



UNIVERSITY
OF ILLINOIS
SYSTEM

**Altogether
Extraordinary™**

ITPC Annual Report

2020 / 2021



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ABOUT ITPC

The Information Technology Priorities Committee (ITPC) provides the processes that allow IT consumers to solicit, review and prioritize the work of administrative information technology resources. This annual report takes a look at ITPC in FY20 and FY21 and looks ahead to FY22.

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

ITPC covers administrative IT projects that:

- involve resources from a University System Offices unit
- involve campus-based units that plan to offer an administrative system for the entire campus
- interface with an enterprise system, or
- 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. Those bodies are the ITPC (central committee), 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.

MEMBERS

- Chair: Kelly Block, Associate Vice President for Administrative Information Technology Services, System Offices
- Matt Riley, Chief Information Officer, UIC
- Jeff Sudduth, IT Technical Associate Instructional Support and Training, UIS
- Dimuthu Tilakaratne, Assistant Vice President of Decision Support, Systems Offices
- Ilir Zenku, Assistant Vice Chancellor of Health System Information Technology, UIC
- Jan Novakofski, Associate Vice Chancellor for Research for Compliance and Professor, Animal Sciences, UIUC
- Scott Genung, Interim Chief Information Officer, UIUC
- Kevin Browne, Vice Provost for Academic and Enrollment Services, UIC
- Kristi Kuntz, Executive Associate Provost for Academic Programs and Policies, UIUC
- Jisu Hong, Associate Vice President for Economic Development and Innovation, System Offices
- Jami Painter, Associate Vice President & Chief Human Resources Officer, System Offices
- Michael Bass, Senior Associate Vice President & Deputy Comptroller, System Offices
- Sarah Zehr, Assistant Vice President for Academic Affairs, System Offices
- Anne Craig, Senior Director, Consortium of Academic and Research Libraries in Illinois, System Offices
- Sarah Bjelland, Associate Director of Alumni Services
- Kirstin Cordova, Director of Advancement Technology Programs and Governance, University of Illinois Foundation
- Sandy Street, Assistant Vice President of Planning and Budgeting, System Offices
- Kathleen Engstrom, Associate Dean for Administration in the College of Urban Planning and Public Affairs (CUPPA), UIC

ITPC HIGHLIGHTS

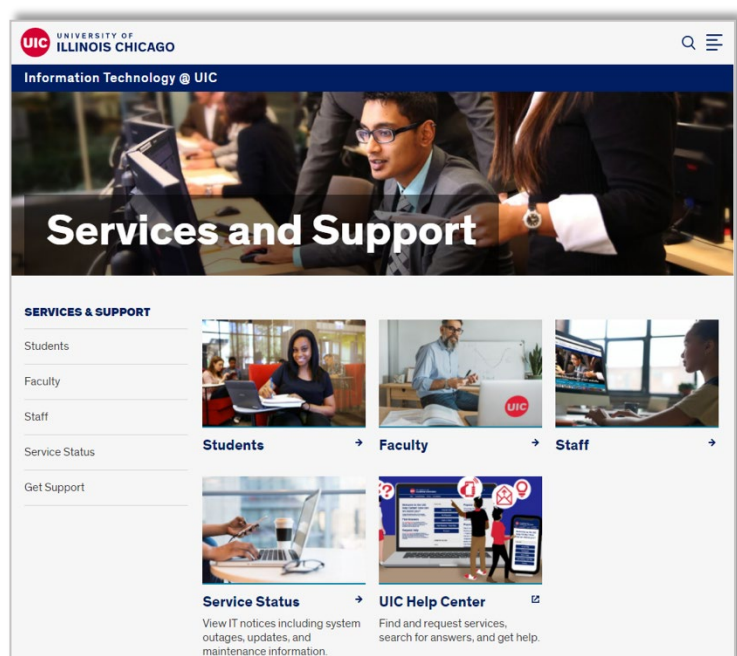
ITPC-0605 IMPLEMENT ITSM (IT SERVICE MGT) AND PPM (PROJECT MGT) SOLUTION

In partnership with all three universities, AITS/ITPC supported the launch of TeamDynamix (TDX), a service management solution that provides a centralized location for support, finding answers, and submitting and managing service requests. The system also supports portfolio and project management as well as a number of other functions that continue to be rolled out.

