

UIS Service Reliability and Project Updates | August 2016



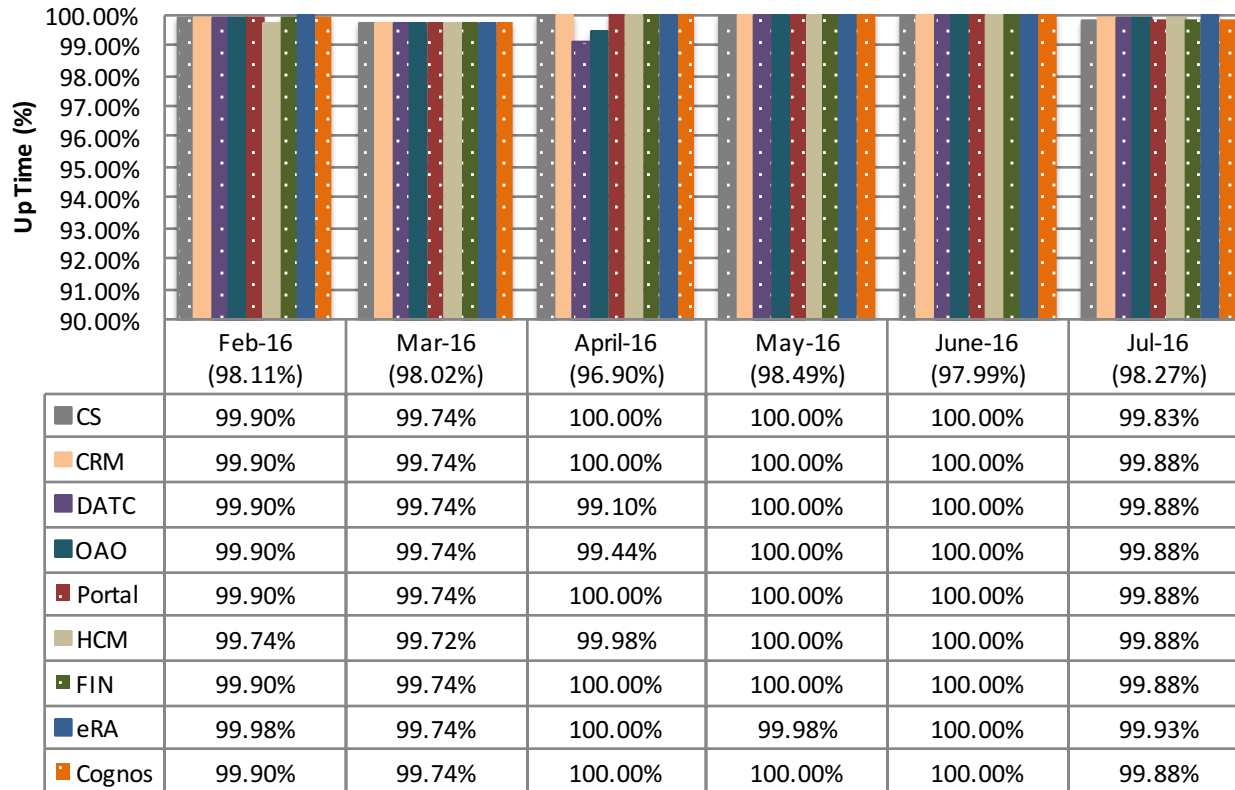
University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Reliability to End Users

