation. Our strategic plan establishes a clear direction: prepare for a future SaaS ERP environment, responsibly enable artificial intelligence, modernize the university's data platform, and maintain a secure and resilient enterprise core. These initiatives will require disciplined governance, strong change management leadership, careful stewardship of resources, and continued investment in our workforce.

We are grateful for the confidence our customers place in us and for the partnerships that make our work possible. Together, we are building the foundation the University of Illinois System will need for the future.

Kelly J. Block

Senior Associate Vice President and CIO

Our **Mission**

**At AITS, we take pride in being
a behind-the-scenes business.**

Administrative Information Technology Services (AITS) delivers enterprise-wide IT solutions and services supporting the mission-critical functions of the University of Illinois System. 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 behind-the-scenes business. Our systems and services directly support business operations 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 daily work with systems and services that function seamlessly and responsively.



Who We Serve



Students

Over 101,000 students are enrolled in the best-in-class universities and regional campuses that compose the University of Illinois System.

The AITS services enable students to register for classes, receive financial aid, apply for graduation, and much more.

In FY26, AITS enabled:

15,135,298
Registration Transactions

701,056
Financial Aid Disbursements

519,636
Student Application Transactions

Staff

Professionals, graduate staff, and support staff call the University of Illinois System their employer.

AITS provides employees with services such as hiring, payroll, benefits, and other needs during the employee lifecycle.

In FY26, AITS systems processed:

1,011,055
Payroll Transactions

183,145
eProcurement (iBuy) Transactions

157,686
HR Front End (HRFE) Transactions

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 FY26, AITS systems supported:

7,034
Research Proposals Submitted Through START myResearch

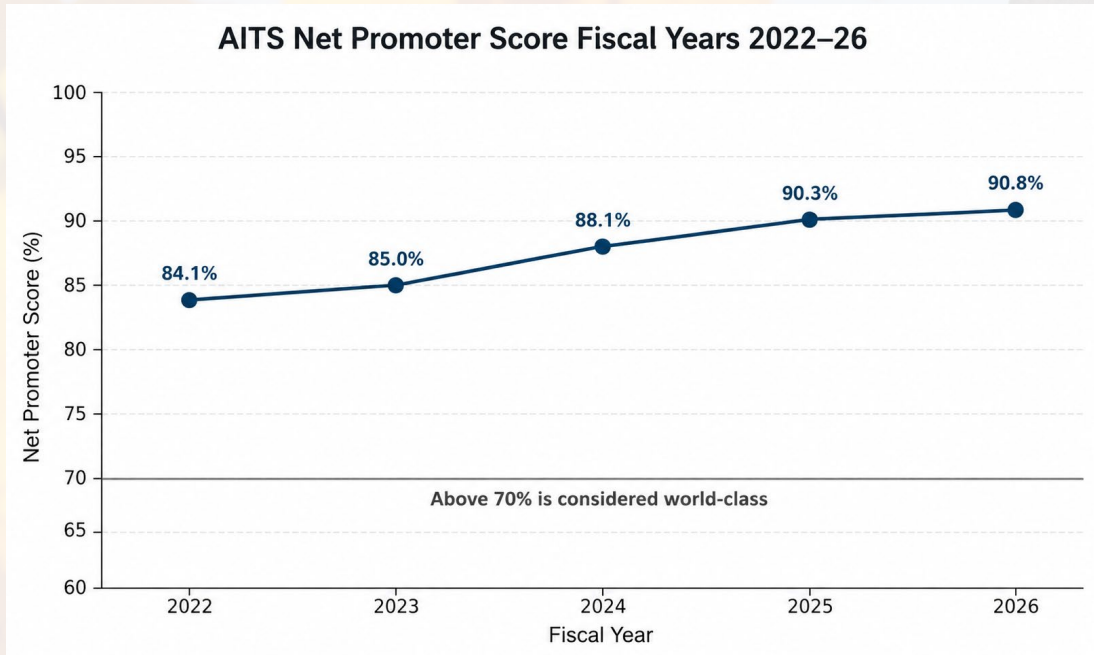
\$1.62 Billion
Research Expenditures Managed through START myResearch

872,777
Courses Successfully Registered as Completed in the Banner System

We Are Recognized

Net Promoter Score: 90.8%

Net Promoter Score (NPS) is a widely used industry metric measuring customer satisfaction on a scale of -100 to 100. In FY26, AITS achieved a Net Promoter Score of 90.8%, sustaining a World-Class score above 90 for the second consecutive year. This metric reflects the organization's enduring commitment to delivering responsive, reliable, and customer-centered technology services. This consistent performance underscores the trust the U of I System community places in AITS and our ongoing focus on service excellence.



