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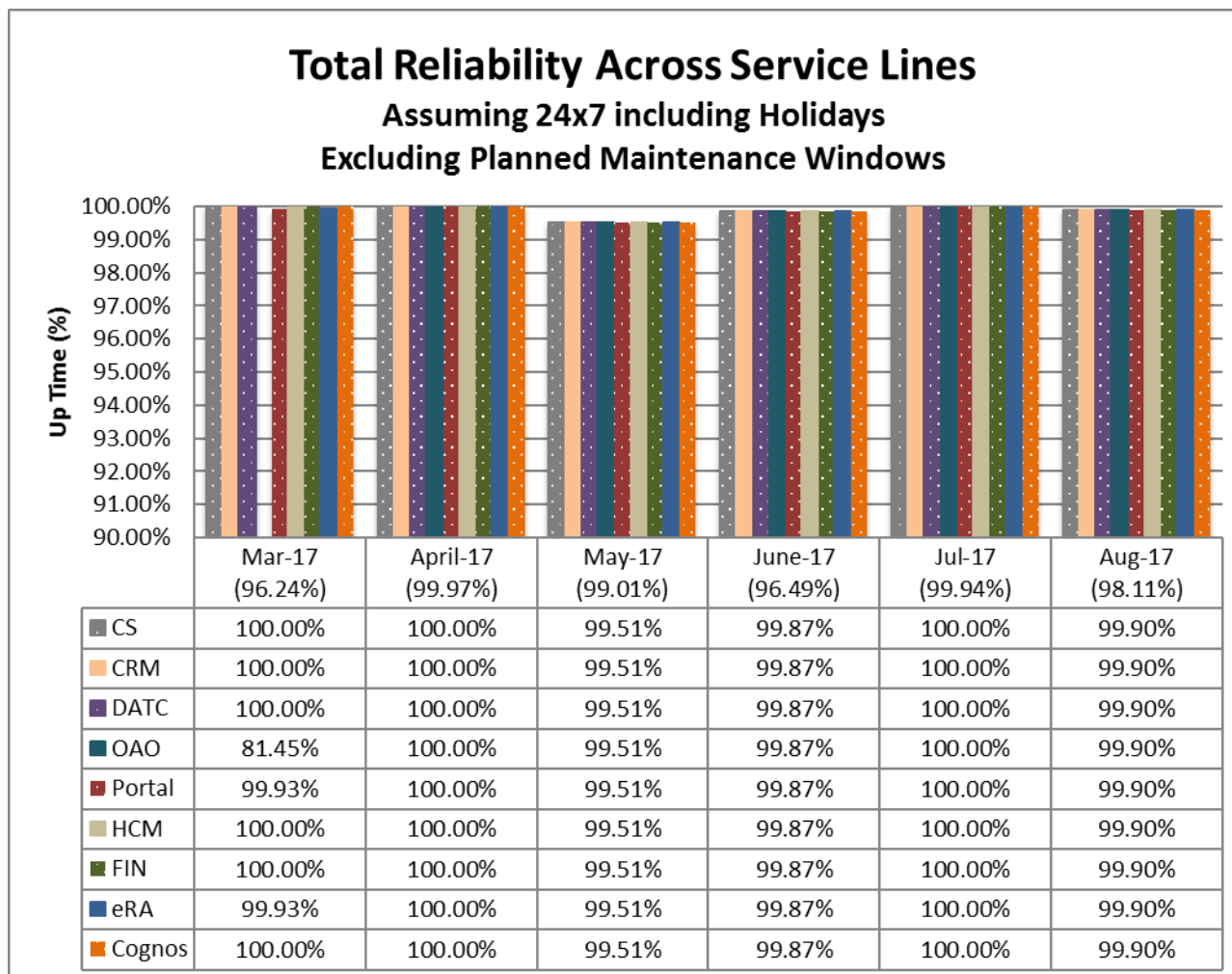
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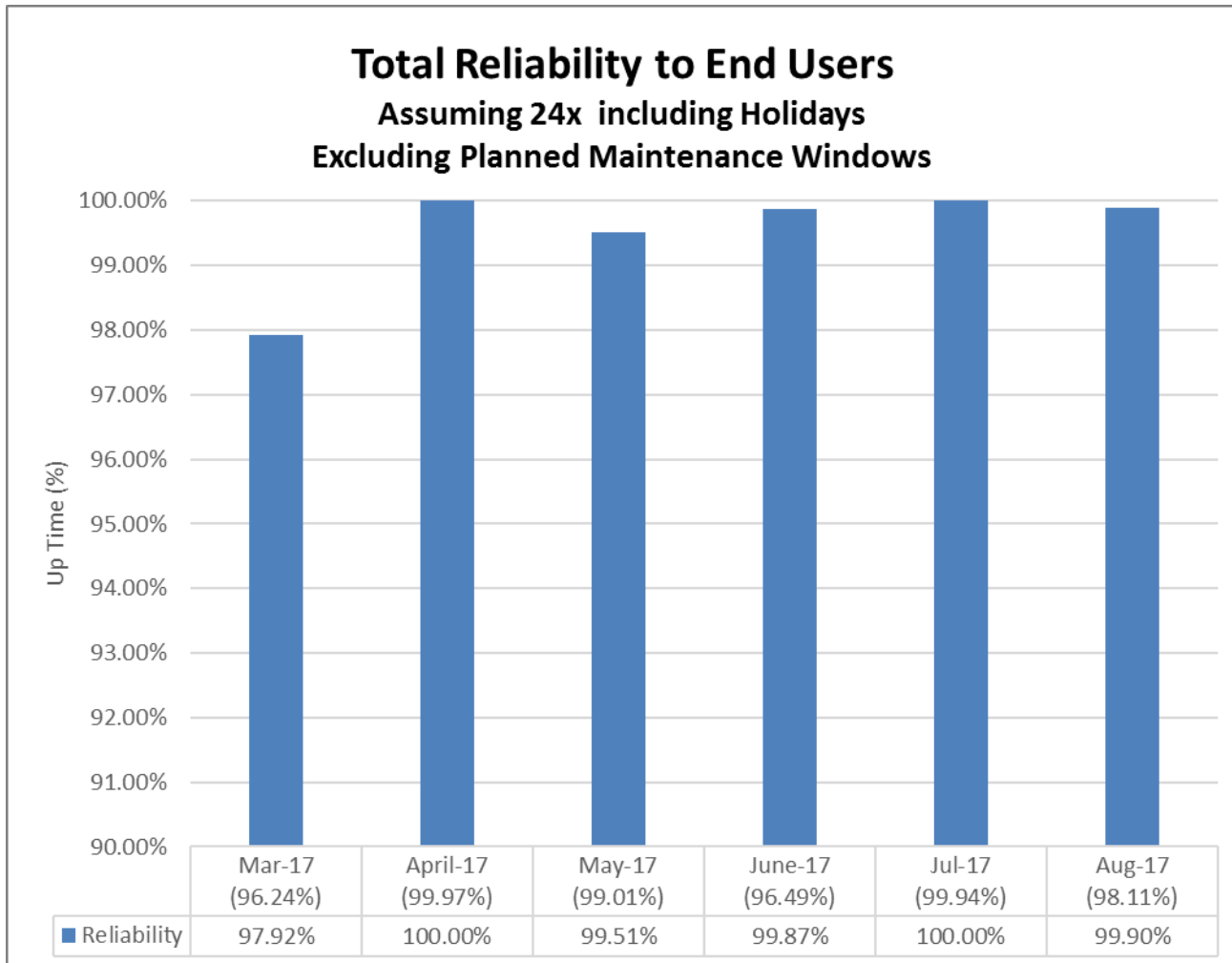**UNIVERSITY INFORMATION SYSTEMS**

