UIS Service Reliability and Project Updates
| November 2019
1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.
Enterprise Services Reliability to End Users

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

<table>
<thead>
<tr>
<th></th>
<th>May-19 (97.80%)</th>
<th>June-19 (98.26%)</th>
<th>Jul-19 (97.60%)</th>
<th>Aug-19 (99.96%)</th>
<th>Sept-19 (95.79%)</th>
<th>Oct-19 (98.22%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>99.46%</td>
<td>99.97%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
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</tbody>
</table>

1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.
Enterprise Services Issues – October ‘19

*Service impact less than 30 minutes unless noted*

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue</th>
<th>Root Cause</th>
<th>Resolution</th>
<th>Mitigation</th>
<th>Seen Before</th>
</tr>
</thead>
<tbody>
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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