Distinguished Employee Leadership and Team Award (DELTA)



Amanda Hemming
2026 DELTA Award Honoree

The Distinguished Employee Leadership and Team Award (DELTA) annually recognizes System Office employees and teams for their exceptional service, accomplishments, and dedication to the university.



As one of four members of a high-performing project team, Amanda played an integral role in the successful implementation of the university's Digital Mailroom, a major milestone in the Source-to-Pay initiative. Working collaboratively with teammates, campus stakeholders, and the vendor, she helped modernize invoice processing through automation, improved communication, and streamlined workflows. Her contributions helped deliver a scalable solution that enhanced efficiency, strengthened internal controls, improved the user and vendor experience, and exceeded stakeholder expectations while supporting the university's commitment to operational excellence.

We Are Recognized

AITS Excellence Award

The AITS Excellence Award celebrates employees who exemplify an attitude of excellence by consistently demonstrating the organization's mission, values, and strategic priorities through their work and interactions with others. By recognizing individuals whose integrity, innovation, collaboration, and dedication make a lasting impact, the program fosters a culture of appreciation, inspires continuous improvement, and reinforces AITS' commitment to delivering exceptional service. Through peer nominations and a thoughtful selection process, the Excellence Award highlights the meaningful contributions of employees who elevate the organization and inspire excellence across AITS.



Andrea Henderson

“*Andrea’s work may often be behind the scenes, but the positive impact she has made (and continues to make) resonates widely and enduringly across the institution.*”

Andrea consistently demonstrates excellence through her dedication to providing exceptional administrative support and outstanding customer service to the AITS organization. She approaches every responsibility with professionalism, accuracy, and a positive attitude, earning the trust and respect of colleagues across the university. Andrea’s reliability, strong organizational skills, and willingness to take on additional responsibilities ensure that critical business operations run smoothly and efficiently. Her commitment to continuous growth and her ability to foster collaboration have strengthened the Administrative and Financial Management team while enhancing the overall employee experience. Through her behind-the-scenes leadership and unwavering support, Andrea has improved operational efficiency, reinforced a culture of trust and professionalism, and enabled AITS teams to focus on delivering strategic initiatives that benefit the University of Illinois System.



Jane Stone

“*Jane is amazing! Her commitment to this accessibility work will be the reason for the success of the Title II projects.*”

Jane consistently demonstrates excellence through her leadership, dedication, and commitment to improving the accessibility of enterprise technology across the University of Illinois System. She approaches complex challenges with professionalism, collaboration, and a solutions-oriented mindset, earning the trust of colleagues and stakeholders throughout AITS. Jane led the implementation of the ADA Title II compliance initiative, coordinating the analysis and remediation of hundreds of enterprise applications, websites, dashboards, and knowledge base articles to ensure digital accessibility for all users. Her ability to organize large-scale initiatives, foster cross-functional collaboration, and drive meaningful change has strengthened AITS' commitment to equity, operational excellence, and an inclusive user experience that will benefit faculty, staff, and students for years to come.

How We Deliver



Staff

Behind every AITS service is a team of more than 200 dedicated IT professionals whose expertise and commitment deliver the trusted technology solutions that support the University of Illinois System's mission every day.



Enterprise Infrastructure

Our infrastructure services deliver secure, reliable, and scalable technology platforms while continuously modernizing to meet the evolving needs of the University of Illinois System.



Governance

Collaboration remains central to AITS's approach. Through partnerships with more than 100 committees representing stakeholders across the University of Illinois System, AITS helps bridge academic, business, and technology perspectives to deliver solutions that support institutional success and long-term strategic priorities.



Support

AITS delivers secure, reliable enterprise technology services that support the university's academic, research, and administrative mission. Through continuous monitoring, maintenance, and modernization, we ensure enterprise systems remain available, secure, compliant, and positioned to meet evolving institutional needs.



Enterprise Tools

Our unit delivers the foundational technology services that support campus IT, including enterprise data platforms, web services, databases, and server infrastructure. These services provide a secure, scalable foundation for reliable business solutions across the university system.



