



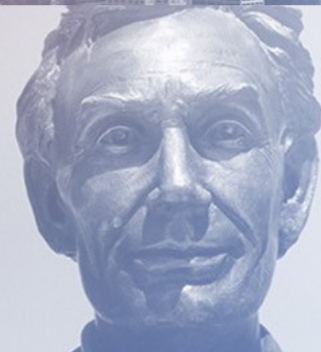
UNIVERSITY
OF ILLINOIS
SYSTEM

INFORMATION TECHNOLOGY PRIORITIES COMMITTEE

ITPC

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.

ITPC ANNUAL REPORT FY 2024



UNIVERSITY
OF ILLINOIS
SYSTEM

The Information Technology Priorities Committee (ITPC) provides the governance and processes that allow IT consumers to solicit, review, and prioritize the enterprise administration IT project work. This annual report reviews ITPC activities in FY24 and looks ahead to FY25.

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ABOUT ITPC

The Information Technology Priorities Committee (ITPC) provides the governance and processes that allow IT consumers to solicit, review, and prioritize the enterprise administration IT project work. This annual report reviews ITPC activities in FY24 and looks ahead to FY25.

ITPC defines the processes, components, structures and participants for making decisions regarding the use of University of Illinois Enterprise IT. It collects ideas, reviews and selects administrative information technology projects, and prioritizes resources in the most strategic manner possible. It promotes transparency, strategic alignment between the universities and IT, resource allocation, performance management, collaboration, standards, and policy. Additionally, it encourages constituents to participate actively in the process.

ITPC covers administrative IT projects that:

- Involve resources from University of Illinois System office units
- Interface with an enterprise system
- Seek funding from the central pool of administrative information technology dollars allocated by the Academic Affairs Planning Council

Within the ITPC process are six committees, formed to review, approve, and prioritize projects. These bodies include the ITPC (central committee), the ITPC cross-functional group, and four functional subcommittees: Finance, Human Resources, Student, and Business Intelligence/Performance Management, which feed proposals and prioritization information to the central committee.

