UIS Service Reliability and Project Updates | March 2018
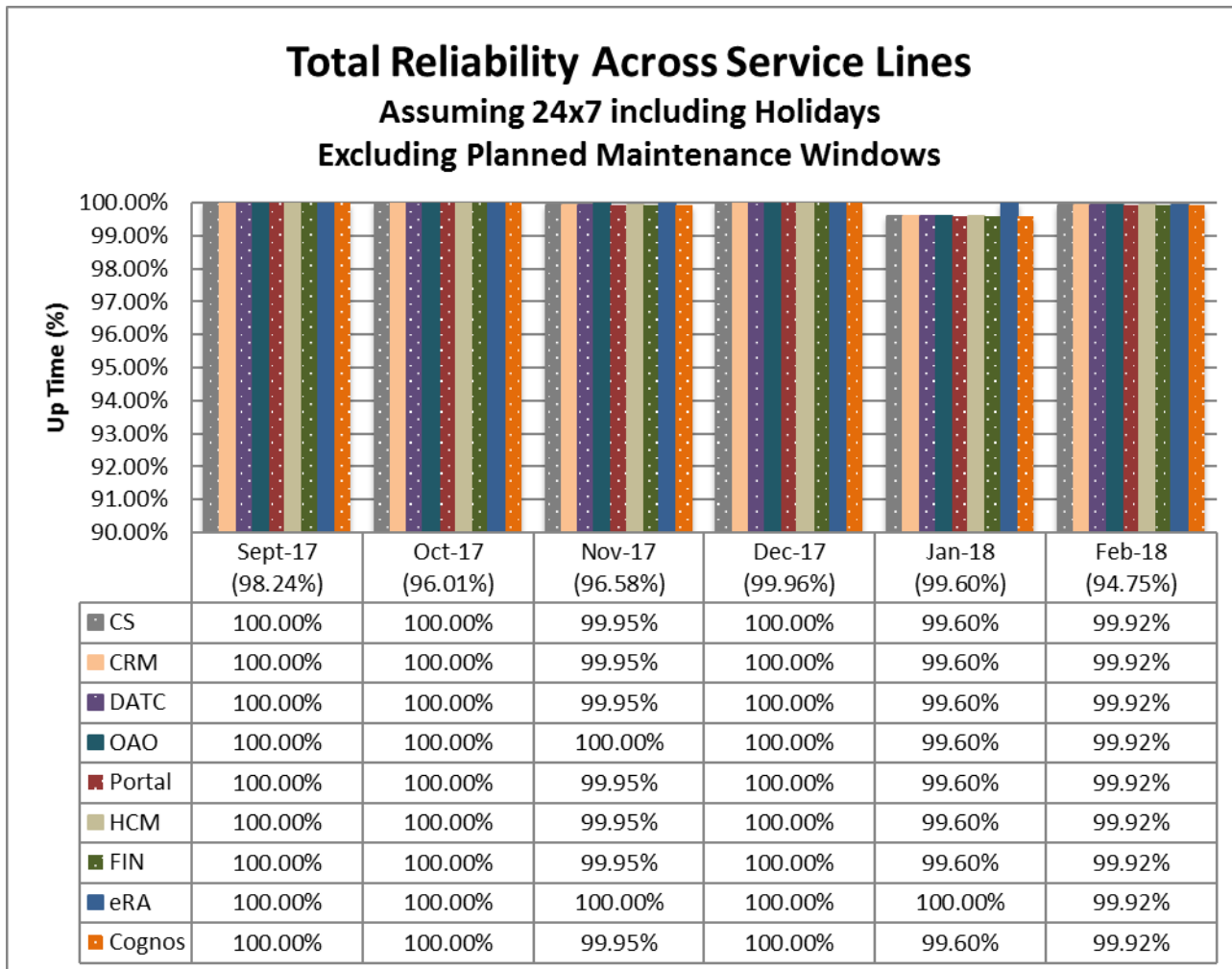