Business Processes

AITS leads and coordinates process improvement engagements across the university system, helping units identify opportunities to increase efficiency, strengthen service delivery, and achieve operational excellence.



Strategic Planning

We measure success through intentional planning, clearly defined goals, and continuous evaluation. Our strategic planning approach helps ensure we deliver high-quality services that align with institutional priorities and support the success of the universities we serve.

Strategic Plan

University Mission Outcome

Modern administrative services that help the university operate effectively, make better decisions, and serve students, faculty, staff, and leaders.

Building the Digital Foundation for the University's Future

STRATEGIC CAPABILITIES

Enterprise Core

Deliver secure, reliable, and resilient technology and services for the university's mission.

Protect core systems and modernize platforms for the SaaS, data, and AI transformation.

Next-Generation SaaS-Enabled Data Platform

Advance enterprise data modernization by planning the next-generation SaaS-enabled data platform.

Modernize data, quality, governance, literacy, and analytics.

SaaS ERP Readiness

Lead the first phase of the SaaS ERP program with functional partners to deliver modern ERP functionality.

Ready processes, technology, access, and partners for transition.

Artificial Intelligence Enablement

Transform how the university works through a prepared workforce, responsible governance, and AI-powered capabilities.

Improve quality, speed, and automation while protecting trust.

OPERATING FOUNDATIONS

Prepare the Workforce for the SaaS ERP Transition

Ready the workforce for modern SaaS-based ways of working.

Skills, succession, engagement, and wellbeing during modernization.

Organizational Change Management

Strengthen change leadership and engagement practices.

Transparent communication and ADKAR-based adoption.

IT Governance

Enhance governance, prioritization, and resource management.

Capacity visibility, intake discipline, and priority alignment.

Strategic Finance

Strengthen efficiency and decision-making for ERP readiness and long-term modernization.

Budget modeling, reporting, and less manual effort.

Constituent Promise: reliable services, easier transactions, trusted information, secure access, and continuity through major change.

Our Impact

Supporting and Improving the ERP Ecosystem

This year, we enhanced the Ellucian Experience dashboard for Springfield students and faculty, supporting the retirement of the myUIS portal and improving access to commonly used resources. Students can now use the Experience myUconnect dashboard to view grades, class schedules, student events, and announcements. Faculty have access to important links and faculty announcements in one centralized location. These improvements provide a more streamlined user experience and help students and faculty complete day-to-day tasks more efficiently.

Additionally, a new PLUS Loan Request card was introduced for Urbana students, which replaces the paper process of requesting a Parent or Graduate PLUS loan. The card integrates with Banner APIs and forms to automatically update a student's award offer based on requests from the PLUS card, eliminating the manual process previously performed by staff.

PLUS Loan Request

You may be eligible to request a Federal PLUS loan. Parents of undergraduate students may request a Parent PLUS loan. Graduate/professional students may request additional loans under the Graduate PLUS program. Select an aid year below to check eligibility to request a PLUS loan. Please note, if the request is processed, final loan eligibility is determined through a credit check by the Department of Education.

Aid Year

The screenshot displays the myUconnect dashboard for Springfield students. The top navigation bar includes the Illinois Springfield logo and a user profile icon. The dashboard is organized into several sections:
 - **System Status:** Features a 'TeamDynamics Scheduled Maintenance' alert.
 - **Class Schedule:** Shows the schedule for May 2025, indicating 'No Classes Today'.
 - **Classes:** Displays 'No course information'.
 - **Student Services Links:** Provides quick access to various services like Advising, Housing, and Financial Aid.
 - **Student Events:** Announces events such as 'Resume Building: Marketing Yourself'.
 - **Student Announcements:** Promotes summer classes and other updates.
 - **Important Student Apps:** Lists recommended mobile applications.
 - **University Bursar:** Offers links for managing student accounts and financial aid.
 - **Student Self-Service:** Provides tools for class registration, viewing grades, and graduation preparation.
 - **Help Information:** Offers support resources for navigating the system.

Our Impact

Enhancing Data Tools & Analytics

The Next-Generation Data Analytics platform is implementing modern tools to enhance the universities' reporting and data analytics capabilities. This architecture will support a data-informed culture of integration and innovation. This includes the following enhanced tools:



Modernized BI Project

Denodo AI Day

AITs co-hosted Denodo AI Day with Technology Solutions on October 22, 2025, at the University of Illinois Chicago campus. The event showcased real-world Denodo use cases presented by university staff and demonstrations of the platform's latest capabilities by Denodo technical experts.

