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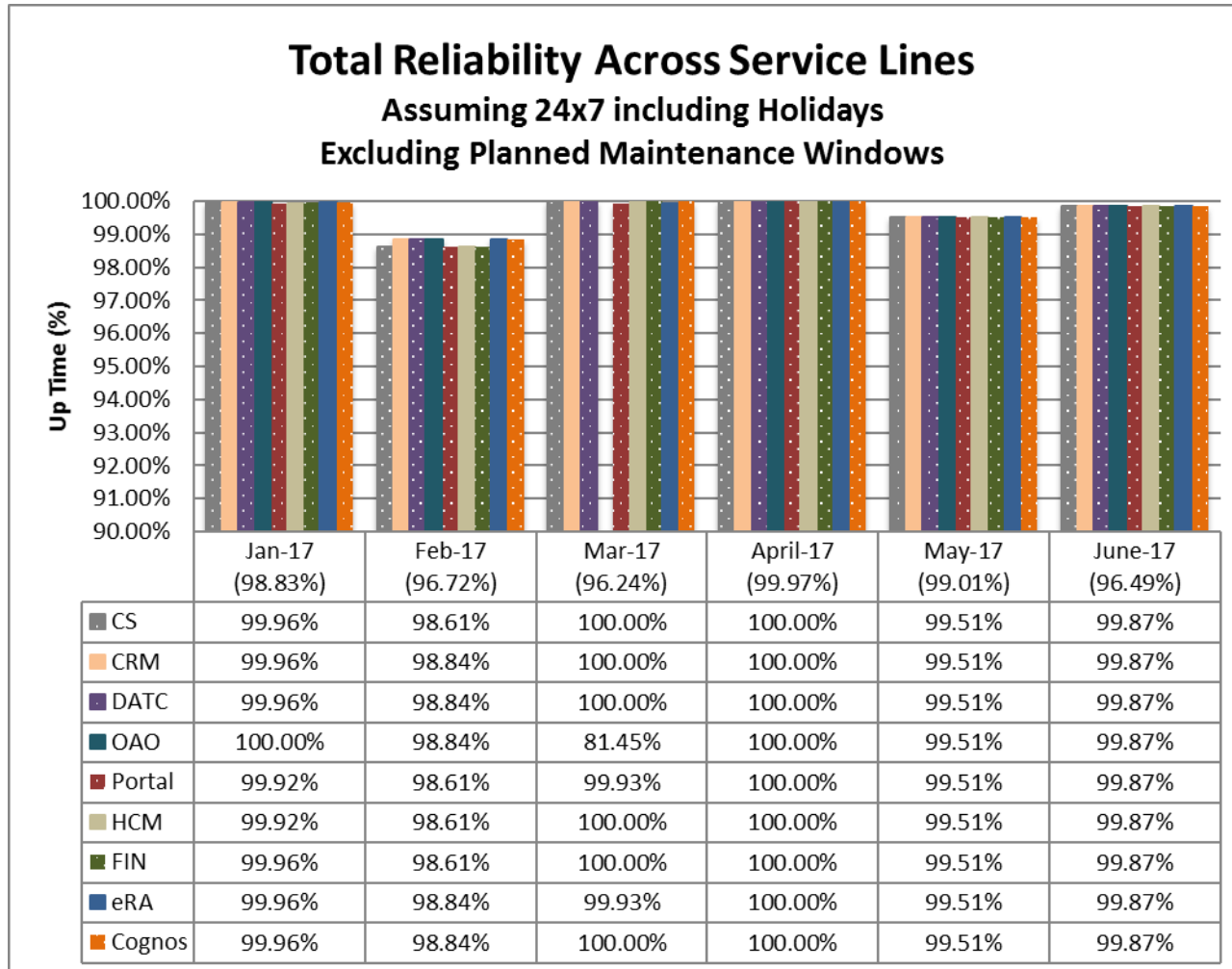
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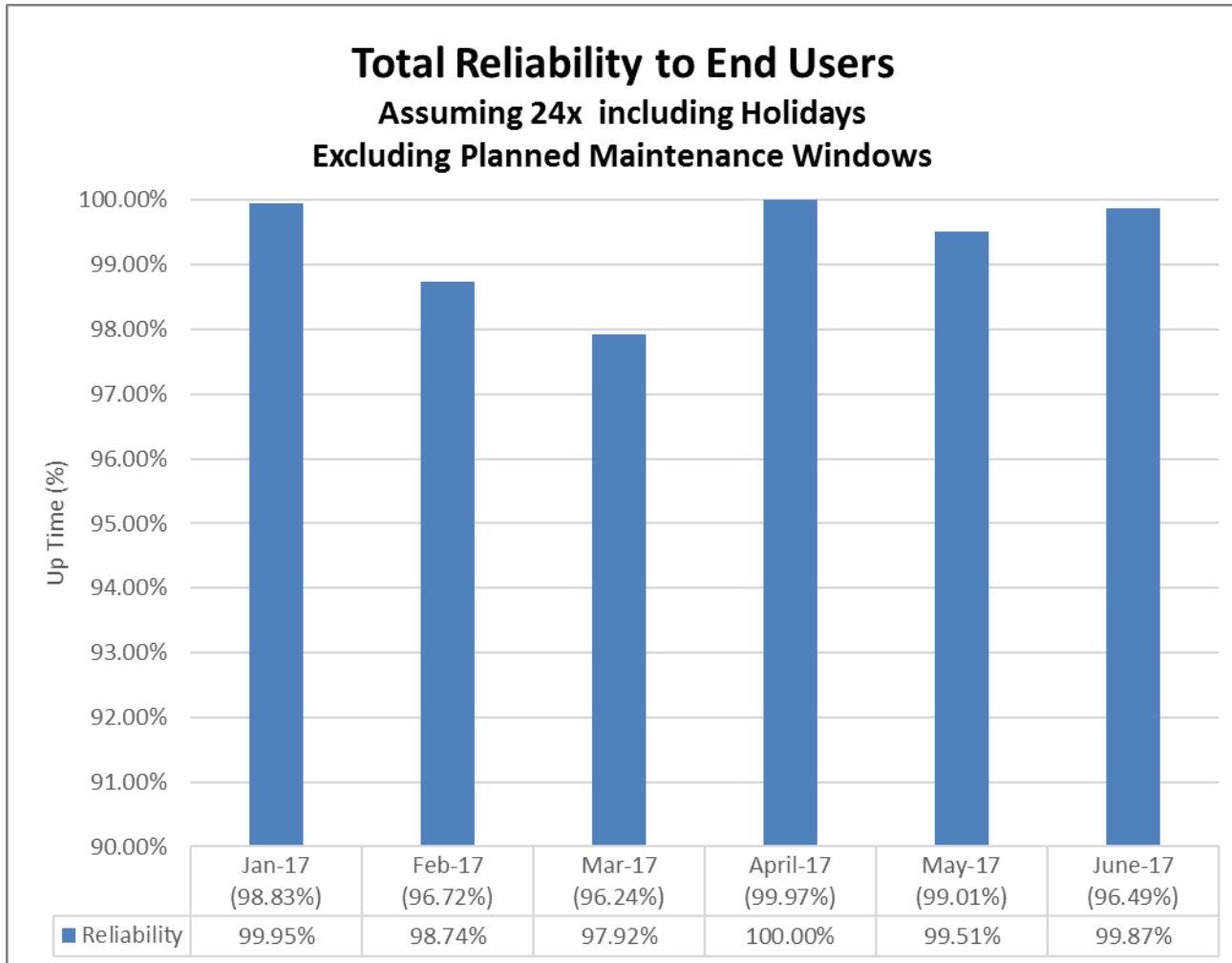**UNIVERSITY INFORMATION SYSTEMS**