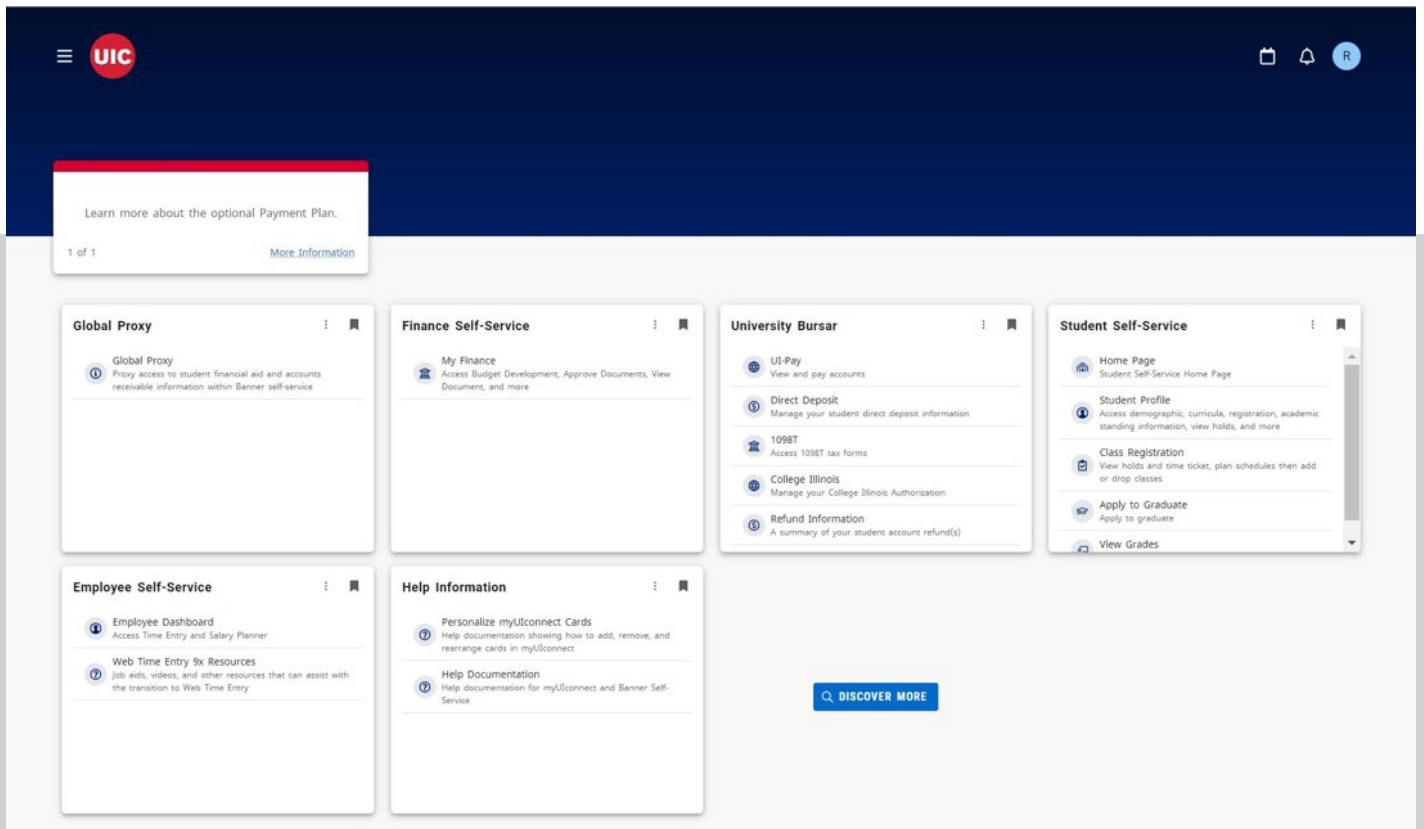
ITPC COMMITTEE MEMBERS

- **Chair: Kelly Block**, Senior Associate Vice President for Administrative Information Technology Services and Chief Information Officer, University of Illinois System Office
- **Sarah Bjelland**, Director of Alumni Services, University of Illinois Alumni Association
- **Anne Craig**, Senior Director, Consortium of Academic and Research Libraries in Illinois (CARLI), University of Illinois System Office
- **Sarah Gantz**, Senior Assistant Vice President of Academic Initiatives and Policies, University of Illinois System Office
- **Jisu Hong**, Associate Vice President for Economic Development and Innovation, University of Illinois System Office
- **Kristi Kuntz**, Executive Associate Provost for Academic Programs and Policies, and Executive Director of the Campus Center for Advising and Academic Services, University of Illinois Urbana-Champaign
- **Mairead Martin**, Chief Information Officer, University of Illinois Urbana-Champaign
- **Jami Painter**, Senior Associate Vice President and Chief Human Resources Officer, University of Illinois System Office
- **Brent Rasmus**, Associate Vice President, Controller, and Deputy Comptroller, University of Illinois System Office
- **Matt Riley**, Chief Information Officer, University of Illinois Chicago
- **Sandy Street**, Senior Assistant Vice President of Planning and Budgeting, University of Illinois System Office
- **Jeff Sudduth**, IT Technical Associate, Information Technology Services, University of Illinois Springfield
- **Dimuthu Tilakaratne**, Assistant Vice President of Decision Support, Administrative Information Technology Services, University of Illinois System Office
- **Ranae Wilson**, Program Coordinator for IT Governance, University of Illinois Foundation
- **Ilir Zenku**, Assistant Vice Chancellor of Health System Information Technology, University of Illinois Chicago

ITPC HIGHLIGHTS

▶ Banner Upgrades

We perform fall and spring Banner maintenance each year to stay current on available features and updates. This helps to keep costs down and improve functionality for users. In addition to our typical biannual maintenance upgrades, we upgraded to Banner Self-Service 9 and implemented the Ellucian Experience dashboard product in February of 2024. This project modernized the Self-Service experience for users and laid the groundwork for future expansions of the Ellucian Experience, which is a persona-driven platform that provides a single-pane-of-glass dashboard for access to services and information. This year also included more Financial Aid upgrades than a typical year due to changes resulting from the Free Application for Federal Student Aid (FAFSA) Simplification Act. Changes to the financial aid module were delivered in phases, which required several upgrades to that module and prerequisite modules.



