



UNIVERSITY  
OF ILLINOIS  
SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

# AIITS

## ANNUAL REPORT

FY 2024



## 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.

# TABLE OF CONTENTS

<b>Welcome To Our World</b>	<b>3</b>
<b>Who We Serve</b>	<b>4</b>
<b>We Are Recognized</b>	<b>5-6</b>
<b>Positive Feedback From Customers</b>	<b>7</b>
<b>How We Do It</b>	<b>8-9</b>
<b>Strategic Plan FY23-FY25</b>	<b>10</b>
<b>What We've Done</b>	<b>11-15</b>
<b>Looking Ahead</b>	<b>16-18</b>

# 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 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 their daily work with systems and services that function seamlessly and responsively.



# WHO WE SERVE



**94,746**  
**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 FY24, AITS enabled:

- 13,997,739 Registration Transactions
- 662,185 Financial Aid Disbursements
- 485,119 Student Application Transactions



**31,895**  
**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 FY24, AITS systems processed:

- 970,659 Payroll Transactions
- 420,728 eProcurement (iBuy) Transactions
- 165,797 HR Front End (HRFE) Transactions



**6,804**  
**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 FY24, AITS systems supported faculty research:

- 6,989 Research Proposals Submitted Through Start myResearch
- 4,209 Awards Granted From Submitted Proposals
- 1.4 Billion of Research Expenditures Managed Through Start myResearch

# WE ARE RECOGNIZED

## **Distinguished Employee Leadership and Team Award (DELTA)**

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

University Bursar implemented an Online Sponsor Billing and Payments portal to assist the university's 275 third-party sponsors, as well as university staff, in centralizing processes for the program.

The Sponsor Billing Portal Implementation Team embodies the characteristics of a highly effective project team. Their seamless collaboration, clear communication, and unwavering dedication have been evident throughout the project lifecycle. University Bursar staff, alongside AITS, worked in tandem with the vendor to organize the team's development schedule and solve arising issues. The implementation of the sponsor billing portal has yielded significant value-added results for our organization. By centralizing all sponsor billing invoices, the team streamlined our billing process by an impressive 80%, reducing the time and resources previously allocated to the manual manipulation and distribution of invoices.

AITS employee team members receiving this award were the following:

- Steven Branch
- Brian Schoudel
- Timothy Vruwink

# WE ARE RECOGNIZED



## AITS EXCELLENCE AWARD

### ALISON CAMPBELL

Alison is a huge asset to the university. Her answers are timely but, more than that, EXTREMELY helpful. She provides thorough explanations of her answers and is always quick to join a call to discuss them in more detail. She is a very capable, knowledgeable, and thoughtful person to work with and goes above and beyond. The outcome is that customers who work with Alison for reports and data are always satisfied with the service, and their needs are always met. AITS benefits from the positive image that is portrayed through the service that Alison provides. The Decision Support team benefits because those interactions result in trust in our services. And when working with data, trust is most important. Data-informed decisions lead to better results towards the university mission.



# 88%

## NET PROMOTER SCORE

NPS is a widely used industry metric that measures customer satisfaction on a scale of -100 to 100. A score of 70 and above is considered excellent. We are pleased to announce a substantial improvement in our NPS over the past year. As of FY24, our NPS has risen from 85% to 88%, marking a 3% increase. This improvement highlights AITS's dedication to enhancing customer experience and service quality. The increase in NPS signifies a growing number of satisfied customers and reflects a significant reduction of detractors compared to FY24.

# POSITIVE FEEDBACK FROM OUR CUSTOMERS

## Recognizing Christina Molitor

"I'd like to take the opportunity to congratulate and commend you all on the recently completed migration from Skype to Teams, a project that, from what I understand, is a great example of how well the IT community across campus collaborates and gets things done. Thank you."

**Dr. John Coleman**  
Vice Chancellor for Academic Affairs and Provost



Recognizing Mark Baysore, Sean McKendall, Kathi Gorrell, Jared Crowe & Christina Molitor

**Capital Programs has long felt fortunate for the tremendous support we receive from AITS - we are lucky to have a dedicated team that helps us through every software enhancement and fix, big and small.**

Angela Jacobs  
Director of Capital Programs & Utility Services

## Recognizing Business Process Improvement (BPI) Shared Service

"I cannot say how much the work of your team is appreciated by all of us. You made an incredibly complex process collaborative and well-organized. I have been so impressed that I keep recommending your unit for other areas on campus."

**Jill Donnel, Beth Hatt, Sierra Ryan**  
Directors of the Council for Teacher Education

---

## Recognizing Pete Bossert and Becky Prather

"In the many years I have worked with the two of them, they have always been positive and supportive of making sure the Office of Financial Assistance received the assistance needed, but in the past month or so, they have gone beyond what was expected of them and the exemplary service they have provided is a testament to their professionalism. AITS is very lucky to have these two dedicated workers, and I am grateful for their service."