TDX has been implemented at all central IT units and several colleges across the system to consolidate a dozen systems, driving efficiency and savings across the University System. The project team has turned oversight responsibilities to the TeamDynamix Collaborative Board with representatives across the universities and System Offices. As part of post-project operations and support, or Phase 2, each university's TeamDynamix Advisory Group (TDAG), will work with their local departments interested in TDX that were not included in the original project. There are 68 departments and colleges currently in the queue for Phase 2 university implementations

68

departments +
colleges in queue for
next phase

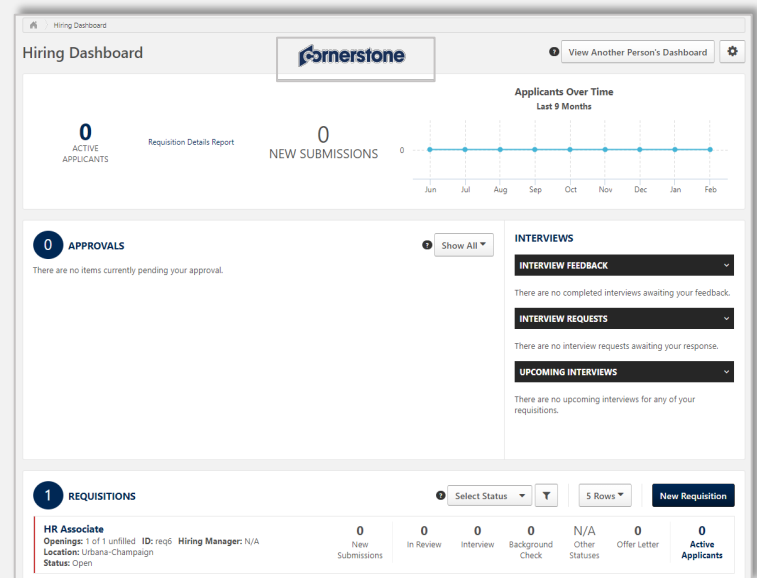


ITPC-0592/0623 IMPLEMENT APPLICANT TRACKING & JOB DESCRIPTION SYSTEM

This project will implement an enterprise applicant tracking system that will optimize recruiting, effectively manage job descriptions, and streamline the universities' ability to successfully recruit and hire top candidates.

This project will allow for a central repository of job descriptions across the University System to meet civil service requirements and enhance HR capabilities across all of the universities. The applicant tracking system, Cornerstone, will help drive engagement with new hires and identify the right candidate for the job, while also providing a more user-friendly interface for HR professionals.

EXPECTED BENEFITS: Improve the candidate experience and strengthen our brand to increase application rates and improve efficiency of staff involved in the search process.



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. The need for transparency and collaboration across these improvement projects is maintained through structured program management over all of the strategically aligned projects. S2P has six currently identified strategically aligned projects at different phases. These ITPC approved projects include:

ITPC-0593-A S2P iBuy Optimization Project (Spring 2023)

This project was divided into three stages. Stage 1 focused on requisitions, catalog, spend tracking, and contract integration. Contracts+ was piloted in August 2021 and it will be deployed in a phased approach to all iCS users in November 2021. Stage 2 will upgrade our invoice module to e-invoicing and implement two invoice integrations. Stage 3 focus will be to update the integration between Jaggaer and Banner to pass information more efficiently between both systems.

ITPC-0593-B S2P Travel Reimbursement Project (Fall 2022)

ChromeRiver is replacing the current Travel Expense Management (TEM) System. Today, TEM provides employee expense reimbursement and NON-PO invoice processing. In early 2022, ChromeRiver will deploy expense reimbursement, TCARD & PCARD functionality. The solution for NON-PO invoice processing is still outstanding and should be determined by the end of the 2021.

ITPC-0593-C S2P Total Contract Manager Project (Fall 2022)

This project will expand upon the iBuy Optimization project to deploy the Contracts+ module within iBuy to all remaining users in early 2022. Consideration for state filing requirements will be a high priority, as well as the migration of iCS legacy contracts and associated data, development of a feeder system from Quali Coeus to Contracts+, and the extraction and loading of contract data to the Enterprise Data Warehouse (EDW). Additional reporting needs outside of state filing requirements will be analyzed, designed, developed, and implemented as part of this project.

ITPC-0593-D S2P Procurement Portal Project (TBD)

Create a procurement portal that provides clarity and direction for the university community on the approved methods, tools, forms, and policies and includes purchase and payment resources, supplier resources, training opportunities and self-help materials.

