



UNIVERSITY
OF ILLINOIS
SYSTEM



Administrative Information Technology Service

Metrics 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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Our Mission

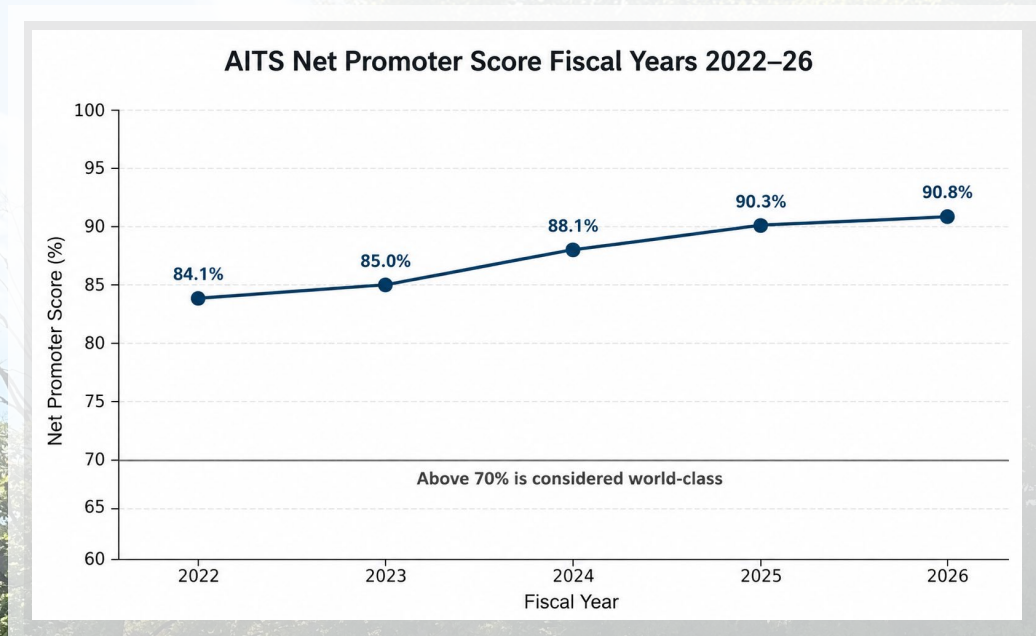
Administrative Information Technology Services (AITS) delivers enterprise-wide IT solutions and services supporting the mission-critical functions of the University of Illinois. We support student services and financial aid, human resources and payroll, and finance for over 130,000 students, staff, and 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 daily work with systems and services that function seamlessly and responsively.

This report highlights key performance metrics that demonstrate our commitment to operational excellence, service reliability, and responsive support. Together, these measures reflect the work we do every day to ensure students, faculty, staff, and our broader community can rely on AITS to provide secure, accessible, and innovative technology solutions whenever they are needed

Net Promoter Score: 90.8%

The 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.



Who We Serve



Student

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

3,873

Awards Granted from Submitted Proposals

\$1.62 Billion

Research Expenditures Managed Through START myResearch

Our **Key Metrics**

ITS monitors and publishes a comprehensive set of operational and strategic metrics each year. This provides transparency and accountability in alignment with our strategic priorities. These metrics are detailed in our Annual Metrics Report and Strategic Plan Progress Reports.

Below are the key performance indicators we actively track to measure impact and drive continuous improvement.

99.95% **Uptime**

Our systems achieved 99.95% uptime this year, reflecting our continued commitment to providing the University System with reliable and uninterrupted technology services.

47,502 **Hours Saved by New Automations**

Hours saved reached 47,502 in FY26, a 124.21% increase over the 21,186 hours saved in FY25.

15,135,298 **Student Registration Transactions in Banner**

Banner is the university's Enterprise Resource Planning system.

191M **Cyberattacks Prevented Daily**

Every day, the system faces an immense volume of cyberattacks. ITS security measures are essential for defending critical information and safeguarding key infrastructure from evolving threats.

87 **Application Upgrades and Replatforms**

The total number of applications upgraded or migrated to modern platforms during the fiscal year.