FormBuilder Data Integration

AITs partnered with Technology Solutions and the Budget Office to develop the capability to connect to the FormBuilder platform and build integrated datasets from custom forms, expanding the use of form-based data in enterprise reporting and analytics.

Virtualized Data Platform

AITs replaced an on-premises Oracle database with a fully virtualized data solution using Denodo, reducing dependence on legacy infrastructure while improving flexibility, data accessibility, and modern data integration capabilities.

Enterprise Integration Support

The AITs Integrations team leveraged enhanced data tools to support several strategic initiatives, including SailPoint identity views, NetID Registry replication, NetID-to-GOBTPAC processing, cleanup of approximately 42,000 confidentiality-indicator mismatches using Denodo, Kahua Codebook enhancements, SAR billing lookup, and RAVE data delivery.

Enterprise Reporting Enhancements

The Enterprise Data Warehouse was enhanced with new data and reporting solutions for employee applicant tracking, Capital Project Management, and Graduate College Reporting. Additional Finance Process Improvement Measures were integrated into My-UI-Financials to strengthen operational and financial performance.

Our Impact

Supporting and Improving the ERP Ecosystem

Virtual Artifacts Retention Guide

Published the new [Virtual Artifacts Retention Guide](#) to address retention of meeting recordings, classroom recordings, AI-generated content, and other emerging digital records.

Destruction or Transfer of University Records and Non-Records

Comprehensively revised the 1987 [Destruction or Transfer of University Records and Non-Records](#) policy in the UIUC Campus Administrative Manual, updating procedures to reflect current business practices, electronic records, and modern information management requirements.

Records & Information Management Training

Partnered with stakeholders across the university system to incorporate records and information management guidance into new employee onboarding, data handling training, and compliance education materials, including FERPA, HIPAA, and FOIA, to increase awareness of retention responsibilities, reduce compliance risk, and promote more consistent.

Improving Customer Experience

Accessibility

In accordance with recent updates to Title II of the Americans with Disabilities Act, AITS continues to enhance the accessibility of websites, web-based content, and mobile applications for individuals who use assistive technologies.

The Title II project remains on track to review every in-house application for accessibility before the April 2027 compliance deadline. AITS is working with development teams to prioritize accessibility remediation based on application risk levels. In addition, AITS continues to collaborate with Purchasing and the Digital Risk Office to ensure that vendor-provided products are reviewed for accessibility compliance before purchase.

The Quality Assurance team is also expanding automated regression testing for AITS applications to reduce manual effort and improve testing consistency and accuracy.

This fiscal year, the Quality Assurance team:

71

In-house Applications Tested for Accessibility

193

Applications Scanned for Vulnerabilities

24

Vendor-Provided Applications Tested for Accessibility

20

Applications Underwent Automated or Performance Testing



Our Impact

Improving Customer Experience

Intelligent Learning Platform (ILP)

The implementation of the Ellucian Intelligent Learning Platform (ILP) at UIC improved customer service by providing students and faculty with faster, more reliable access to essential academic information. Real-time synchronization between Banner and Canvas reduces delays in course enrollment updates, gives faculty immediate access to current class rosters, and streamlines grade submission by eliminating duplicate data entry.

ILP also replaces complex legacy integrations with software-as-a-service (SaaS) solutions, reducing maintenance demands and allowing technical staff to focus on higher-value initiatives. During the Canvas pilot, this approach enabled UIC Technical Solutions staff to concentrate on supporting participating faculty instead of developing new integrations.

Together, these improvements increase service responsiveness, strengthen data accuracy, and create a more seamless experience for the campus community.

Application Administration

The following FY26 items demonstrate the AITS protective efforts against ongoing cybersecurity threats and attacks:

- Rollout of Ellucian Experience for UIS to serve as their primary portal.
- Major software and infrastructure upgrade to the Moodle Learning Management System that the Ethics office uses for their annual training. The System Office Shared Services group has a project underway to begin using this system as their enterprise training platform.
- Coordination and negotiation to bring Oracle Exadata on-premise for further testing and evaluation as a potential replacement to the existing Oracle PCL license. Oracle Exadata could potentially serve our Oracle database needs until such time as we are on a SaaS ERP and SaaS data warehousing platform.



