UIS Implementation Window for the Data Center Move [1]

October 9, 2023 by UIS Communications [2]

Description: Specific university production services will be unavailable during the implementation window, as required for the moving of the P01 Data Center.

Implementation windows affect systems with real-time data that is available to students, staff and faculty. Learn more from the past Data Center Move (DCM) news stories [3].

Timing:

- **Noon Friday, Oct. 6 to 8 a.m. Monday, Oct. 9 ETA: The implementation extended to Oct. 10.**
- **Contingency Date: Noon Friday, Nov. 10 to 8 a.m. Monday, Nov. 13**
- Planning a complicated data center move requires having a backup window planned.

Impact: All production services will be unavailable throughout the implementation window. These are the current systemwide applications that we know will not be available. CU campuses identified others that rely on these applications in order to be active — see the links to campus-specific lists below [4].

Unavailable CU systemwide applications:

To learn more about each application, click the link or hover your mouse over its name.

- 25Live/Lynx25Live/Lynx25Live/Lynx is a room scheduling application used by CU campuses. [5]
- CU AscendCU AscendCU Advancement's constituent relationship management platform, which supports advancement activities across CU's four campuses, system advancement and the CU Foundation.   [6]
- AutomicAutomicAutomic is integrated with PeopleSoft, Linux and AUTO-RC to facilitate automated batch processes across multiple platforms. It is primarily used internally by Production Services. [7]
- Campus SolutionsCampus SolutionsCU-SIS Campus Solutions (CS) is the primary component of CU Student Integrated Systems (CU-SIS). It encompasses many functions directly related to student administration, faculty workload and course management. [8]
- Campus Solutions Mobile ApplicationCampus Solutions Mobile Application Campus Solutions Mobile Application or Campus Mobile is a collection of eight mobile applications that serve our four campuses via Android and Apple mobile operating systems. Each campus has branded their mobile apps to their specifications. The mobile applications expose Campus Solutions' Student Center via mobile device, formatting content appropriately.

- Central Information Warehouse (CIW)Central Information Warehouse (CIW) The Central Information Warehouse (CIW) is CU's system-wide centralized data repository for information sourced from administrative systems. [10]
- CherwellCherwellCherwell Service Management is a platform that enables delivery of efficient services, allows for the automation of business processes and workflows, and service desk functionality. [11]
- CollibraCollibraCollibra is a data catalog that contains metadata, which is data about the data at CU. It does not store actual student or employee data. Instead, it provides visibility and context about data, making it easier to classify, discover and protect. [12]
- ConcurConcurThe Concur Travel & Expense System (Concur) is the university's system for booking official employee travel, requesting cash advances, requesting reimbursement and reconciling procurement card and travel expenses. [13]
- CU Careers Recruiting (due to its access through the portal — the public-facing CU Careers [14] will be available to applicants)
- CU-DataCU-DataThe CU Reporting System (CU-Data/CU Reporting/Cognos/Motio/Data Stage) is a robust tool offering standardized business intelligence reports to assist with analysis and presentation of data contained in the Central Information Warehouse (CIW). [15]
- CU MarketplaceCU MarketplaceThe CU Marketplace is the university's official procurement-to-pay system. The software is used by CU to create and approve purchase requisitions, place purchase orders, receive goods and services and process invoices. [16]
- CU People Master Data ManagementCU PeopleCU People is a homegrown Master Data Management product built on a graph database that UIS engaged Lumendata to build. It manages bidirectional personal data messaging and storage at the enterprise level, using broad data governance and data policy rules. CU People is the single point of truth for person bio-demo data. [17]
- Degree Audit and Transfer Credit (DATC)Degree Audit and Transfer Credit (DATC) The Degree Audit and Transfer Credit (DATC) system tracks academic progress toward graduation. It evaluates CU and transfer courses to a specific academic program. [18]
- EMS Room Scheduling
- Enterprise PortalEnterprise PortalEnterprise Portal is the main point of entry for self-service applications for students, faculty and staff. It is sometimes called CU Resources, MyCUInfo, myUCCS Portal or CU Access. [19]
- eRA InfoEd applicationeRA InfoEd applicationInfoEd is an electronic research portal system used to manage the research lifecycle, from start to finish. [20]
- FINFINThe PeopleSoft Finance System (FIN) is a Web-based application that allows CU employees to perform the tasks needed to manage financial information. [21]
- HCMHCMHuman Capital Management (HCM) software is used for core human resources, payroll and benefits, and other HR-related activities. [22]
- HireRightHireRight Background ChecksHireRight's background check solution is integrated with CU Careers to run background checks for finalists in the hiring process. [23]
- International Tax NavigatorInternational Tax NavigatorThe International Tax Navigator application is used for tax treaty administration and annual 1042-S tax reporting for international employees, students and vendors. [24]