FY26 Key Metrics

These metrics demonstrate AITS' contribution to the university's mission by measuring the systems and services that support critical business functions. Rather than tracking progress toward annual targets, they illustrate the scale, adoption, value, efficiency, quality, and impact of our technology services.

669M

Web Service Transactions

Measures the volume of web service transactions, illustrating the university's increasing reliance on enterprise web services to support business operations.

998

Application Supported

The large number of systems supported in the Enterprise ERP ecosystem.

99.68%

Data Loads

Every morning by 8:30 a.m., 99.68% of data extraction, transformation, and load jobs are done meeting our Service Level Agreements nearly every single time.

60.5K

Firewall Rules

Firewall management is often a thankless job, but it's the cornerstone of our system security. Managing 60,563 rules helps protect the system from security threats.

94%

Project/Product Satisfaction

Reflects user satisfaction with IT projects or products, a key indicator of the IT department's performance and ability to meet user needs.

FY26 Key Metrics

The following categories represent the primary types of metrics included in this report:



Transaction Counts

The volume of business transactions processed highlights the critical role AITS plays in delivering secure, efficient, and reliable technology services that support the university's business operations.



Count of Sessions, Users, Terabytes of Data Sorted, and Applications Supported

Most of these figures represent the scale of our services while a select few highlight their scope. Collectively, they demonstrate the value AITS delivers through widespread adoption and sustained usage across the University of Illinois System.



Time Saved

These metrics demonstrate the operational value AITS delivers by improving efficiency across the University of Illinois System.



Activities Performed

These metrics reflect both the scale and effectiveness of our operations, underscoring our commitment to secure, modern, and continuously improving technology services that advance the mission of the University of Illinois System.



Uptime and Performance

Presented primarily as percentages, these metrics highlight service quality across the organization. They are grouped by department for reporting purposes, although many reflect work performed collaboratively across multiple functional areas.

Application Administration

Metrics Name	Description	FY25	FY26	Percent Change
Active Databases Supported	The total number of active databases currently supported by the IT department.	1,140	1,154	1.22%
Application Upgrades and Replatforms	The total number of applications that have been upgraded or migrated to a new platform in this fiscal year.	60	87	45%
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.	963	998	3.63%
Data Footprint in Terabytes	This is the total volume of data stored and managed by AITS.	132	129	-2.27%
Database Issues Resolved	The number of identified and resolved database-related issues.	218	226	3.67%
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.	1.87	2.05	9.63%
Knowledge Base Solution in Use by University of Illinois System Colleges and Departments	The number of colleges and departments that have contributed to or are utilizing the knowledge base service.	23	23	0%
Web Apps Supported	The number of web applications that are maintained and supported by AITS.	328	349	6.40%
Websites Supported	The total number of websites maintained and supported by the IT department.	51	46	-9.80%
Number of Times the Knowledge Base 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.	7,746,366	10,656,691	37.75%
Percentage of Applications that are Within or Near Latest Version	The percentage of applications in the IT inventory that are running on vendor-supported versions.	100%	100%	0%
Significant System or Application Deployments Completed (Major Rollouts)	The number of significant system or application deployments for the fiscal year.	41	46	12.20%
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.	30	23	-23.33%
Banner Related Application Changes	The total number of changes made to Banner related applications in response to formal change requests.	471	525	11.46%