ITPC-0593-E S2P Card Program Project (TBD)

As Jaggaer does not offer a credit card purchase and payment mechanism, this effort is outside the scope of the iBuy Optimization. It is strategically important to assess the advantages and disadvantages of various card programs. It is also vital to identify an alternate solution to the existing PCard software which is at end of life.

ITPC-0631 S2P Upside Replacement Project (Summer 2023)

With UpsideContract nearing the end of its lifespan as a supportable application, it is mandatory that Capital Programs transition to a new contract authoring system to avoid returning to a manual process of creating, reviewing and approving capital contract documents. This project will further the work included under the Source-2-Pay program to implement Contracts+ at the University of Illinois.



ITPC-0622 ROBOTIC PROCESS AUTOMATION (RPA) IMPLEMENTATION

RPA provides for the creation of software sometimes referred to as “Bots”. Bots act as an artificial intelligence which perform tasks that access existing systems across an organization and complete tasks that help to alleviate repetition and consuming administrative professionals’ time. Utilizing Bots for daily repetitive tasks like these allows their human counterpart to apply their efforts to higher value activities.

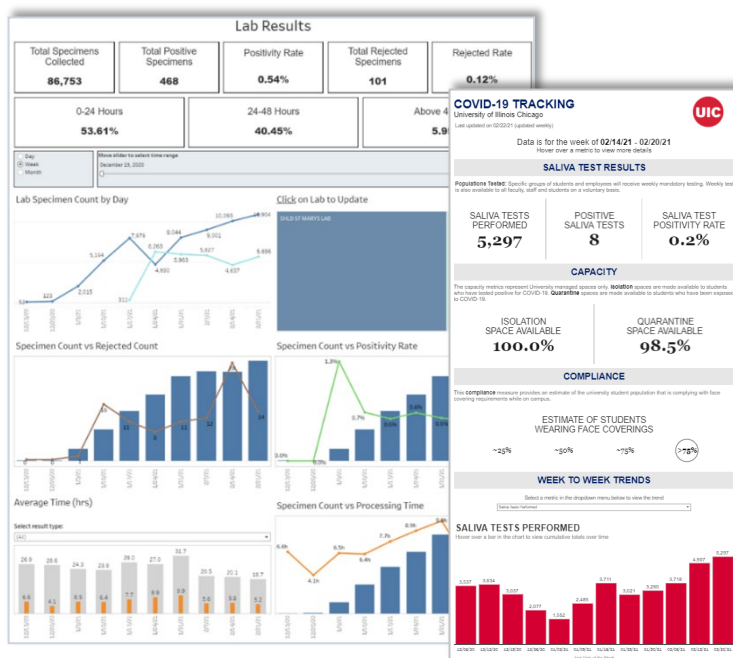
EXPECTED BENEFITS: Potential to automate numerous tasks and processes at the University that will provide shortened cycle times for business processes, improve customer service, and allow resources to be redirected towards other priorities.

Intelligent Process Automation Overview for FY21

70 automations + e-signature

103,000 hours saved

\$4.3 M value of hours saved



COVID-19 + SHIELD ILLINOIS

AITs/ITPC supported the implementation of dozens of rapid technology changes and environments supporting grading, scheduling, payroll/benefits, procurement, and COVID testing and reporting at the U of I as well as providing IT for Shield Illinois across the state.

Significant ITPC resources were directed at these ongoing COVID and Shield Illinois efforts over the past couple of years. These programs are now becoming more self-sufficient and resources are able to return focus to ITPC initiatives.

MANDATORY WORK

A number of ITPC projects are completed each year to maintain enterprise services at the most current versions. Annual updates reduce support costs and provide the latest functionality to users. 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.

FY20-21 Mandatory Projects

- B2G diversity tracking for capital and non-capital data (Complete)
- CA Service Desk Manager (SDM) updates (Complete)
- Clarity upgrade (Complete)
- Fair Labor Standards Act (FLSA) updates (Complete)
- Impacts from JMLS acquisition Day One (Complete)
- Oracle upgrades (Complete)
- Provide students access to outstanding education loans (Complete)
- RISE Act Implementation (Complete)
- System offices branding updates (Complete)
- Annual financial aid regulatory changes (In Progress)
- HRFE/PARIS maintenance and enhancements (In Progress)
- IAM password manager and 2FA maintenance (In Progress)
- iBuy system maintenance for strategic sourcing (In Progress)
- iCS contract processing system maintenance (In Progress)
- Maintain & upgrade Banner mission critical system (In Progress)
- Nelnet student services maintenance (In Progress)
- Oracle required application and user password updates (In Progress)
- START myResearch maintenance (In Progress)
- TEM reimbursement system maintenance (In Progress)
- UpsideContract replacement (In Progress)

PROJECT PIPELINE

COMPLETED (FY20)

In FY20, Systems IT staff completed 25 projects. Project number and University impacted are included in parentheses after the project description.