Enterprise Services Reliability to End Users

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

	Mar-17 (96.24%)	April-17 (99.97%)	May-17 (99.01%)	June-17 (96.49%)	Jul-17 (99.94%)	Aug-17 (98.11%)
CS	100.00%	100.00%	99.51%	99.87%	100.00%	99.90%
CRM	100.00%	100.00%	99.51%	99.87%	100.00%	99.90%
DATC	100.00%	100.00%	99.51%	99.87%	100.00%	99.90%
OAO	81.45%	100.00%	99.51%	99.87%	100.00%	99.90%
Portal	99.93%	100.00%	99.51%	99.87%	100.00%	99.90%
HCM	100.00%	100.00%	99.51%	99.87%	100.00%	99.90%
FIN	100.00%	100.00%	99.51%	99.87%	100.00%	99.90%
eRA	99.93%	100.00%	99.51%	99.87%	100.00%	99.90%
Cognos	100.00%	100.00%	99.51%	99.87%	100.00%	99.90%

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 Reliability to End Users

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

Up Time (%)

	Mar-17 (96.24%)	April-17 (99.97%)	May-17 (99.01%)	June-17 (96.49%)	Jul-17 (99.94%)	Aug-17 (98.11%)
■ Reliability	97.92%	100.00%	99.51%	99.87%	100.00%	99.90%

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

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Enterprise Services Issues – Aug '17

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
8/3	Campus Portal Outage (45 min)	A single SQL query was taking an excessive amount of time to execute, resulting in severely degraded performance for end users.	A database change was implemented to significantly reduced the time taken to execute this query.	An alert is now in place to monitor this query for excessive execution time.	N

September 2017

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

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