UIS Service Reliability and Project Updates | April 2017
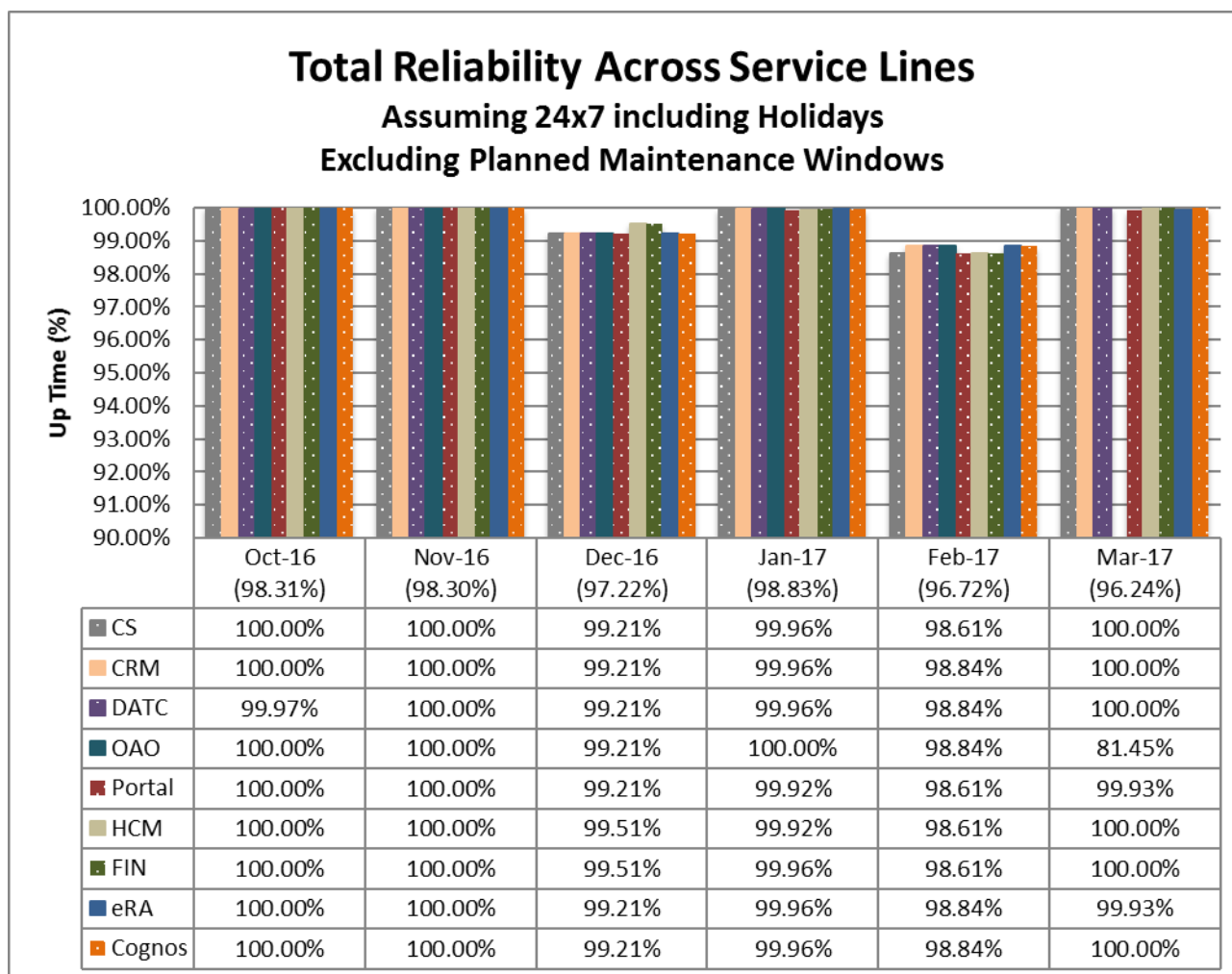
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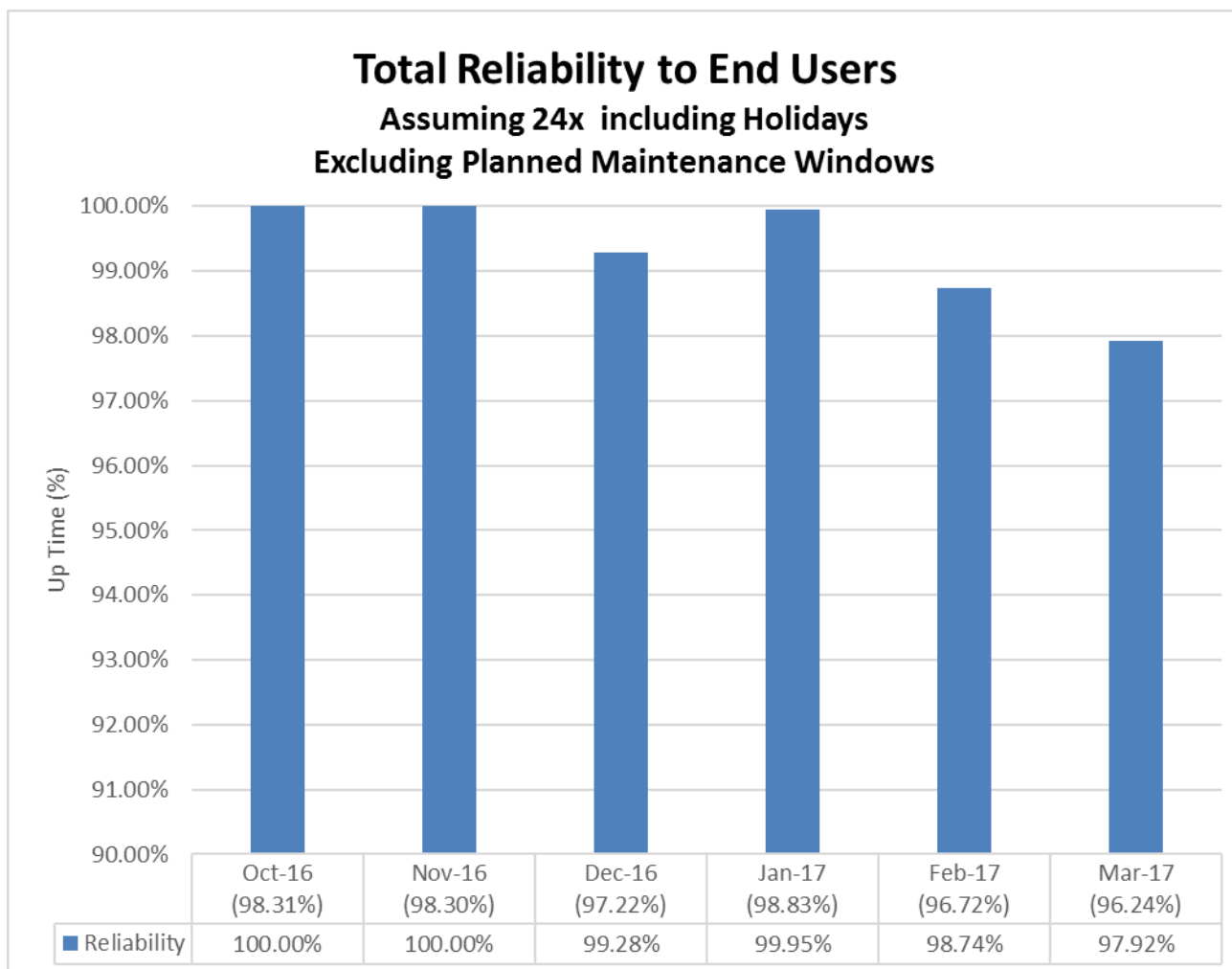**UNIVERSITY INFORMATION SYSTEMS**