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

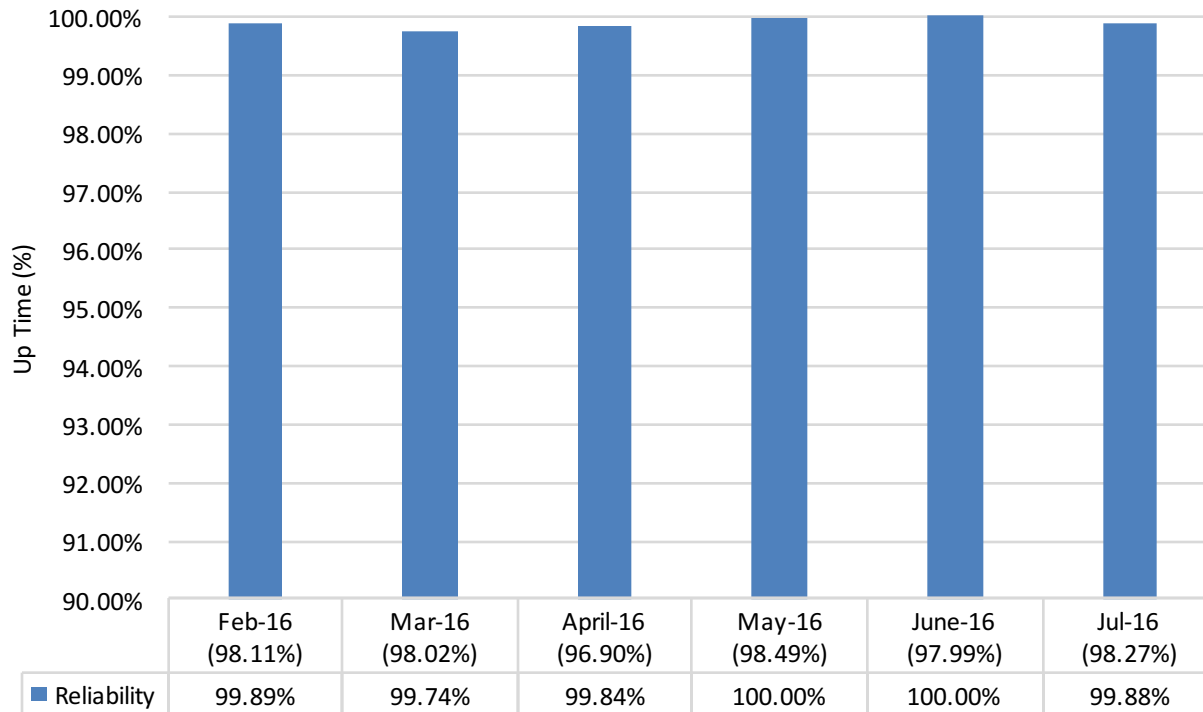


1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.



Enterprise Services Reliability to End Users

Total Reliability for Users Assuming 24 x 7 including Holidays Excluding Planned Maintenance Windows



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







Enterprise Services Issues – July ‘16





Service impact less than 30 minutes unless noted



Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
7/24	Extended Production Maintenance Window	The maintenance window was delayed due to a bottleneck caused by Compellent storage which delayed validation testing.	Validation testing commenced at 6:00 p.m. and was completed by 7:06 p.m.	UIS will no longer be utilizing the Compellent storage arrays for start up.	No
7/25	NFS Failover	An NFS node became fenced due to unresponsiveness. This caused automatic failovers of the majority of services running on the impacted NFS node. Due to the NFS failover, 2 web nodes became unresponsive resulting in users of Campus Solutions (CU-SIS) experiencing an unplanned maintenance page.	Manual intervention to prevent more than 1 NFS volume to migrate in the background at a time, and restarted 2 web nodes that did not recover from the NFS failover.	As all migrated volumes have successfully moved from Compellent storage, this constraint is no longer applicable.	Yes
7/27	eRA Service Interruption	During a scheduled monthly deployment an IIS reset did not occur on two servers that were having fixes applied. This resulted in a system error in PD which delayed testing and the removal of the maintenance page.	An IIS reset was performed by the vendor resolving the issue and testing concluded outside the maintenance period.	This was determined to be an anomaly. UIS will monitor to see if this issue repeats.	No






Project Name	Objective	% Complete	Projected End Date
Level 1 Projects			
HR Open Enrollment <i>Level 1 Project</i> Status Color = <u>Green</u> 	To provide development and integration support for the upcoming HR Open Enrollment period of April 25, 2016 – May 13, 2016. This underlying technical work supports the broader Employee Services objective of allowing CU employees to make benefit elections during the OE period and to apply those elections successfully beginning July 1, 2016.	100%	7/2016
FIN Fiscal Year End <i>Level 1 Project</i> Status Color = <u>Green</u> 	The Fiscal Year End project supports the primary activities associated with the three closes, feeds to the State and preparation processes for the 2017 fiscal year. Since the 9.2 upgrade, this will be the first fiscal year end close cycle so additional testing and development is required for this year.	100%	7/2016
Sensitive Data Search Tool Implementation <i>Level 1 Project</i> Status Color = <u>Green</u> 	Deployment of a tool to support the review of System Administration's PCs and servers for high-risk storage of sensitive data. Reduces likelihood of breach of personal information belonging to our students and employees by providing departments with the information they need to set policies to remove sensitive data from workstations and file shares.	100%	7/2016
Fall 2016 Semester Startup Status Color = <u>Yellow</u> 	Ensure, thru a series of tasks and tests, Campuses can perform normal day-to-day operations while enterprise systems process heavy load during semester start up. Variance note: All campuses begin on the same day, August 22 nd , this fall.	75%	8/2016