1. Reduce number of incorrectly processed financial transactions and provide timely student account status (0449) ([ALL](#))
2. Continue to modernize and streamline the research enterprise at the University of Illinois (0465) ([ALL](#))
3. Reduce the time it takes to process approximately \$15M in retro pay for an estimated 7,000 employees (0498) ([ALL](#))
4. Implement system for providing employee training and compliance tracking (0502) ([ALL](#))
5. Implement changes to HRFE, BANNER, and Positive Time Reporting systems to comply with the final ruling on the Fair Labor Standards Act (0543) ([ALL](#))
6. Update enterprise applications with the new System Office branding. (0556) ([SO](#))
7. Enhance the My UI Financials app, which provides easy, on-demand access to financial reports, allowing for the elimination of dated paper-based distribution processes (0558) ([ALL](#))
8. Upgrade the existing Service Desk software in use by UIC HR, Payroll and Benefits, UIC ITS, AITS, and Tech Services (0572) ([ALL](#))
9. Phase 1 changes needed from AITS due to acquisition of JMLS by UIC (0580) ([UIC](#))
10. Upgrade and maintain academic and event scheduling (AdAstra 8.x upg) (0583) ([ALL](#))
11. Analysis to Replace Security Request Application (Secapp) tool (0584) ([ALL](#))
12. Analysis for Advanced Analytics Platform for data mining & forecasting (0585) ([ALL](#))
13. Provide capital and non-capital data in B2GNow for diversity tracking (0588) ([ALL](#))
14. Maintain & Upgrade the Banner mission critical system (0589) ([ALL](#))
15. Ensure effective IT PMO & IT activity visibility by upgrading Clarity (0590) ([ALL](#))
16. Enhancements to Annual Fiscal Control Reporting Process (0591) ([ALL](#))
17. HRFE/PARIS Maintenance (FY20) and Enhancements (0594) ([ALL](#))
18. Maintain system necessary for strategic sourcing (iBuy maintenance FY20) (0595) ([ALL](#))
19. Ensure efficient and accurate reimbursements (TEM Maint. for FY20) (0596) ([ALL](#))
20. Maintain quality of services to ~78,000 students (Nelnet Maint. FY20) (0597) ([ALL](#))
21. FY20 Annual Financial Aid Regulatory Changes (0598) ([ALL](#))
22. Ensure continued efficient processing of contracts (iCS Maint. FY20) (0599) ([ALL](#))
23. Maintain password manager & 2FA for ~200,000 users (IAM Maint. FY20) (0600) ([ALL](#))
24. Mandatory Banner Spring & Application Manager (AppWorx) Upgrades (0604) ([ALL](#))
25. RISE Act Implementation (0606) ([ALL](#))

COMPLETED (FY21)

In FY21, Systems IT staff completed 17 projects. Project number and University impacted are included in parentheses after the project description.

1. Integrate F&S Workplace Management System (AiM) in the Data Warehouse (0576) (SO, UIC, UIUC)
2. Implement IData Data Cookbook as the Shared Metadata Service (0586) (ALL)
3. Provide staff ability to create automated business processes (iBPMS) (0587) (ALL)
4. Provide students access to all their outstanding education loans (0601) (ALL)
5. Mandatory Oracle 19c Upgrade for Mission Critical Systems (0603) (ALL)
6. Implementation of the Enterprise GitHub Service (0608) (ALL)
7. Maintain & Upgrade the Banner mission critical system (Fall 2020 Upg) (0610) (ALL)
8. HRFE/PARIS Maintenance (FY21) (0611) (ALL)
9. Maintain quality of services to ~78,000 students (Nelnet Maint. FY21) (0612) (ALL)
10. Ensure continued efficient processing of contracts (iCS Maint. FY21) (0613) (ALL)
11. Ensure efficient and accurate reimbursements (TEM Maint. for FY21) (0614) (ALL)
12. Maintain system necessary for strategic sourcing (iBuy Maint FY21) (0615) (ALL)
13. Maintain password manager & 2FA for ~200,000 users (IAM Maint. FY21) (0616) (ALL)
14. START myResearch Maintenance, Upgrade, and Enhancements (FY21) (0617) (ALL)
15. FY21 Annual Financial Aid Regulatory Changes (0618) (ALL)
16. System Data Website – Data Visualization (0624) (ALL)
17. Upgrade to Xtender 16.6 patch 3 and BDM 8.7.4 (0630) (ALL)

COMPLETED (FY22 TO DATE)

In FY22, Systems IT staff have completed 3 projects to date. Project number and University impacted are included in parentheses after the project description.