Enterprise Services Reliability to End Users

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

	Oct-16 (98.31%)	Nov-16 (98.30%)	Dec-16 (97.22%)	Jan-17 (98.83%)	Feb-17 (96.72%)	Mar-17 (96.24%)
CS	100.00%	100.00%	99.21%	99.96%	98.61%	100.00%
CRM	100.00%	100.00%	99.21%	99.96%	98.84%	100.00%
DATC	99.97%	100.00%	99.21%	99.96%	98.84%	100.00%
OAO	100.00%	100.00%	99.21%	100.00%	98.84%	81.45%
Portal	100.00%	100.00%	99.21%	99.92%	98.61%	99.93%
HCM	100.00%	100.00%	99.51%	99.92%	98.61%	100.00%
FIN	100.00%	100.00%	99.51%	99.96%	98.61%	100.00%
eRA	100.00%	100.00%	99.21%	99.96%	98.84%	99.93%
Cognos	100.00%	100.00%	99.21%	99.96%	98.84%	100.00%

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

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■ Reliability	100.00%	100.00%	99.28%	99.95%	98.74%	97.92%

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Enterprise Services Issues – March '17

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
3/1	eRA Extended Maintenance Window	An issue with records not updating was discovered during validation testing.	A vendor patch was applied to all production servers.	UIS will work closely with the vendor to ensure proper application fixes occur.	N
3/8	OAO Outage (5 days, 18 hours)	The service was taken offline to address a security vulnerability.	A workaround was implemented to prevent the vulnerability.	Server upgrades have been prioritized as a long-term mitigation.	N
3/30	Portal Outage	Some users were intermittently unable to sign in to the campus portal. This was due to a known bug, and affected a single web server.	The web server was restarted.	This bug has been acknowledged by the vendor and a fix will be available in an upcoming release.	Y

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April 2017

UIS PROJECT PORTFOLIO UPDATE

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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