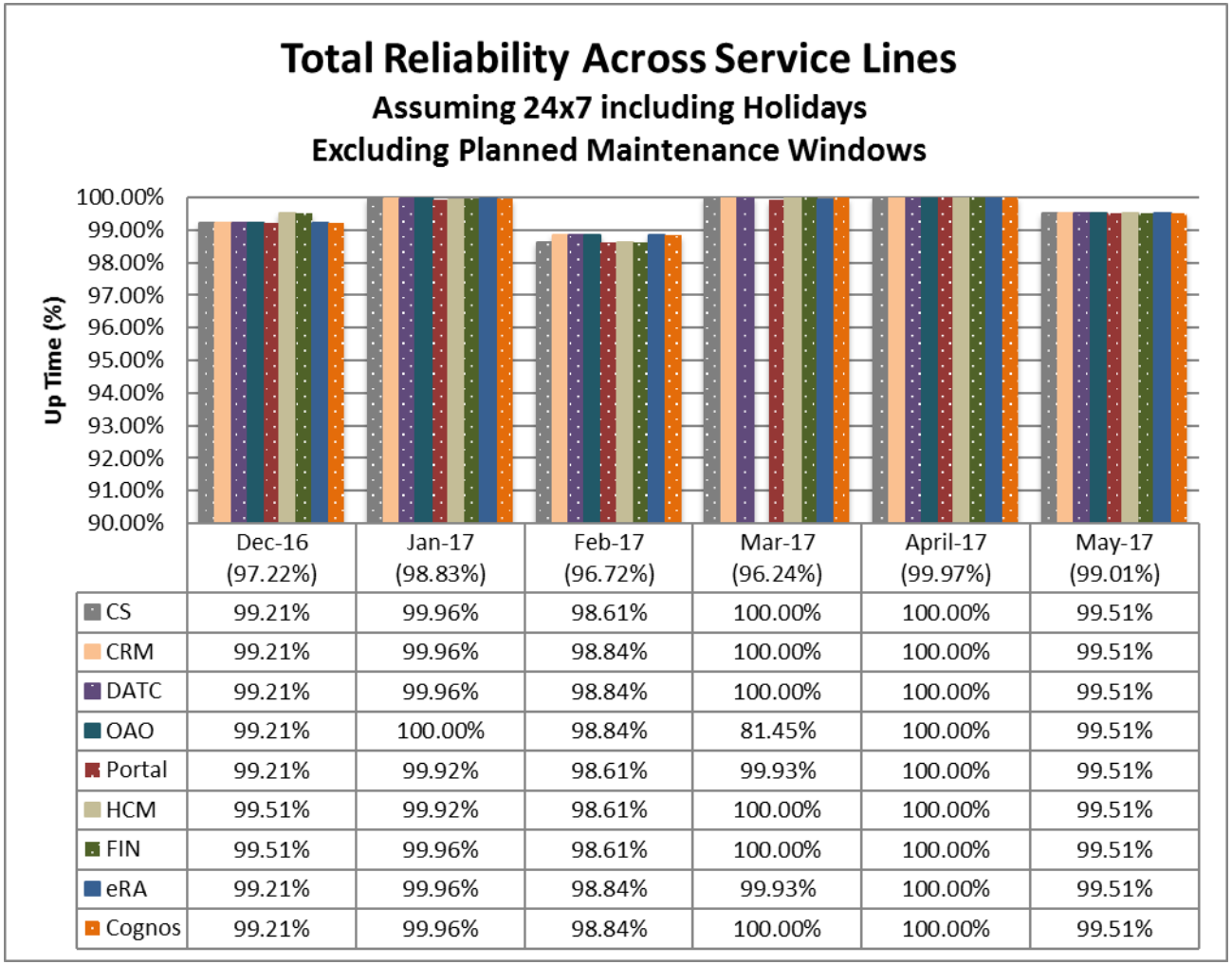
UIS Service Reliability and Project Updates | June 2017