▶ ITPC-0620 Replace SecApp to Improve Access Request / Provisioning

Access Rights Management (ARM)



The ITPC project team is working on the design and development of the architectural foundation of the ARM application. When complete, the foundation will provide basic functionality to view enterprise access for an account, submit a request to add or edit enterprise access, view the status of a submitted request, define appropriate approval workflows, approve or deny a request, provision/de-provision access, and perform administrative system functions. Once the foundation is complete, the team will work on additional functionality for reporting and auditing, including the annual access review process. The team continues to engage with key stakeholders to review designs and requirements to help ensure they meet customer needs.

For additional details, please visit the [Security Application Replacement Project website](#).

▶ ITPC-0669 Replace aging Capital PM Systems with a Vended System

The University Office of Capital Programs (UOCP) has been using Capital Project Management (CPM) systems to facilitate the capital delivery process for over 15 years. These systems are built on a variety of platforms and architectures, making integration and data sharing between systems complex. After a thorough RFP process, Capital Programs selected Kahua as their new CPM tool.

The Kahua implementation initiative kicked off at the end of FY23, marking a significant step forward in enhancing the university's project management capabilities. This change will benefit both Capital Construction Units' staff and valued vendors. UOCP is committed to achieving greater efficiency, consistency, and tracking through Kahua, a comprehensive project management tool designed to streamline operations and align with industry standards. This tool will allow the university to manage Capital Programs projects from start to finish within a single application.

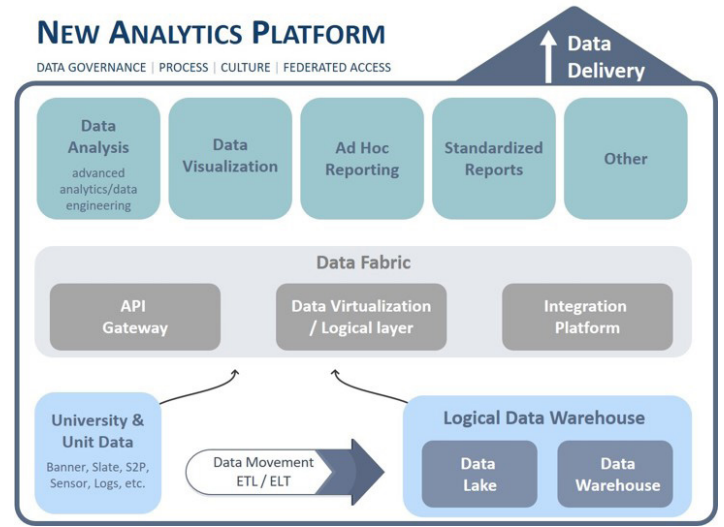
Over the last fiscal year, UOCP and AITS resources have worked closely with an implementation partner to prepare and pilot data migration from existing systems to Kahua. The phased rollout of Kahua will begin in early FY25, accompanied by training and change management efforts.

For additional details, please visit [University Office of Capital Programs](#).



Next-Generation Data Analytics Platform

The next-generation data analytics platform will implement modern tools to enhance universities' reporting and data analytics capabilities. The modernized data architecture will support an agile, data-informed culture, enabling our university communities to generate actionable insights from their data. These new and enhanced tools and services will provide better integration, collaboration, and data sharing, ultimately improving decision-making and fostering innovation.



▶ ITPC-0670 Implement Data Virtualization to Integrate Data Sources

This project creates a single representation of data from multiple disparate sources without having to copy or move the data. By using data virtualization, data analysts can reduce the time to delivery for data sets by eliminating costly and time-consuming steps to move and transform data. Denodo's general release was on July 8th, 2024.

▶ ITPC-0677 Improve Sharing and Collaboration with Enterprise Data Lake Service

We are learning about and developing the capabilities to offer units a place to store raw or curated data to be used for reporting or analytics. Data in the lake can be used on its own or integrated with other data sets. Data stored in a lake could also be shared with university or external partners who are authorized and have been granted access. The team is in the learning phase of the project and will begin development and deployment soon. Once a pilot environment is ready, a small group of early adopters will be invited to fine tune the solution before general release.