Our Impact

Cybersecurity

The following FY26 highlights demonstrate efforts to strengthen cybersecurity and institutional resilience:



Disaster Recovery and Ransomware Readiness

Expanded recovery testing, exercises, documentation, governance, and remediation efforts.



Identity and Access Management

Advanced identity governance, access provisioning, role management, and system integrations.



Security, Compliance, and Risk Management

Supported vulnerability management, risk assessments, penetration testing, vendor reviews, data protection, and regulatory compliance.

Improving User Experience and University of Illinois Efficiency

Business Process Improvement

AITs helps university units improve efficiency and security through business process improvement, automation, and AI solutions. Projects are evaluated through a centralized intake process, with priority given to opportunities offering the greatest institutional impact.



In FY26, the Business Process Improvement Office:

7

Automation Opportunities
Identified for Further Development

14

Engagements Completed
Involving 126 Participants

2

Cross-system Projects Facilitated
with a Focus on Standardized,
Scalable Processes

2

Customized Training
Programs Delivered to 48
Participants

Our Impact

Improving User Experience and University of Illinois Efficiency

Automation Impact

During FY26, AITS developed 47 new automations and enhanced 20 existing automations, saving an estimated 46,150 hours annually. High-impact automations—each saving more than 1,200 hours per year—included:

Units	Automations
Exec VP & VP Academic Affairs	Civil Service Conflict of Interest Reporting
University Bursar	Detail Code Request
University Payables	Sponsored Program Encumbrance
Treasury Operations	Certificate Issuance Phase II
University Payroll and Benefits	Auto Notification (Submit/Approve Timesheet)
UIC VP Enrollment Management	Memorandum of Records Process
University Bursar	University Bursar Chatbot
University Payroll and Benefits	Auto Notification (Registers to Unions/Agencies/Vendors)
University Ethics Office	Foreign Gift and Contract Reporting

The team also supported new and existing automations and completed 25 infrastructure projects across key Business Process Solutions platforms.

Artificial Intelligence

Key AI accomplishments in FY26 include:



AI infrastructure and Solutions

Built on-premises infrastructure to run large language models, deployed the Bursar AI Chatbot—saving an estimated 1,670 hours annually—and developed a Denodo AI proof of concept.



AI Tools and Workforce Development

Completed an organization-wide GitHub Copilot rollout, trained 50 developers through three sessions, conducted a ChatGPT pilot, and piloted AI training with 22 System Office leaders.



Guidance and Support

Launched the AITS AI webpage, published AI guidelines for System Office employees, provided ongoing user support, and hired an AI developer to expand team capacity.

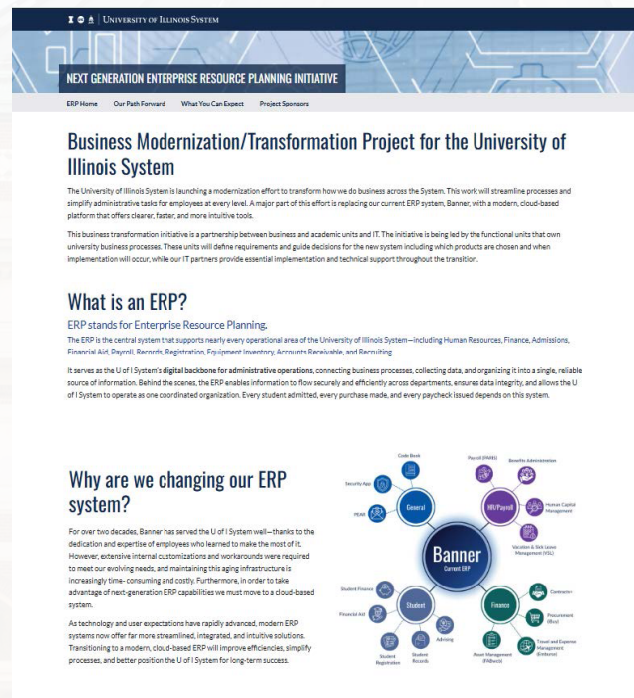
Looking Ahead

Next Generation SaaS ERP Roadmap Planning and Readiness

FY26 marked a shift from readiness planning to broader system-wide awareness and preparation for the Next Generation SaaS ERP Initiative. Building on the readiness program plan and change management strategy developed in FY25, awareness efforts expanded through the ESGC Planning Summit, spring communication activities, and the launch of the Next Generation ERP Initiative website (uillinois.edu/erp) as a central resource for university staff and students. The redesign of the IT Priorities Committee into the Enterprise Systems Governance Committee also strengthened governance by aligning enterprise project oversight, business process improvement, and SaaS ERP readiness within a broader enterprise systems framework.