Application Administration

Metrics Name	Description	FY25	FY26	Percent Change
Application Changes Made	The total number of changes made to applications in response to formal change requests.	1,410	1,347	-4.47%
Batch Requests Completed Typically Used for Database Changes and Updates	The number of batch requests completed by AITS in the current fiscal year.	6,200	6,652	7.29%
Non-Banner Infrastructure Component Changes	The total number of changes made to applications in response to formal change requests.	11,260	10,663	-5.30%
EDDIE Uptime	This is the time our EDDIE service is available for use.	99.77%	99.73%	-0.04%
Tableau Uptime	The percent of time Tableau is available for our clients.	99.63%	99.73%	0.10%
Uptime for the Data Warehouse	The percentage of time that the data warehouse is available and operational.	99.89%	99.90%	0.01%
Tableau Workbooks	Each Tableau workbook has any number of visualizations. This is a measure of those workbooks.	5,907	6,429	8.84%
Tableau Visualizations (Sheets)	The number of Tableau visualizations created including those embedded in web pages.	33,525	37,226	11.04%
Tableau Sessions	The number of user sessions initiated on the Tableau platform.	92,248	117,458	27.33%
Views of Tableau Visualizations (Including visualizations embedded in websites)	The number of views of Tableau visualizations including those that are embedded in websites.	1,187,924	579,009	-51.26%
EDDIE Sessions	The number of user sessions on the v data warehouse reporting service.	1,517,195	1,775,517	17.03%
SiteMinder Logins (in millions)	The total number of logins facilitated through the SiteMinder platform, recorded in millions.	14.12	13.20	-6.52%
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.	295	354	20%
Licensed Users of GitHub, a Collaboration and Version Control Service	The number of individuals taking advantage of the GitHub version control and collaboration service.	21,876	23,510	7.47%

Application Development and Support

Metrics Name	Description	FY25	FY26	Percent Change
Adobe Sign Documents Sent (By calendar year)	The total number of documents sent using Adobe Sign within the calendar year.	74,099	73,237	-1.16%
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 8:30 a.m.	98%	99.4%	1.43%
Hours Saved by Automation Added in the FY	Measures the estimated annual staff hours saved through new automations implemented by AITS during the fiscal year, reflecting reductions in manual effort and improvements in operational efficiency.	21,186	47,502	124.21%
Number of Web Service Transactions (In millions)	Total number of transactions processed through AITS-supported web services during the reporting period, expressed in millions.	471	669	42.04%
Student Delivery Jobs Completed on time (By 8:30 a.m. each day)	The SLA for data extraction, transforming, and loading for our student clients is to have all jobs complete by 8:30 a.m.	99%	99.7%	0.71%
Time Saved by Banner Workflow	The estimated time saved by the system using the Banner Workflow tool.	15,650	29,729	89.96%
Time Saved by K2 Solutions	AITS supports the intelligent process automation and workflow system, K2. This is the estimated time saved by solutions built in K2.	8,028	13,720	71.03%
Time Saved by RPA Automations	AITS supports the Robotic Process Automation platform, AA. This is the estimated time saved by solutions built in AA.	3,271	8,238	151.85%
Time Saved for the University of Illinois System by the Adoption of Adobe Sign	The estimated time saved by the number of Adobe Sign documents sent in the fiscal year.	111,418	109,855	-1.40%
Total Hours Saved by AITS Developed Automations in the FY	Total hours saved by AITS Developed automations in the FY (newly developed, previously developed, and continuing to run).	78,103	83,663	7.12%

Decision Support

Metrics Name	Description	FY25	FY26	Percent Change
Active Users for All Data Tools	The number of active users using Business Objects, Tableau, Denodo and other data tools.	7,144	6,261	-12.36%
BI/DW Training (Attendees)	The number of training attendees on topics such as data tools and analysis, business process improvement, and project management.	238	203	-14.71%

Portfolio and Process Management

Metrics Name	Description	FY25	FY26	Percent Change
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.	167	179	7.19%
ESGC Projects Closed by FY	The total number of ESGC projects closed in the fiscal year including projects that were started in previous years.	25	20	-20%
Project / Product Satisfaction	Measures the level of stakeholder satisfaction with AITS-delivered projects and products, reflecting the overall experience, quality, and value of services provided.	86%	94%	9.30%
Project Budget Performance	This measures how closely the IT department's projects adhere to their planned budget.	88%	85%	-3.41%
Project Hours for All Projects Closed in the FY	Number of hours devoted to 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.	43,169	73,623	70.55%
Project Hours for ESGC projects Closed in Current FY	Number of hours devoted to ESGC 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.	50,840	64,040	25.96%
Project Schedule Performance	Measure of how closely AITS and ESGC projects adhere to their planned schedule.	84%	80%	-4.76%
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.	171	67	-60.82%
Unique Inquires Handled by Records and Information Management Services	The number of unique inquiries handled by the Records and Information Management Service.	390	370	-5.13%
BPI Training Engagements	The number of training sessions conducted to enhance Business Process Improvement skills across the U of I System	3	2	-33.33%
BPI, Process Mapping, and Facilitation Engagements	The count of business process improvement, process mapping, and facilitation sessions held by AITS.	16	14	-12.50%
Business Process and Project Management Trainees	Eliminate and use the combined number.	127	126	-.079%