▶ ITPC-0678 Provides Connections to Data with a Data Movement Tool

At the University of Illinois System, these tools extract data from multiple sources and apply business logic to transform and load it into a single, integrated Enterprise Data Warehouse (EDW). Modern data movement tools can connect to data stored on-premise or in the cloud. As the university continues to adopt more cloud solutions, having a data movement tool that can connect to cloud sources becomes increasingly critical.

▶ ITPC - 0699 Update BO Universes to a New Format to Continue Support

SAP Business Objects (BO) is the supported enterprise reporting tool used at the University of Illinois. Business Objects Universes deliver standard reports and ad hoc reporting capabilities. SAP has introduced a new format, UNX, for developing BO Universes and plans to deprecate the legacy format, UNV. To stay on supported versions of SAP Business Objects, all BO Universes must transition to the new UNX format.

For additional details, please visit the [Next Generation Data Analytics Platform website](#).

Source-to-Pay (S2P) Program

Analyze. Improve. Streamline.

Source to Pay (S2P) is an overarching program with multiple focused projects that address the universities' concerns with aging procurement systems, complicated processes, and lengthy cycle times for payments and reimbursements across the entire procurement spectrum. Two final efforts are in progress, with the other focuses completed successfully over the last few years.



▶ ITPC-0593-A S2P iBuy Optimization

Over the past year, the work on the S2P iBuy Optimization has centered around adapting the S2P system to meet the needs of our users and implementing another JAGGAER module for Payables, called Digital Mailroom, to further automate processes and push more purchase orders into iBuy and out of Banner. This should help streamline the receiving process, provide better invoice accuracy, and speed up invoice processing time. This work will continue into FY25.

▶ ITPC-0593-E Card Program

This past year, an analysis of the S2P focus revealed that the current TCard and PCard systems were built using an outdated programming language that is no longer supported. Additionally, the vendor did not offer a mechanism for credit card purchases and payments. Consequently, it was decided to rebuild the existing PCard software using a modern, supported programming language. Moreover, it was determined that combining the functionalities of the TCard and P-Card platforms into a single, robust platform would benefit Card Member Services and Accounts Payable. This new platform is called the Card Management Program (CMP). The project began in January 2024 and is expected to be completed by late FY25 or early FY26.

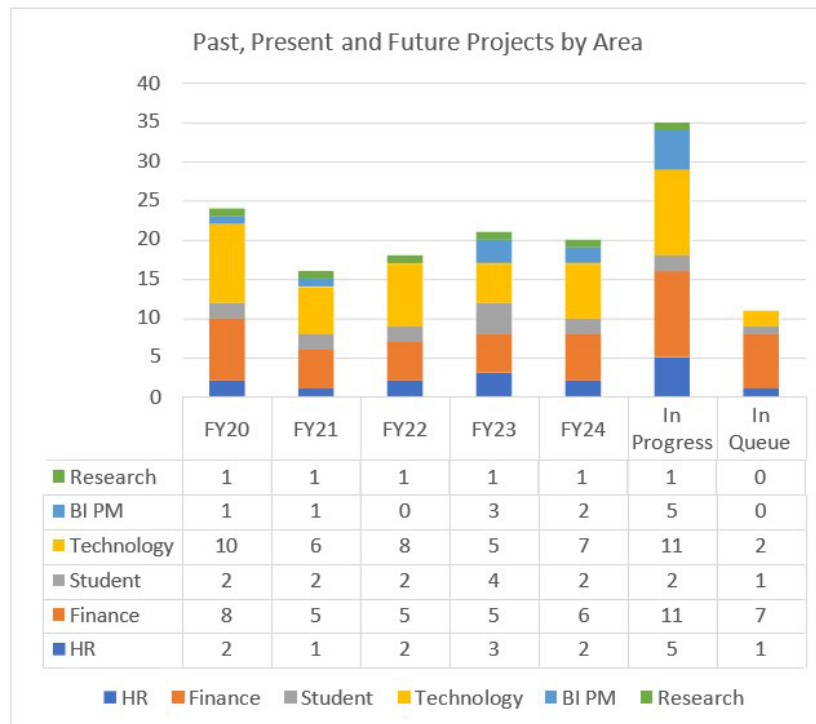
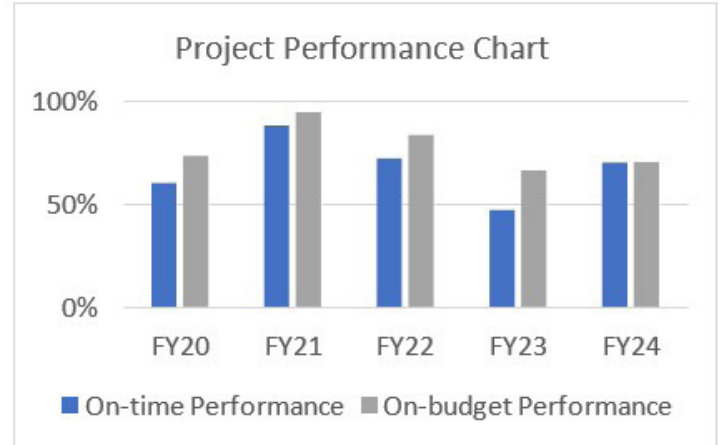
▶ Previously Completed S2P Projects:

- ITPC-0593-C S2P Total Contract Manager Project
- ITPC-0631 S2P Upside Replacement Project
- ITPC-0593-B S2P Travel Reimbursement Project

PROJECT PERFORMANCE

ITPC reporting provides data by fiscal year. These charts show counts of projects by primary business area and include mandatory and customer-requested reports. They look back at projects completed over the past few years and look ahead to current and future work.

The Past, Present, and Future Projects by Area chart shows the number of projects that are distributed across business areas over previous fiscal years, projects that are being worked on now, and those approved by ITPC and in a queue to begin. The Project Performance Chart also shows project schedule and budget performance indicators at the time of project closing. Project performance continues to trend in a positive direction.



MANDATORY WORK

Many ITPC projects are completed each year to maintain enterprise services at the most current versions. Annual updates reduce support costs and provide users with the latest functionality. In addition, regular, smaller updates minimize the disruption and the costs associated with less frequent, consolidated updates. Maintenance, upgrades, and work required by new or changing regulations and laws are unavoidable and, therefore, considered mandatory by ITPC.

► FY24 Mandatory Projects

- Oracle Required Application and User Password Updates (**Complete**)
- Validating Adobe Sign for FDA Compliance (**Complete**)
- Business Objects 4.3 Upgrade (**Complete**)
- Resolve Vulnerabilities with Business Objects (**Complete**)
- Implement Thermo LIMS system for Clinical Lab (CLDP) (**Complete**)
- Maintain and Upgrade Banner Mission Critical System (**Spring and Fall**)
- Financial Aid Regulatory Changes (**Annual**)
- HRFE/PARIS Maintenance and Enhancements (**Annual**)
- IAM Password Manager and 2FA Maintenance (**Annual**)
- iBuy System Maintenance for Strategic Sourcing (**Annual**)
- Support Vital HR System Cornerstone/JDXpert/PRMS (**Annual**)
- Nelnet Student Services Maintenance (**Annual**)
- START myResearch Maintenance (**Annual**)
- Automate Loading of Contracts into BOT Repository (**In Progress**)
- Update BO Universes to New Format (**In Progress**)
- Updates Due to New IL Paid Leave for All Workers Act (**In Progress**)
- Analysis to Relocate HAB Enterprise Systems to ACB (**In Progress**)
- Upgrade MidPoint (**In Progress**)
- HR/UPB updates Due to New SURS Pension Admin System (**In Progress**)
- Move Document Management Storage From Unix/Samba to Windows (**In Progress**)
- Ensure Proper Archiving of All SHIELD IL Data (**In Progress**)
- Oracle Encryption Phase 2 (**On Hold**)

PROJECT PIPELINE

The project pipeline for ITPC in FY24 is comprised of the following:

The project number and campus impact are included in parentheses after the project description.