Foundational readiness efforts moved forward in various areas that will help inform the product selection and implementation processes. This included technical inventory and assessment of current ERP add-ons, modifications, and customizations; technical and bridge architecture planning; data retention and data readiness; next-generation data architecture; identity and access management preparation; and early staffing and Program Office structure. These activities help the university system better understand the current environment, identify risks and dependencies, and prepare for the operational and technical changes needed to support a future cloud ERP model.

The program also made progress in governance, resource planning, and capacity preparation. Work continued to identify ways to reduce complexity, manage demand, and create capacity for teams that will be necessary to support the broader transformation effort. By the end of FY26, the university system had defined the next phase of readiness work and gained approval to engage a consultant for a Collaborative Planning and Functional Readiness Assessment engagement.



Looking Ahead

Next Generation SaaS ERP Roadmap Planning and Readiness

Beginning in FY27, organizational readiness activities will accelerate through partnership with an external consultant who will help the university:



Identify critical pre-implementation activities and selection requirements



Review existing and **proposed** technical architecture, including development of a bridge architecture



Facilitate executive and functional leadership workshops



Coordinate vendor demonstrations and stakeholder engagement



Assess the enterprise application portfolio and opportunities for application rationalization



Identify and **prioritize** business process improvements and standardization opportunities

Change Management is in process, with support from executive leadership at all universities, presentations to keep everyone informed, and opportunities for people to express their desire to be involved in the project moving forward.

Data Strategy and Ecosystem

Beginning in FY27, organizational readiness activities will accelerate through partnership with an external consultant who will help the university:

- Advance ERP data readiness by inventorying data assets and tools, documenting retention policies, and cleaning, archiving, or retiring data as appropriate.
- Evaluate and recommend a SaaS data platform to replace the legacy on-premises Oracle data warehouse, addressing architecture, migration, cost, operations, governance, and ERP alignment.
- Begin rebuilding the data environment using a medallion architecture to expand business intelligence, improve access to trusted enterprise data, and support AI and data-informed decision-making.

Looking Ahead

Records and Information Management Services FY27 Initiatives

- Address legacy enterprise systems and inactive Banner data to protect privacy, reduce risk, improve efficiencies, and prepare for the next-generation ERP system.
- Develop digital records for inventory, appraisal, redaction, and chatbot tools using AI-based large language models.
- Collaborate to deploy an enterprise policy management platform and update retention policies.

AI Research and Training

The team's key initiatives for FY27 include:

- **Scale AI infrastructure and solutions:** Move current AI projects and the Denodo AI SDK use case into production, expand server and GPU capacity to support growing demand, and develop a local large language model service proof of concept.
- **Build AI literacy and community:** Pilot and expand System Office AI literacy training to encourage responsible and effective use of AI. Establish a System Office AI User Group and an AITS AI Developer Community to share knowledge, use cases, and best practices.
- **Expand resources and team capacity:** Enhance the AITS AI website with additional guidance, tools, and educational content. Hire an AI analyst to support implementation, user engagement, and the continued growth of AI services.

Identity Work (SailPoint)

The Identity and Access Management (IAM) Steering Committee is leading the implementation of SailPoint, a new Identity Governance and Administration (IGA) tool. SailPoint will strengthen oversight of user identities and access, improve auditing, streamline workflows, and reduce compliance risk.

