

UIS Service Reliability and Project Updates | March 2017

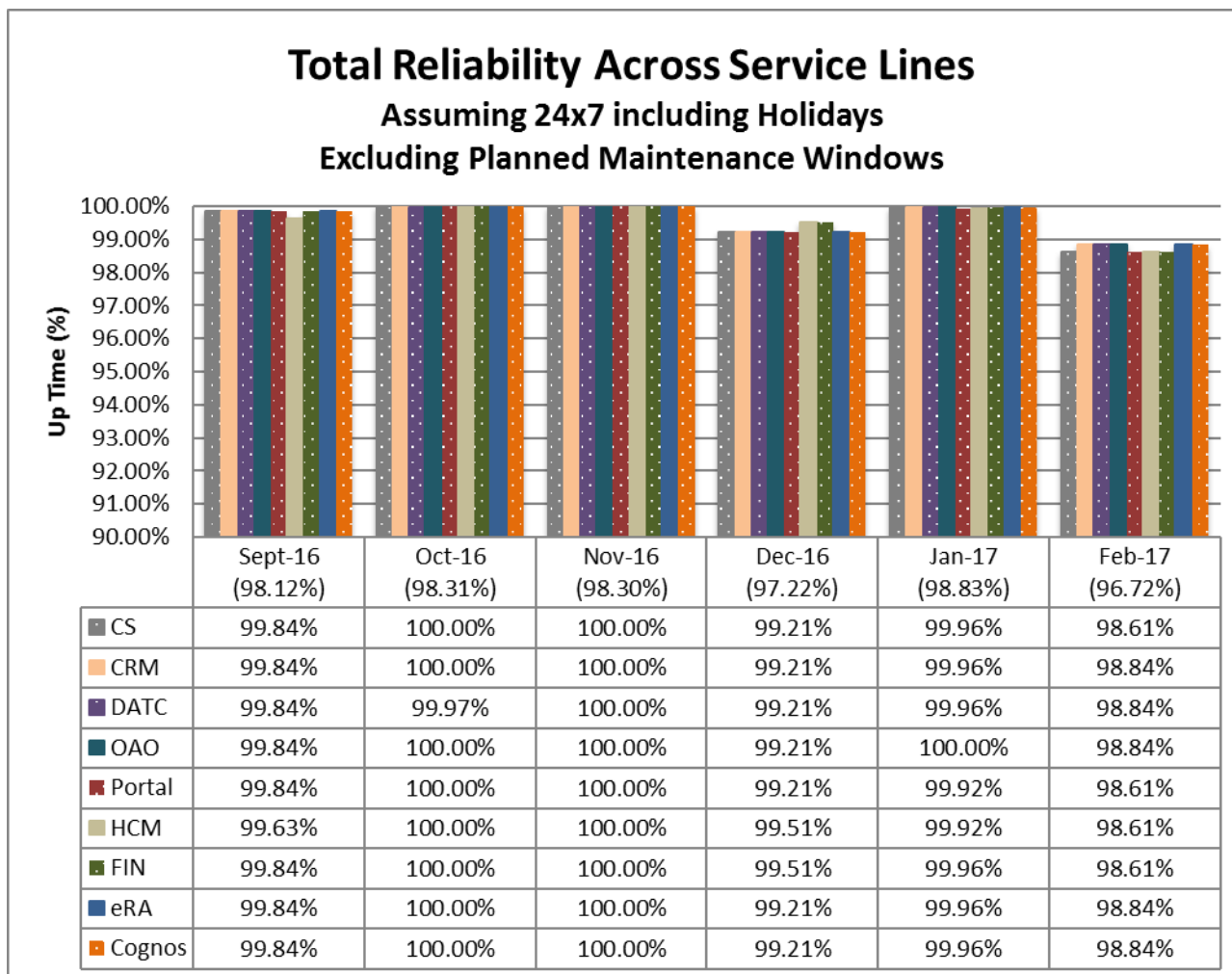


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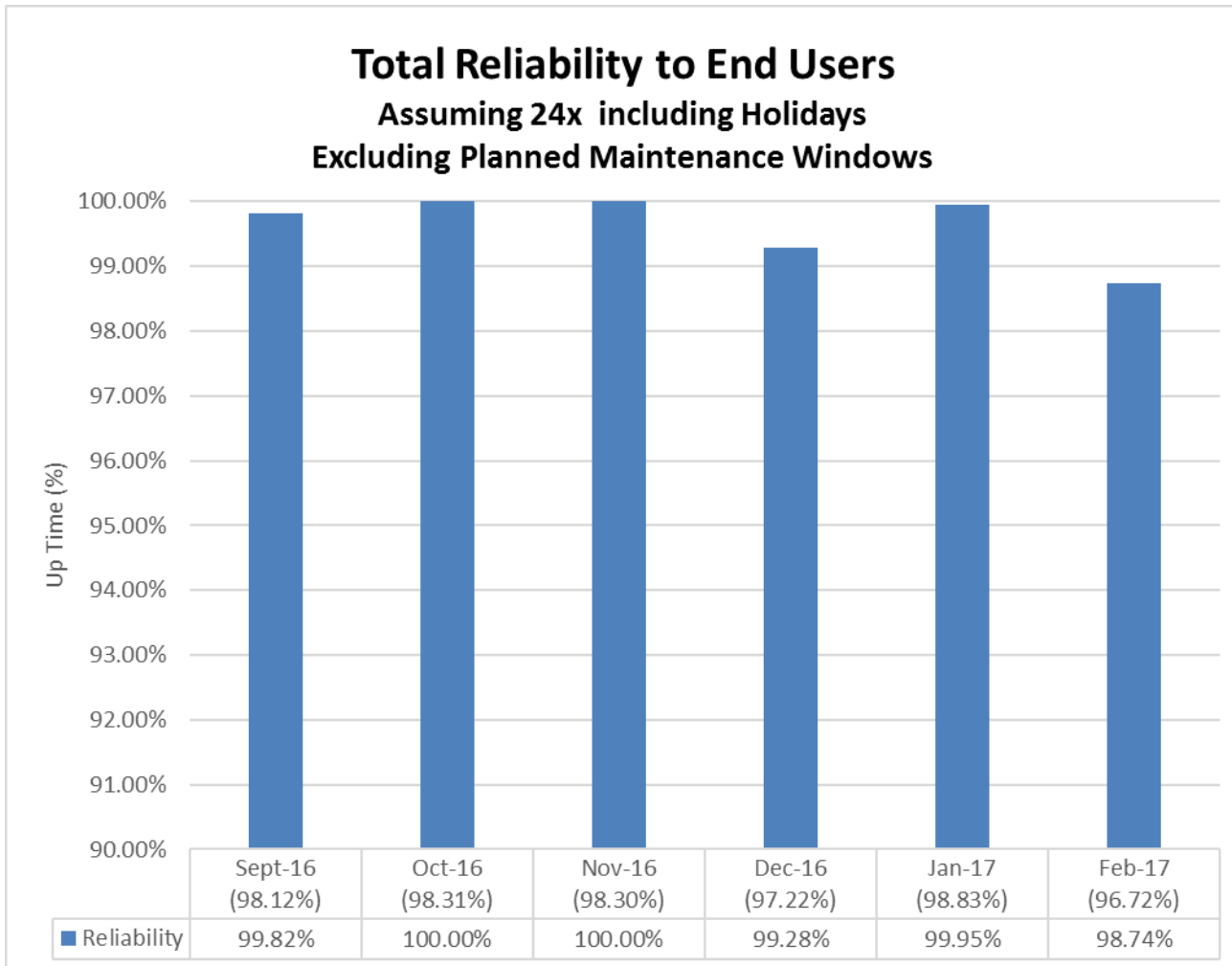
Enterprise Services Reliability to End Users



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



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Enterprise Services Issues – February ‘17

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
2/3	Production DNS Issue (1 hour, 35 min)	An incorrect network configuration was put into the production region.	The configuration was manually corrected.	More strict procedures are now in place to verify network configurations before they are deployed to the production region.	N
2/12	Production hardware failure (8 hours, 6 min)	A fiber link between production storage devices experienced a failure.	The link was removed, restoring services.	Root cause analysis by the vendor is currently underway. Mitigation is TBD at this time.	N



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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