University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

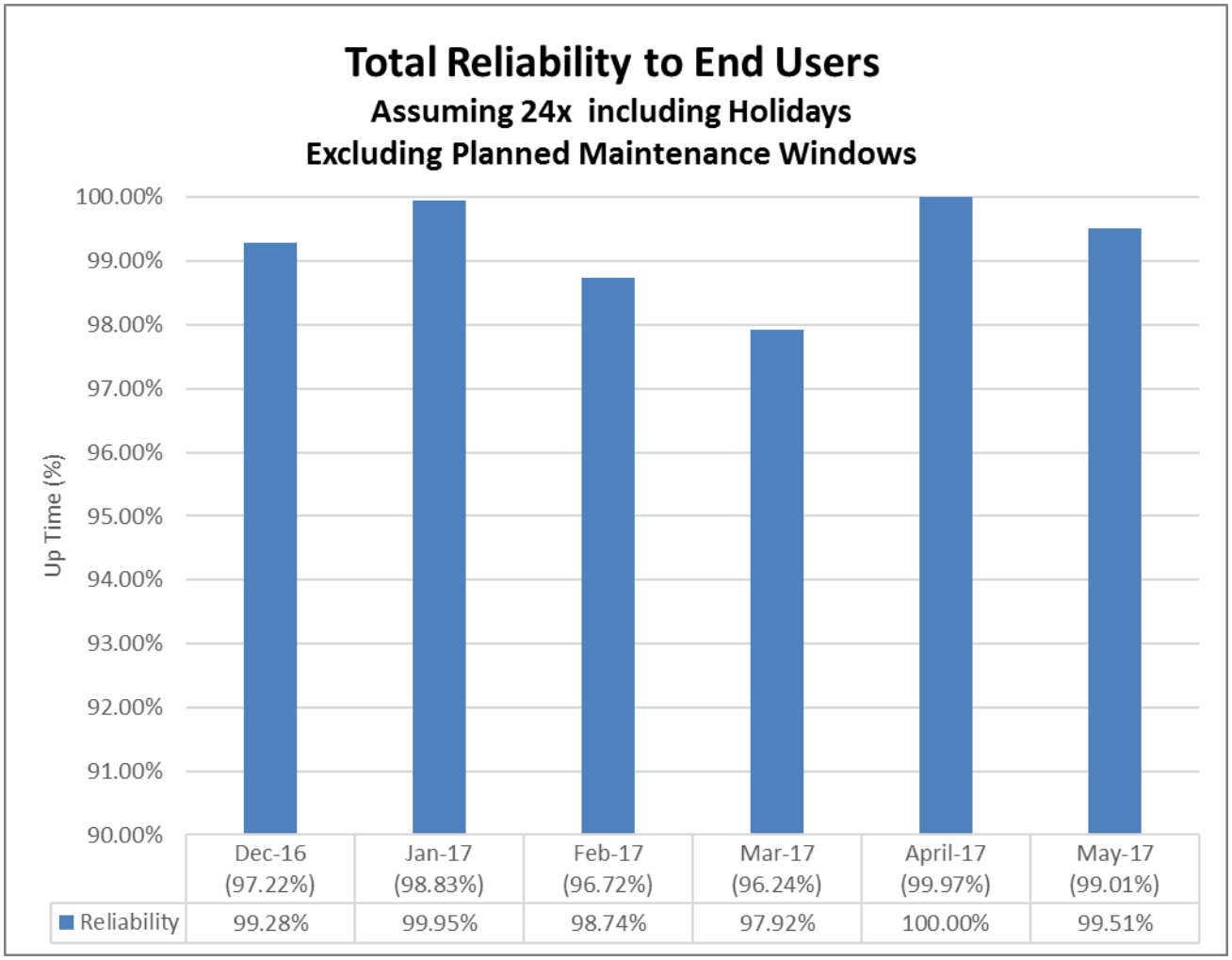
Enterprise Services Reliability to End Users



	Dec-16 (97.22%)	Jan-17 (98.83%)	Feb-17 (96.72%)	Mar-17 (96.24%)	April-17 (99.97%)	May-17 (99.01%)
CS	99.21%	99.96%	98.61%	100.00%	100.00%	99.51%
CRM	99.21%	99.96%	98.84%	100.00%	100.00%	99.51%
DATC	99.21%	99.96%	98.84%	100.00%	100.00%	99.51%
OAO	99.21%	100.00%	98.84%	81.45%	100.00%	99.51%
Portal	99.21%	99.92%	98.61%	99.93%	100.00%	99.51%
HCM	99.51%	99.92%	98.61%	100.00%	100.00%	99.51%
FIN	99.51%	99.96%	98.61%	100.00%	100.00%	99.51%
eRA	99.21%	99.96%	98.84%	99.93%	100.00%	99.51%
Cognos	99.21%	99.96%	98.84%	100.00%	100.00%	99.51%

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

Enterprise Services Reliability to End Users



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

Enterprise Services Issues – May ‘17

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
	5/23 – 5/24	Power outage with production environment vendor (3 hours, 37 min)	During a planned maintenance window by our production vendor (Hosting.com), a transfer of power from the building to the backup generator failed due to a vulnerability within the firmware of the uninterrupted power supply (UPS).	Power to the building was restored.	The vendor will patch the firmware vulnerability during an upcoming maintenance window.	N

June 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