1. Migration of Enterprise SharePoint to Office 365 SharePoint (0607) (ALL)
2. Exempt Civil Service Vacation and Sick Leave Standardization (0626) (ALL)
3. Refund Status Self-Service Page (0627) (ALL)

IN PROGRESS

1. Implement a vended system to manage and publish online catalogs and programs of study (0412) ([ALL](#))
2. Provide an integrated IT Solution for the management and assessment of disability services on all three universities (0491) ([ALL](#))
3. Automate the manual process of loading contracts into the official BOT repository (0515) ([SO](#))
4. Develop standards and guides for the user interface and architectural design of ITPC governed projects (0517) ([ALL](#))
5. Facilitate the creation of a more secure, reliable system for processing fellowships and student notices of appointment (0545) ([UIC](#), [UIUC](#))
6. Use student interaction data to improve student recruiting, admissions, and communication activities (0560) ([UIUC](#), [UIC](#), [UIS](#))
7. Assist Oracle users/application owners with password updates (0581) ([ALL](#))
8. Identify and Implement an Enterprise Applicant Tracking Solution (0592/0623) ([ALL](#))
9. S2P iBuy Optimization Project (0593-A) ([ALL](#))
10. S2P Travel Reimbursement Project (0593-B) ([ALL](#))
11. S2P Total Contract Manager Project (Implementation) (0593-C) ([ALL](#))
12. UIC Law Acquisition Phase Two Data Migration and Acquisition Requirements (0602) ([UIC](#))
13. Implement ITSM (IT Service Mgt) and PPM (Project Mgt) Cloud Solution (0605) ([ALL](#))
14. Implement Parent Proxy in Banner (0619) ([ALL](#))
15. Security Application Replacement (0620) ([ALL](#))
16. Data Warehouse and BI Architecture Replacement Analysis (0621) ([ALL](#))
17. Robotic Process Automation (RPA) Implementation (0622) ([ALL](#))
18. FABweb Re-design and Biennial Inventory Enhancements (0625) ([ALL](#))
19. Upgrade Mobius/Mobius View Software (0628) ([ALL](#))
20. System Data Website – Data Visualization Phase 2 (0629) ([ALL](#))
21. Mandatory Upside Contract Replacement (0631) ([ALL](#))
22. Update Student Emergency Short-Term Loan (ESTL) online Product (0633) ([ALL](#))
23. Unified System Offices Training Website (0634) ([ALL](#))
24. HRFE/PARIS Maintenance (FY22) (0636) ([ALL](#))
25. Maintain system necessary for strategic sourcing (iBuy Maint FY22) (0637) ([ALL](#))
26. Ensure efficient and accurate reimbursements (TEM Maint. for FY22) (0638) ([ALL](#))

27. Ensure continued efficient processing of contracts (iCS Maint. FY22) (0639) ([ALL](#))
28. Maintain quality of services to ~78,000 students (Nelnet Maint. FY22) (0640) ([ALL](#))
29. FY22 Annual Financial Aid Regulatory Changes (0641) ([ALL](#))
30. Maintain password manager & 2FA for ~200,000 users (IAM Maint. FY22) (0642) ([ALL](#))
31. START myResearch Maintenance, Upgrade, and Enhancements (FY22) (0643) ([ALL](#))

IN QUEUE

1. Investigate options to meet two U.S. Department of Education regulations using our existing vended systems (0542) ([ALL](#))
2. S2P Procurement Portal Project (0593-D) ([ALL](#))
3. S2P Card Program Project (0593-E) ([ALL](#))
4. Analysis of Employee Dashboard, Salary Planner & Web Time Entry (0609) ([ALL](#))
5. Outsource University Check Printing (0632) ([ALL](#))

MORE INFORMATION

Interactive dashboards, project proposals, upcoming meetings, and previous annual reports can be found at
www.itpc.uillinois.edu