- Integration GatewayIntegration GatewayIntegration gateway is a platform that manages the receipt and delivery of messages passed among systems through PeopleSoft Integration Broker. [25]
- LeepFrog Interfaces
- LinkedIn LearningLinkedIn LearningLinkedIn Learning provides an online library of nearly 25,000 instructional videos covering the latest software, creative and business skills. [26]
- Minuet by InteumMinuet by InteumMinuet is the university's database application used by Venture Partners at CU Boulder and CU Innovations Office at Anschutz. It allows users to manage the data and processes in the intellectual property and technology transfer operations. [27]
- My LeaveMy LeaveMy Leave is used to collect, review and approve employee time and leave information. [28]
- NelnetNelnetNelnet is an electronic payment service provider used for electronic student billing and electronic student payment processing using Automated Clearing House (ACH) debits, credit cards and debit cards. The Commerce Manager portal within Nelnet Campus Commerce is available for departments accepting online payments tied to admission applications and program deposits. [29]
- Open Data and Information Network (ODIN)ODINOpen Data and Information Network (ODIN) is a UIS-sponsored GraphQL API with access to near-real-time updates of enterprise data from multiple UIS systems. ODIN can be leveraged as a single-source repository to replace multiple point-to-point integrations between UIS and Campus OIT departments. [30]
- OnBaseOnBaseOnBase is a document management solution that secures business content in a centralized, secure location that is easily accessed from any device or location. [31] (direct access and Unity Client)
- Oracle Identity ManagementOracle Identity ManagementOracle Identity Manager (OIM) allows the university to manage the lifecycles and access levels of user profiles through account management. Categories under OIM include Directory Services, Access Management and Identity Management. [32]
- ParchmentParchmentParchment is a digital credential service, allowing learners, academic institutions, and employers to request, verify and share credentials. [33]
- Peoplesoft Elasticsearch (PES)Peoplesoft Elasticsearch (PES)Peoplesoft Elasticsearch (PES) provides a secure and user-friendly search functionality for pages and components within PeopleSoft applications. [34]
- Perceptive ContentPerceptive ContentPerceptive Content software enables users to secure and access business content in any format across its entire lifecycle for instant, precise visibility within a business process. [35]
- PhirePhirePeopleSoft's Phire Architect tool automates file and application migrations and helps manage application development change requests. [36]
- Ping FederatePing FederatePing Identity PingFederate is an enterprise federation server that enables user authentication and single sign-on (SSO). It serves as a global authentication authority that allows employees, customers and partners to securely access all the applications they need from any device and manage their university accounts. [37] for Single-Sign-On (SSO)
- SalesforceSalesforceSalesforce is a cloud-based, customer relationship management software. eComm (and others) use it to house constituent data. [38] (specifically SSO instances: eComm, PSC, IOS—including Pardot)
- Secure File Transfer ProtocolSecure File Transfer ProtocolThis system used for the transfer of computer files between a client and server on a computer network.

- [39] SkillsoftSkillsoftSkillsoft is an online learning management system that offers CU custom training, instructor-led training courses and books. [40]
- Sunapsis—the International Student Scholar SystemSunapsisThe Sunapsis application is used by campus International Education and Admissions offices to report and track foreign national students and scholars from around the globe and help keep them engaged in learning at CU. [41]
- Tableau ServersTableau ServerA Tableau Server hosts and holds all shared Tableau workbooks, data sources and related data, keeping files secure and protected. The server enables users to publish and share data. This service would be provided to all approved university faculty and staff. [42]
- TeamDynamix (CU System instances)TeamDynamixTeamDynamix is an IT Service Management (ITSM) and Project Portfolio Management (PPM) higher education platform for users to approve workflow, assign projects and tasks, and track time and assets on a single cloud-based platform. ??????? [43]
- TeamMateTeamMateTeamMate Audit is a comprehensive audit management system designed to help auditors and audit department leadership manage all aspects of the audit process. [44]
- Terminal ServersDeveloper Terminal Server ServicesDeveloper terminal server services is remote desktop access to specific servers allowing multiple developers access for the purpose of doing development work. [45]
- VP/CUI Online IDFVP/CUI Online IDFVenture Partners/CU Innovations Online Invention Disclosure Form is an online form for CU Anschutz and CU Denver inventors to submit invention disclosures for intellectual property management. [46]?
- Web Performance MonitoringWeb Performance MonitoringAutomatically monitors web-based internal and external applications for performance issues, such transaction responsiveness, speed and bottlenecks, to ensure optimal performance for end users. [47]