Enterprise Services Reliability to End Users

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

	Jan-17 (98.83%)	Feb-17 (96.72%)	Mar-17 (96.24%)	April-17 (99.97%)	May-17 (99.01%)	June-17 (96.49%)
CS	99.96%	98.61%	100.00%	100.00%	99.51%	99.87%
CRM	99.96%	98.84%	100.00%	100.00%	99.51%	99.87%
DATC	99.96%	98.84%	100.00%	100.00%	99.51%	99.87%
OAO	100.00%	98.84%	81.45%	100.00%	99.51%	99.87%
Portal	99.92%	98.61%	99.93%	100.00%	99.51%	99.87%
HCM	99.92%	98.61%	100.00%	100.00%	99.51%	99.87%
FIN	99.96%	98.61%	100.00%	100.00%	99.51%	99.87%
eRA	99.96%	98.84%	99.93%	100.00%	99.51%	99.87%
Cognos	99.96%	98.84%	100.00%	100.00%	99.51%	99.87%

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

	Jan-17 (98.83%)	Feb-17 (96.72%)	Mar-17 (96.24%)	April-17 (99.97%)	May-17 (99.01%)	June-17 (96.49%)
■ Reliability	99.95%	98.74%	97.92%	100.00%	99.51%	99.87%

Up Time (%) axis ranges from 90.00% to 100.00%.

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

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Enterprise Services Issues – June '17

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
6/9	HCM and Portal Service Interruption (45 min)	HCM and Portal webservers became unresponsive as a result of a running process.	The process was halted and webservers were rebooted.	This process will be actively monitored to ensure a repeat of this behavior does not occur.	Y
6/29	Portal Service Interruption				

July 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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