▶ Completed

1. Slate Interaction Data to the EDW (0560) (**UIC, UIS, UIUC**)
2. Assist Oracle Users/Application Owners with Password Updates (0581) (**ALL**)
3. FABweb Redesign and Biennial Inventory Enhancements (0625) (**ALL**)
4. OBFS Website Redesign: Development and Implementation (0648) (**ALL**)
5. Validating Adobe Sign for FDA Compliance (0651) (**ALL**)
6. Analysis of ITFM Software to Manage Service Funds (0653) (**ALL**)
7. Analyze Products for Legal Document Management System (0668) (**ALL**)
8. Analysis to Ensure Accurate Commodity Code Usage (0671) (**ALL**)
9. Support Vital HR System Cornerstone/JDXpert/PRMS FY24 (0685) (**ALL**)
10. Maintain System Necessary to Continue Strategic Sourcing (iBuy FY24) (0686) (**ALL**)
11. Maintain Critical HR/Payroll Systems (HRFE/PARIS FY24) (0687) (**ALL**)
12. START myResearch Maintenance, Upgrade, Enhancements FY24 (0688) (**ALL**)
13. Ensure Quality of Services to All Students (Nelnet FY24) (0689) (**ALL**)
14. Continue to Provide Accurate Financial Aid Awards FY24 (0690) (**ALL**)
15. Support Password Manager/2FA for ~200K Users (IAM FY24) (0691) (**ALL**)
16. Implement Banner 9 Self-Service and Upgrade Banner Fall 2023 (0692) (**ALL**)
17. Implement Thermo LIMS system for Clinical Lab (CLDP) (0695) (**System/UIC**)
18. Resolve Vulnerabilities with Business Objects update (0696) (**ALL**)
19. Banner Spring 2024 and Application Manager Upgrade (0704) (**ALL**)
20. Improve Reporting by Upgrading to Business Objects 4.3 SP4 (0705) (**ALL**)

In FY24, Administrative IT Services staff completed 20 ITPC projects.

PROJECT PIPELINE

▶ In Progress

- Automate the Manual Process of Loading Contracts into the Official BOT Repository (0515) (**SO**)
- S2P iBuy Optimization Project (0593-A) (**ALL**)
- S2P Card Program Project (0593-E) (**ALL**)
- Implement ITSM (IT Service Management) and PPM (Project Management) Cloud Solution (0605) (**ALL**)
- Replace SecApp to Improve Access Request/ Provisioning (0620) (**ALL**)
- Financial Process Performance Measures Proposal (0645) (**ALL**)
- Implement Internal Control Updates Due to Audit Findings (0649) (**ALL**)
- Move Document Management Storage from Unix/Samba to Windows (0656) (**ALL**)
- Replace Aging Capital PM Systems with a Vended System (0669) (**ALL**)
- Implement Data Virtualization to Integrate Data Sources (0670) (**ALL**)
- Ensure Proper Archiving of All SHIELD IL Data (0672) (**SO**)
- HR/UPB Updates Due to New SURS Pension Admin System (0674) (**ALL**)
- Add Retention Manager to Improve Compliance and Ease of Use (0675) (**ALL**)
- Provide Data and Reporting Needs to Cornerstone Users (0676) (**ALL**)
- Improve Sharing and Collaboration with Data Lake Services (0677) (**ALL**)
- Provide Connections to Data with Data Movement Tool (0678) (**ALL**)
- Automate Billing Process with New GAR Bill Banner Table (0681) (**ALL**)
- Self-Service Page for Student Access to Sponsor Data (0683) (**ALL**)
- Analysis to Relocate HAB Enterprise Systems to ACB (0693) (**ALL**)
- Analysis to decide needs for a COTE Enterprise System (0697) (**ALL**)
- Updates Due to New IL Paid Leave for All Workers Act (0698) (**ALL**)
- Update BO Universes to New Format to Continue Support (0699) (**ALL**)
- Commodity Codes Clean-up for Improved Reporting (0700) (**ALL**)
- Implement a Legal Document Management System for University Counsel (0701) (**ALL**)
- Conversion of UPB/IHR Historical Records to Digital (0702) (**UIUC/UIC**)
- Maintain system for Identity Gov by Upgrading MidPoint (0703) (**ALL**)
- Maintain System Necessary to Continue Strategic Sourcing (iBuy FY25) (0709) (**ALL**)
- Ensure Quality of Services to All Students (Nelnet FY25) (0710) (**ALL**)
- Support Vital HR System Cornerstone/JDXpert/PRMS FY25 (0711) (**ALL**)
- Maintain Critical HR/Payroll Systems (HRFE/PARIS FY25) (0712) (**ALL**)
- Support and Maintenance for Identity Access Management (IAM Maintenance FY25) (0713) (**ALL**)
- Two Factor Authentication (2FA) Switch Over and Maintenance (FY25) (0714) (**ALL**)
- Continue to Provide Accurate Financial Aid Awards FY25 (0715) (**ALL**)
- Continue to keep Business Objects secure FY25 (0716) (**ALL**)
- START myResearch Maintenance, Upgrade, Enhancements FY25 (0717) (**ALL**)