Available CU System Administration Office services:

- 1800 Grant File and Print Services1800 Grant File and Print ServicesThe file and print services at the CU System office at 1800 Grant St. [48]
- 1800 Grant VDIs1800 Grant VDIsVirtual desktop infrastructure (VDI) is virtualization technology that hosts a desktop operating system on a centralized server in a data center. [49]
- 1800 Grant Phones1800 Grant PhonesThe phone system used at the CU System office at 1800 Grant St. [50]
- Cisco JabberCisco JabberCisco Jabber is an application that allows CU System employees to make calls and chat remotely through a softphone. [51]
- Duo (available only for the applications also listed as available)
- Law ToolboxLaw ToolboxLaw Toolbox is an integration into Microsoft Office that automates deadlines and rule changes. [52]
- Microsoft Suite (Outlook, Teams, SharePoint, OneDrive, Office Online)Microsoft SuiteMicrosoft Suite is a hosted, online version of Microsoft software that includes Outlook, SharePoint, OneDrive, Teams and the Office Online applications. [53]
- Network drives for CU System
- www.cu.edu [54]
- Wired and Wireless network for 1800 GrantWired and Wireless network for 1800 GrantThe wired and wireless internet network at the CU System office at 1800 Grant St.

- [55]
  - VPNVPNVirtual Private Network (VPN) is a connection method used to add security and privacy to private and public networks. [56] (vpn02 only)
  - Zoom

Not sure if you use these systems? Visit the UIS Glossary [57] for details on each application.

Current non-production services are hosted at the eFORT data center (P02), which is not involved in this move but may be functionally impacted by support services in P01 during the implementation window.

Campus applications

Additional campus-specific applications that have dependencies on CU System applications will be impacted during the implementation window. **Significantly, UIS uploads to OIT applications of employee, student and applicant data will not be available.** Here are campus-specific lists of impacted applications and their audiences:

CU Boulder Impact Assessment [58]
CU Denver Impact Assessment [59]
CU Anschutz Medical Center Impact Assessment [60]
UCCS Impact Assessment [61]

While this post serves as the impact assessment for CU System Administration, some offices have posted specifics to prepare their customers for the DCM impact to their services:

- ?Human Capital Management Community [62]
- Procurement Service Center [63]
- eComm [64]
- Controller's Office [65]

We encourage those whose business operations and services will be interrupted to inform their customers weeks in advance.

Thank you for your cooperation as we complete this essential move. Please reach out to the UIS Service Desk with questions at 303-860-HELP (4357) or help@cu.edu [66]. The UIS Service Desk will maintain normal hours: open until 5 p.m. on Oct. 6 and reopening at 7:30 a.m. Monday, Oct. 9.

Upcoming maintenance:

- See the Business Calendar [67] for future maintenance window dates and times.
- Visit the UIS Maintenance Matters Blog [68] for detailed information on upcoming UIS maintenance and how it affects you.

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[62] https://www.cu.edu/blog/hcm-community/don%E2%80%99t-let-upcoming-oct-6-system-outage-put-snag-your-work [63] https://www.cu.edu/blog/psc-communicator/cu-data-center-move-noon-friday-october-6-2023-through-8-am-monday-october-9 [64] https://www.cu.edu/blog/ecomm-wiki/ecomm-and-cu-data-center-move-oct-2023 [65] https://www.cu.edu/controller/news/office-university-controller-news/october-2-2023-edition/plan-ahead-system-outage-cu [66] mailto:help@u.edu?subject=Maintenance%20response
[67] https://sp.cu.edu/UIS/Lists/Business Calendar/calendar.aspx [68] https://www.cu.edu/uis/maintenance-matters [69] https://www.cu.edu/blog/maintenance-matters/tag/production [70] https://www.cu.edu/blog/maintenance-matters/tag/data-center-move