**Jerry Joseph**  
Office of Financial Assistance

# 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.

## ▶ 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 provide tools for enterprise-level IT services that fellow IT units develop or provide.

## 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

## ▶ Supporting and Improving the ERP Ecosystem

Each year, we conduct fall and spring Banner maintenance to stay up-to-date with new features and updates. This approach helps reduce costs and enhance functionality for our users. Besides our regular biannual maintenance, we upgraded to Banner Self-Service 9 and implemented the Ellucian Experience dashboard product in February. This project modernized the self-service experience and set the stage for future expansions of Experience, a persona-driven platform that offers a unified dashboard for accessing services and information. Additionally, this year saw more Financial Aid upgrades than usual due to changes from the FAFSA Simplification Act. These updates to the Financial Aid module were delivered in phases, requiring several upgrades to that module, as well as prerequisite modules.



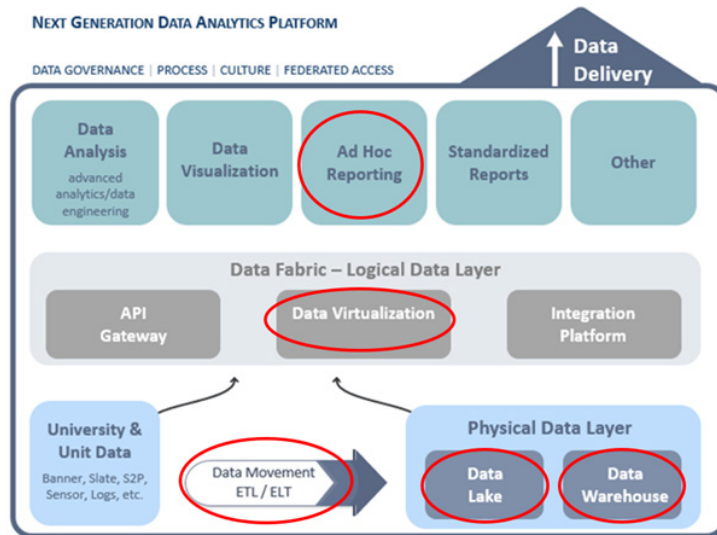
# WHAT WE'VE DONE

## ▶ Enhancing Data Tools & Analytics

### BI Modernization Project

The Next Generation Data Analytics Platform provides better data integration, sharing, and collaboration. This includes the following new or enhanced tools:

- Virtualization (Denodo) - Provides modern data integration capabilities. Allowing units to virtually create curated data sets from various sources without the need to physically move or duplicate the data.
- Updated Enterprise Reporting Tool (SAP Business Objects) - Business Objects is the supported enterprise reporting tool used at the University of Illinois, allowing the use of approved standard reports and the capability to build self-service reports.
- Data Movement (Talend) - Talend is a modern ETL (Extract, Transform, Load) tool. It allows us to physically integrate data from various technologies, sources data systems and formats, which were not supported by existing tools.



### Enabled Universities to be More Data-informed in Analysis and Decision-making

- Delivered reporting analytics on university solutions (Slate, ChromeRiver, iBuy, etc.)

### Promoted National Leadership

- Hosted Higher Education Data Warehouse conference with more than 200 attendees

# WHAT WE'VE DONE

## ▶ Disaster Recovery and Business Continuity Planning

- Implementing an emergency Payroll BCP process that will allow university employees to be paid during a cyberattack.
- Formed and chaired the BCP (Business Continuity Plan) BTAA (Big 10 Academic Alliance) Committee.
- Collaborating with others on the UI System Continuity Work Group.
- Implemented AITS's next-generation backup system.
- Participated in a ransomware-like tabletop exercise, bringing universities together to walk through a practice event. The goal of these exercises is to continue to become experts and practice the roles and responsibilities of the Universities in the event of these tabletop scenarios.



## ▶ Cybersecurity

- Blocked 23 million malicious IP addresses.
- Applied daily security updates to all Linux servers to protect against ransomware and other security threats.
- Installed patches for 827 security vulnerabilities on over 1,000 Windows, Linux, and Solaris systems (totaling 404,823 system patches), blocking up to 218 million cyberattacks daily.



# WHAT WE'VE DONE

## ▶ **Effective Management of Records and Information Resources (Records and Information Management Services)**

- Hosted the 19th International Conference on Digital Preservation in partnership with the UIUC Library and iSchool, bringing together 534 delegates from 36 countries to advance research and practice.
- Processed 3 million email messages to prepare for long-term preservation of historically significant correspondence of senior university leadership on behalf of University Archives and SHIELD Illinois.
- Responded to over 200 inquiries from 129 units, overseeing the disposal of 2,742 cu. Ft. (109,686 lbs.) and 54 GB of records to save 291 trees, 2,775 gallons of oil, 29,309 kWh of electricity, and 87,818 gallons of water.