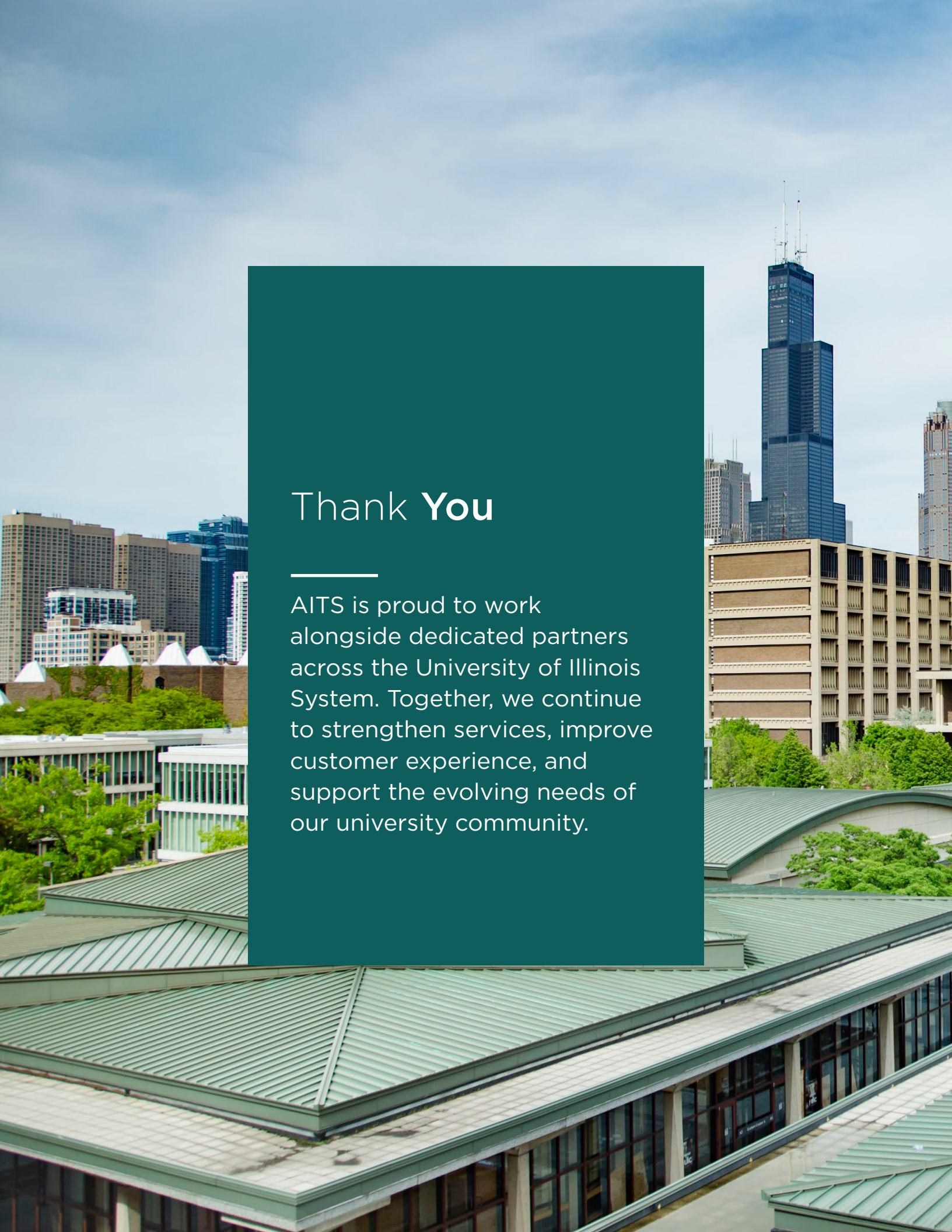


The project will also standardize and modernize IAM processes and definitions across the university system, helping ensure that users have appropriate access to institutional resources. In addition to improving security and accountability, SailPoint will support the university system's future transition to a SaaS-based enterprise resource planning system.

Multi-Factor Authentication Modernization (Duo to Microsoft Entra)

AITS will lead the transition of the university's enterprise multi-factor authentication platform from Duo to Microsoft Entra ID by April 2027. This initiative will modernize authentication services, streamline the user experience, and strengthen security through expanded support for phishing-resistant authentication methods, including passkeys. The migration establishes the foundation for broader adoption of password-less access to enterprise applications, reducing reliance on traditional passwords while improving security, usability, and alignment with industry best practices.



A photograph of the Chicago skyline, featuring the Willis Tower prominently on the right. In the foreground, there are several buildings with green, corrugated metal roofs, likely part of the University of Illinois System. A large, semi-transparent teal rectangle is overlaid on the left side of the image, containing the text.

Thank **You**

AITS is proud to work alongside dedicated partners across the University of Illinois System. Together, we continue to strengthen services, improve customer experience, and support the evolving needs of our university community.