PROJECT PIPELINE

► In Queue/On Hold

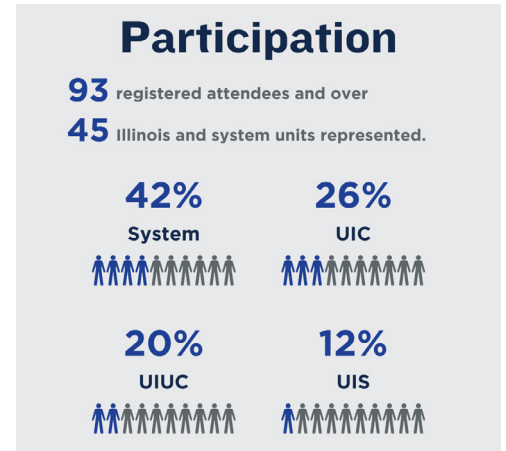
- Investigate Options to Meet Two U.S. Department of Education Regulations Using our Existing Vended Systems (0542) (**ALL**)
- Outsource University Check Printing (0632) (**ALL**)
- Increase Secure Encryption on Oracle Databases (Phase2) (0655) (**ALL**)
- Non-Degree Program Development Analysis (0664) (**ALL**)
- Streamline State Offset Process with New Tables and Form (0679) (**ALL**)
- Automate billing process with new GAR Bill Banner table (0680) (**ALL**)
- Automate SAR Bill Format to Reduce Bursar Process Time (0682) (**ALL**)
- Automate and Track Annual Term-Based Detail Codes Process (0684) (**ALL**)
- HireRight API for Background Check Messages UIUC/UIC (0694) (**UIUC/UIC**)
- Integration Strategy with iBuy and Relevant Department Systems (0707) (**ALL**)
- Capital Programs' Kahua Application Integrations and Reporting (0708) (**ALL**)

PLANNING FOR THE FUTURE

ITPC Planning Summit

The ITPC Planning Summit brought together university leaders to discuss how the ITPC process can support system and university strategies, enhance capabilities, and improve business process efficiency. Participants engaged in group discussions on topics such as leveraging data for productivity, identifying areas of improvement, optimizing business processes, and exploring how ITPC can support unit goals.

As illustrated in the accompanying graphic, the virtual summit event saw a large and diverse representation of participants. Through facilitated, targeted discussions, common themes emerged from the participants' responses. These responses were pulled into areas of focus, shown below, for our committees to reference when reviewing and prioritizing project ideas.