Project Name	Objective	% Complete	Projected End Date
Cherwell Phase 2 <i>Level 1 Project</i> Status Color = <u>Green</u> 	Replacement of multiple ticketing/service request tools by one tool Cherwell will allow UIS to provide a more consistent approach to service management forming repeatable processes, consistent customer touch points, and transparency through metrics. Objectives include: Customer Front-End Portal, CMDB pilot, UIS-wide processes for incident, service request, SDLC, and change management, and ITSM-related metric.	65%	8/2016
Security Upgrade: Firewall & Segmentation – Part A Status Color = <u>Yellow</u> 	Move all UIS-managed applications to the new Network Segmentation, improving the data center network security through additional segmentation and intrusion prevention. Part A = Development Host Migrations only. Excludes QA and Production migrations	76%	7/2016 12/2016* *UIS moved around planned work for maintenance windows securing 10/23/2016 and 12/4/2016 for the final moves of QA & PROD. This will complete Scope for Part A work
Portal Tools 8.55 Upgrade <i>Level 1 Project</i> Status Color = <u>Green</u> 	Through the upgrade of the Portal Tools version from 8.54 to 8.55 along with the application update to version 9.1, UIS ensures this service remains in support while improving portal stability. This project will also explore through proof of concept work the possibility of removing dependencies on the CU content server. In summary, this project provides the foundation for future initiatives to deliver a more modern user experience for those who use the Portal across the University.	30%	10/2016 11/2016* *UIS, with signoff from Campus Partners, shifted the Portal date out by one month allowing the Security Upgrade project to utilize the 10/23/2016 maintenance window
Campus Solutions Bundle 42 <i>Level 1 Project</i> Status Color = <u>Green</u> 	Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features.	58%	9/2016

Project Name	Objective	% Complete	Projected End Date
<p>Advancement Integration</p> <p><i>Level 1 Project</i></p> <p>Status Color = <u>Green</u> </p>	<p>Support the ongoing transition of CU Foundation fundraisers and support staff to the university by transferring IT services from the vendor Synoptek to UIS, reducing costs and creating future efficiencies by leveraging existing UIS' business processes, compliance protocols, infrastructure, and other resources</p>	<p>65%</p>	<p>6/2016 9/2016*</p> <p>*Due to technical issues with the pilot migrations which caused a delay in tasks, the timeline of work for the downstream migrations was revised and coordinated with Advancement offices. This revision resulted in a September completion date.</p>
<p>OnBase Conversion</p> <p><i>Level 1 Project</i></p> <p>Status Color = <u>Green</u> </p>	<p>The current enterprise solution utilized at the University of Colorado, Singularity, is nearing the end of its lifespan. This project's objective is to migrate the existing Singularity system onto the next generation of electronic content platforms, OnBase, in order to continue support and growth in this area.</p>	<p>13%</p>	<p>1/2017</p>



Project Name	Objective	% Complete	Projected End Date
Level 2 Projects			
Active Directory Design <i>Level 2 Project</i> Status Color = <u>Green</u> 	The AD consolidation project will result in a streamlined Active Directory structure of which the chief technical goal is the migration from 5 domains to 1. From a business perspective this will create efficiencies in operational expenses and will also allow UIS to more easily provide new and updated services to both our campus partners as well as our colleagues within System Administration.	100%	10/2015 1/2016 5/2016 7/2016* *Based on further review, the work related to replacing Office Communicator's Instant Message application (part of original scope) necessitated additional requirements and associated hours of effort. A CR was approved to extend the timeline to include this revised work detail
eRA ESA Re-Implementation <i>Level 2 Project</i> Status Color = <u>Green</u> 	<ul style="list-style-type: none"> -Reimplement the faculty integration using new extract processes and the delivered eRA stored procedures - Reimplement the certification integration using new extract processes and the delivered eRA stored procedures - Implement the department integration between PeopleSoft and eRA using new extract processes and the delivered eRA stored procedures 	38%	10/2016
MDM Transition to Enterprise Data Quality <i>Level 2 Project</i> Status Color = <u>Green</u> 	This project is foundation building for Enterprise CRM and Identity Management expansion into loosely affiliated populations (prospects, alumni, affiliated institutions, etc) and for future efforts to better understand our constituent base. Improved matching capability of person data can be used to merge duplicate person records and allow for onboarding new sources of Person data into MDM	22%	11/2016

