Administrative Information Management Services (AIMS)

In July of 2008 the Administrative Information Management Services (AIMS) department formed within the Office of the Vice Chancellor for Administration. AIMS is a consolidation of existing IT services and staff with the goal of driving efficiencies through the use of shared infrastructure and talent. AIMS serves as a complement to DoIT and works collaboratively with both DoIT and the CIO office in aggregating IT services that had been provided at the department/division level.

AIMS’ goal is to be a campus center of excellence for providing efficient and effective administrative IT services by employing a shared services model and acting as a federated IT service provider. AIMS provides participating units the following benefits:

- Leverage the cost of infrastructure and staff expertise over a wider customer base thereby lowering costs to reporting units
- Encourage the efficient use of automation in delivering administrative services to campus by lowering the cost of entry through the use of shared IT services
- Improve the coordination and management of critical IT services between campus units

AIMS’ approach to carrying out this charge is reflected in the following Mission and Guiding Principles:

**AIMS Mission**

Provide efficient, high-quality, information technology services to campus administrative units using a shared services model that leverages AIMS’ investment in a Microsoft-based infrastructure.

**AIMS Guiding Principles**

- Employ a shared IT services model to gain efficiencies
- Act as a complement to DoIT and not a competitor
- Work in close cooperation with the CIO
- Leverage central campus IT services wherever possible
- Implement “Green IT” solutions
- Maintain a highly trained, highly skilled, customer-focused staff
- Utilize our knowledge of administrative processes to add value to our services
- Function as a member of our customer’s business team
- Leverage AIMS skill and investment in a Microsoft-based infrastructure
- Manage all of the IT complexities for our customers
- Focus on being, first and foremost, a customer service organization
AIMS Structure
AIMS is composed of two departments; Operations and Support Services (OSS) and Development Services, each with an emphasis on a distinct set of IT service offerings. The focus of Operations and Support Services is to manage and support computers, applications and data. The focus of Development Services is to design, build, and implement custom, web-based electronic workflow applications, along with implementing and integrating systems provided by third-party vendors.

Operations and Support Services offers a complete set of infrastructure services based largely on Microsoft technologies while leveraging DoIT provided central services as appropriate. This fully-managed and supported infrastructure is architected to meet the business needs of administrative customers. All customers are given written service-level agreements that detail what is expected by both OSS and the customer.

Development Services is a full-service, application development team, which provides analysis, project management, programming and support. Development Services specializes in designing and creating internet-delivered, electronic workflow solutions of small to medium sized scope (2-12 months total duration).

AIMS Customers
AIMS Operations and Support Services customers come from a variety of Divisions, Departments and Offices across campus, with a mutual need for Microsoft based IT services, infrastructure and electronic workflow applications.

All but one of the units that report through the office of the Vice Chancellor for Administration receive at least some of their IT services from AIMS. Several of these units are full-service AIMS Operations and Support Services customers, meaning that they get all of their local IT operations and support services from AIMS. The full-service support model has been popular with customers and has more than doubled in size since AIMS inception; from about 450 supported people in 2008 to nearly 1100 supported people in 2011.

Receiving IT services from AIMS in this way allows each unit to focus their energy on the core mission of the unit. The complexities of managing an IT operation are off-loaded to AIMS and the customer focus is on defining the unit IT business needs and service levels.

Some of the larger AIMS full-service support customers include:
- Division of Facilities Planning and Management
- Division of Business Services
- Office of Human Resources
- Office of the Vice Chancellor for Administration
- Division of Continuing Studies
- Division of Recreational Sports
Customers of AIMS Development Services have similar business requirements. They are looking to automate a business process and make that process available on the internet. These systems will typically have a request that is entered on a form, processed through an electronic workflow and often result in a billing transaction.

In fiscal year 2011, applications that were developed and supported by AIMS Development Services processed approximately 250,000 online forms and requests that were routed through dozens of custom workflows designed to match business process needs. In addition there were over 800,000 discrete billing transactions processed and displayed online.

Some of the larger AIMS Development Services customers include:
- Physical Plant
- Transportation Services
- Office of Human Resource Development
- Facilities Planning and Management – Business and Staff Services
- UW Car Fleet office
- UW Police Department

**AIMS Strategic Goals**

AIMS short term goal is to obtain a greater commitment by administrative units to using AIMS shared IT services for their localized IT needs. This will reduce the number of stand-alone IT service operation and provide the following benefits:
- Decrease costs
- Reduce IT risk
- Improve service levels
- Reduce unneeded redundancy

AIMS long-term goal is to collaborate with DoIT to develop a set of centrally provided commodity IT infrastructure services that AIMS can leverage as it projects its customer-facing services into departments. Examples of services that can be scaled into highly efficient and robust shared campus central IT services include:
- Data centers
- IT hardware infrastructure
- File storage
- Server farms
- Database hosting

Leveraging these centrally provided infrastructure services will allow AIMS and all other campus IT units to further reduce cost, redundancy and risk while improving services for customers.