Technical Application Management

Metrics Name	Description	FY25	FY26	Percent Change
Net Promoter Score	A measure of how likely users are to recommend the university's IT services, on a scale from -100 to 100.	90.3	90.8	0.55%
Requests for Access Made Through the Security Application	The number of access requests (to systems, applications, data, etc.) made via the security management application.	44,122	38,657	-12.39%
Purchase Orders Created Outside of the iBuy Online Purchasing System	The total number of transactions processed outside of the iBuy online procurement system.	71	26	-63.38%
Transactions in the iBuy Online Purchasing System (eProcurement Transactions)	The total number of transactions processed in the iBuy online procurement system.	214,818	183,145	-14.74%
Emburse Transactions	The number of transactions performed by the Chrome River travel and expense management system.	342,228	316,955	-7.38%
PO Invoices	The number of purchase order invoices generated within the fiscal year.	415,554	407,538	-1.93%
Payroll Adjustment Transactions (PARIS)	The total number of payroll adjustments handled through the Payroll Adjustment Reporting Information System (PARIS).	42,041	38,155	-9.24%
HR Front End transactions (HRFE)	The total number of human resources-related transactions.	164,241	157,686	-3.99%
Banner-Regular Payroll Transactions	The total number of regular payroll transactions processed in the Banner system.	1,014,761	1,011,055	-0.37%
Transcripts Processed	The number of academic transcripts processed in the Banner system.	109,021	111,484	2.26%
Banner-Student Application Transactions	The total number of student application transactions processed in the Banner system.	527,971	519,636	-1.58%
Banner-Financial Aid Disbursements	The number of financial aid disbursements recorded and processed in the Banner system.	711,377	701,056	-1.45%
Banner-Courses Completed	The number of courses successfully registered as completed in the Banner system.	872,777	905,536	3.75%
Banner-Registration Record Transactions	The total number of student registration transactions processed in the Banner system.	14,923,261	15,135,298	1.42%
Research Expenditures Managed Through Start myResearch (in billions)	The total amount, in billions, of research expenditures managed through Start myResearch.	\$1.36	\$1.62	19.12%
Awards Processed Through the Start myResearch System	The number of research grant awards processed in the research administration system.	4,209	3,873	-7.98%
Proposals Submitted Through the Start myResearch System	The number of research proposals submitted through the research administration system.	7,309	7,034	-3.76%

Infrastructure, Cloud, and Assurance

Metrics Name	Description	FY25	FY26	Percent Change
Cyberattacks Prevented Per Day (In millions)	The average number of cyberattacks thwarted by our security measures each day.	183	191	4.37%
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.	1	1	0%
Number of Firewall Rules Managed	The total number of rules configured in the firewall to govern the traffic and protect the network.	69,503	60,563	-12.86%
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.	25,653,885	24,530,386	-4.38%
Number of Threat Actor Reconnaissance Scans Prevented	The number of reconnaissance scans initiated by potential threat actors that have been detected and prevented.	47,833	59,450	24.29%
Server Security Vulnerabilities Patched	The number of identified security vulnerabilities in servers that have been patched to prevent potential exploits.	945	1,562	65.29%

The background of the slide is a photograph of a brick building with a fountain and trees. The building has a red brick facade with a stone balustrade and a large stone column. A fountain with a tall, white water spray is visible in the foreground. Two people, a man in a red shirt and a woman in a yellow shirt, are standing near the fountain. The sky is blue and the trees are green.

Contact Us

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