# WHAT WE'VE DONE

## Improving User Experience & University of Illinois Efficiency

### Accessibility

- Tested 48 systems for accessibility in the last 12 months
- Implemented System Office Digital accessibility improvements including:
  - System Office Architecture Review Committee (SOARC)
  - Digital Accessibility Evaluation Tool
  - Digital Accessibility Decision Tree
- Organizations and activities that the group is involved in:
  - Big 10 Accessibility Group Advisory Committee
  - System Office Accessibility Review Committee
  - Accessible Platform Architectures working group at W3C

### I-Buy EDW Project

Provided the ability to store and report on the most recent updates of each iBuy data set in the EDW production tables.

- Allows for the combining of iBuy and Banner data, which was not previously available to customers.
- A new Business Objects Universe, Online Procurement and Payment Reporting, provides customers with access to data in a user-friendly product.
- Customers' business rules and formatting logic are applied via the ETL process.
- Allows the user to obtain the requisition, purchase order, invoice, and contract numbers that may be associated with transactions.

### API Gateway Expansion

Provides centralized and standard access to disparate backend API resources, which could vary widely in protocol, security, and connectivity makeup.

- Supports the orchestration required to bridge the gap between vended API resources and the university system's complex business rules.
- Averages 13 million requests per month from 30 active integration partners.

### FABWeb Redesign and Biennial Inventory

This enhancement allows unit reps to better manage their department's assets in real-time using the FABweb application. New features provided with the FABWeb redesign allow Unit Reps to make edits to multiple assets simultaneously. This should increase inventory accuracy while also reducing the time spent on asset management by university departments, thus returning resources to the university.

# LOOKING AHEAD

## ▶ Software as a Service (SaaS) Roadmap Planning/Readiness

We are embarking on Software as a Service (SaaS) readiness planning to evaluate our current ERP ecosystem. Currently, we are taking inventory and assessing the necessary steps for a potential transition. Through this initiative, AITS aims to comprehensively prepare for future changes by analyzing the work involved and the impacts of migrating to a SaaS ERP.

The readiness project will inventory, assess, and do the work required to ensure an easy transition. It will focus on all areas a SaaS transition will impact: business processes, systems, and policies; technical components and processes; data infrastructure planning; data migration and retention; and identity management. The readiness project will also gather the necessary information required for us to determine when we should make a transition.



### **Business Readiness**

What processes, policies, and internal systems are ready for a SaaS environment?



### **Technology Readiness**

What systems, integrations, and customizations are SaaS-ready?



### **Data Readiness**

Do we have quality data and an architecture that will allow us to leverage the power of a SaaS ecosystem? What data will we need to migrate?



### **Organization Readiness**

Are stakeholders ready to move to a SaaS ERP? Do our stakeholders and IT staff have the necessary skills? What is in the best interest of the U of I System?



### **Identity Management Readiness**

What should we keep in mind as we further develop our identity management tools?



# LOOKING AHEAD

## ▶ Data Strategy & Ecosystem

Implementation of new tools/capabilities for Data Lakes, Data Movement, and Data Virtualization. Enable Data Literacy courses

- Enable the University of Illinois System to become more data-driven
  - Creation of data literacy courses
  - Offer independent study/consulting services for data literacy using specific data (unit data and enterprise data)
- Provide better integration and sharing of enterprise unit data
  - Implementation of Denodo data virtualization tool
- Support more optimized data processing
  - Continue migration of ETL maps to Talend

## ▶ RIMS Initiatives and Challenges

- Developing a portal to access and manage policies of the System.
- Developing recommendations to advance data governance practices on behalf of the system-wide Data Strategy Task Force.
- Consulting with Technology Services on M365, Box, and Google Drive retention policies.
- Validating Adobe Sign for compliance with HIPAA regulations.
- Reducing risk by deleting or anonymizing legacy student admissions records.

# LOOKING AHEAD

## AI Research and Proof of Concept

The team has been exploring various AI tools and services to improve UI administrative efficiency.

They have also collaborated with the Gen AI Solutions Hub to define AI use cases, identify best practices, develop policies, and recommend AI platforms, tools, and training.

## Business Continuity Planning/Disaster Recovery

Continue to build upon and improve existing recovery plans, including the execution of a week-long live failover test, which will transition all production systems to our secondary data center.

## Accessibility - Title II

Improve accessibility of mobile apps, web applications, websites, and web-based content in accordance with recent updates to Title II of the Americans with Disabilities Act (ADA).

## Workforce Planning

Focusing on retention, recruitment, succession planning, and professional development. Creating an AITS Careers website to aid with recruitment.

# 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

---

### Administrative Information Technology Services (AITS)

**Address**

50 Gerty Drive  
M/C 673  
Champaign, Illinois 61820

**Website**

[www.aitis.uillinois.edu](http://www.aitis.uillinois.edu)