Summit Output Areas of Focus

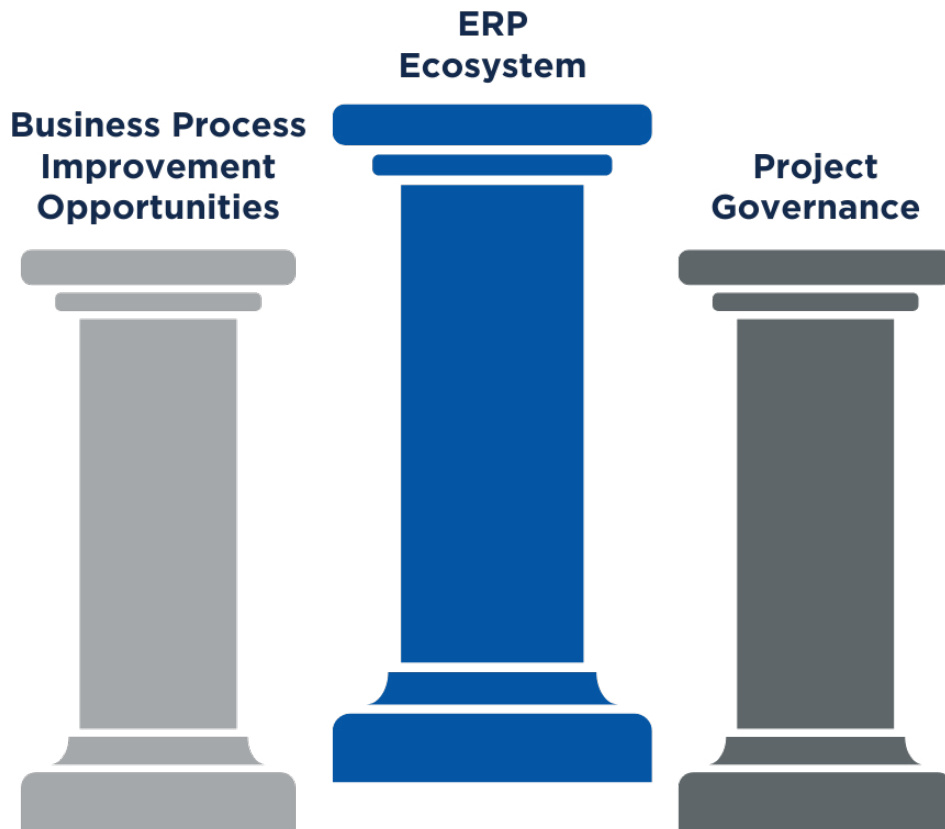
-  **Data:** Establish a data directory and dictionary alongside improved data cataloging and documentation to boost data literacy.
-  **Automation and AI:** Continuously explore and communicate automation's potential for driving cross-unit efficiencies and reducing manual processes in systems to improve student experience.
-  **HR Process:** Evaluate HR processes to streamline the application-to-hire process, ensuring the availability of data to determine time-to-hire. Also includes improvement for onboarding/offboarding and exploring new HR technologies for workforce and succession planning.
-  **Student Experience:** Enhance student tools for course analysis and schedule planning while improving the digital student experience.
-  **Predictive:** Enhance data sharing and system integration for predictive analysis and data accessibility.
-  **Compliance and Policy:** Ensure compliance with digital accessibility and data retention laws. Also, stay informed about procurement regulations, data privacy, and security laws.
-  **Process Improvement:** Enhance data consistency and streamline reporting processes to minimize re-work. Leverage or build more APIs to facilitate better data sharing and system integrations for increased efficiency.
-  **Collaboration:** Promote enterprise-level data governance discussions and ensure user-friendly tools to reduce technical expertise requirements. Explore enterprise licenses for strategic purchases and improve prioritization of ongoing efforts across the system to better utilize limited resources.
-  **Knowledge Sharing:** Preserve institutional knowledge for staff transitions through in-depth training and knowledge sharing. Establish a consulting and service catalog for information sharing and a catalog of utilized tools and software to optimize resource utilization.

ITPC to ESGC Transition

ITPC has envisioned a way to evolve the process to embrace innovation and meet our constantly changing IT needs. When evaluating the future of our Enterprise ERP Ecosystem, we can leverage existing committees and structures for governance instead of introducing new ones. This broader focus will also help us regularly review and reflect on the outcomes of our summits.

As we enter FY25, we are changing the name from the Information Technology Priorities Committee (ITPC), which focuses mainly on projects, to the UI Enterprise Systems Governance Committee (ESGC). The ESGC will provide guidance and advice and ensure the alignment of ERP Ecosystem initiatives and other activities that affect enterprise systems and processes.

Collaborating with university leadership teams, they will identify ways in which administrative IT projects can bridge existing gaps and contribute to the University System and universities' strategic goals. These pillars, or frameworks, will now be the focus of the ESGC and will expand our partnership with functional leaders across the universities and system offices on the evolution of the ERP ecosystem. The ESGC will guide the strategic alignment of proposed solutions or process improvements to the missions of the University System and universities. The committees will continue reviews, approvals, and prioritization for project governance over administrative IT projects.



THANK YOU

We would like to thank all the project teams that work on these projects each year, our ITPC committees, and all of our ITPC Planning Summit participants who have helped keep the focus innovative and aligned with the University of Illinois System's mission.

FY 2024 ITPC ANNUAL REPORT

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