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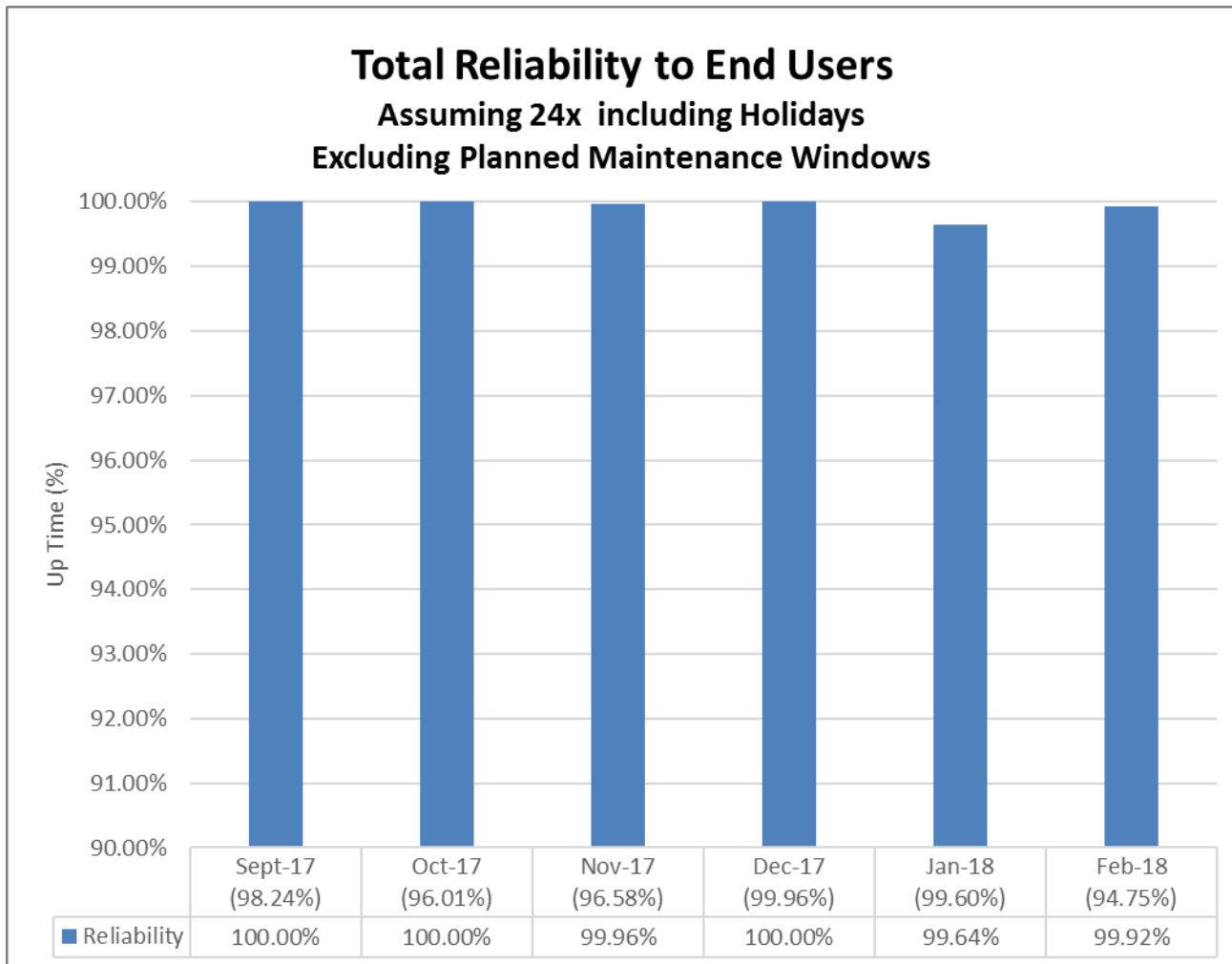**UNIVERSITY INFORMATION SYSTEMS**

Enterprise Services Reliability to End Users

Total Reliability Across Service Lines
Assuming 24x7 including Holidays
Excluding Planned Maintenance Windows

	Sept-17 (98.24%)	Oct-17 (96.01%)	Nov-17 (96.58%)	Dec-17 (99.96%)	Jan-18 (99.60%)	Feb-18 (94.75%)
CS	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%
CRM	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%
DATC	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%
OAO	100.00%	100.00%	100.00%	100.00%	99.60%	99.92%
Portal	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%
HCM	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%
FIN	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%
Cognos	100.00%	100.00%	99.95%	100.00%	99.60%	99.92%

1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.

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Enterprise Services Reliability to End Users

Total Reliability to End Users
Assuming 24x including Holidays
Excluding Planned Maintenance Windows

Up Time (%)

	Sept-17 (98.24%)	Oct-17 (96.01%)	Nov-17 (96.58%)	Dec-17 (99.96%)	Jan-18 (99.60%)	Feb-18 (94.75%)
■ Reliability	100.00%	100.00%	99.96%	100.00%	99.64%	99.92%

1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.

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Enterprise Services Issues – Feb '18

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
2/12 (32 min)	Some employees were unable to view the CU Resources tab.	A January maintenance patch was missed and not applied to production.	Patch was applied to production.	A step was added to the maintenance work plan to verify all patches are applied to production.	N

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March 2018

UIS PROJECT PORTFOLIO UPDATE

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UIS Project Portfolio

- Real time project information can now be found on the UIS website:

  - https://www.cu.edu/uis/project_portfolio

- Please use this website as your source for UIS project information

- Questions on a project? Please email us at help@cu.edu

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