

UIS Service Reliability and Project Updates | February 2017

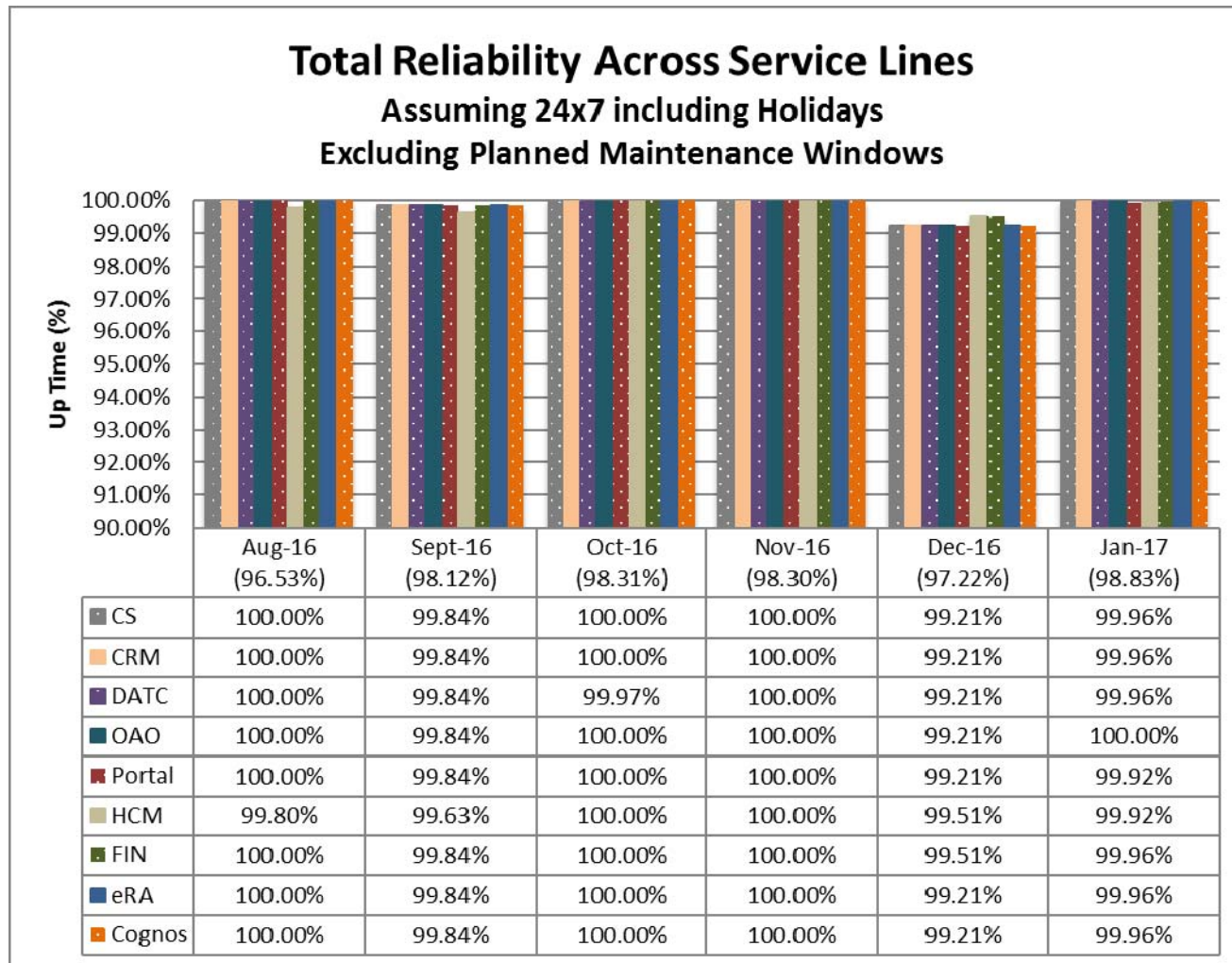


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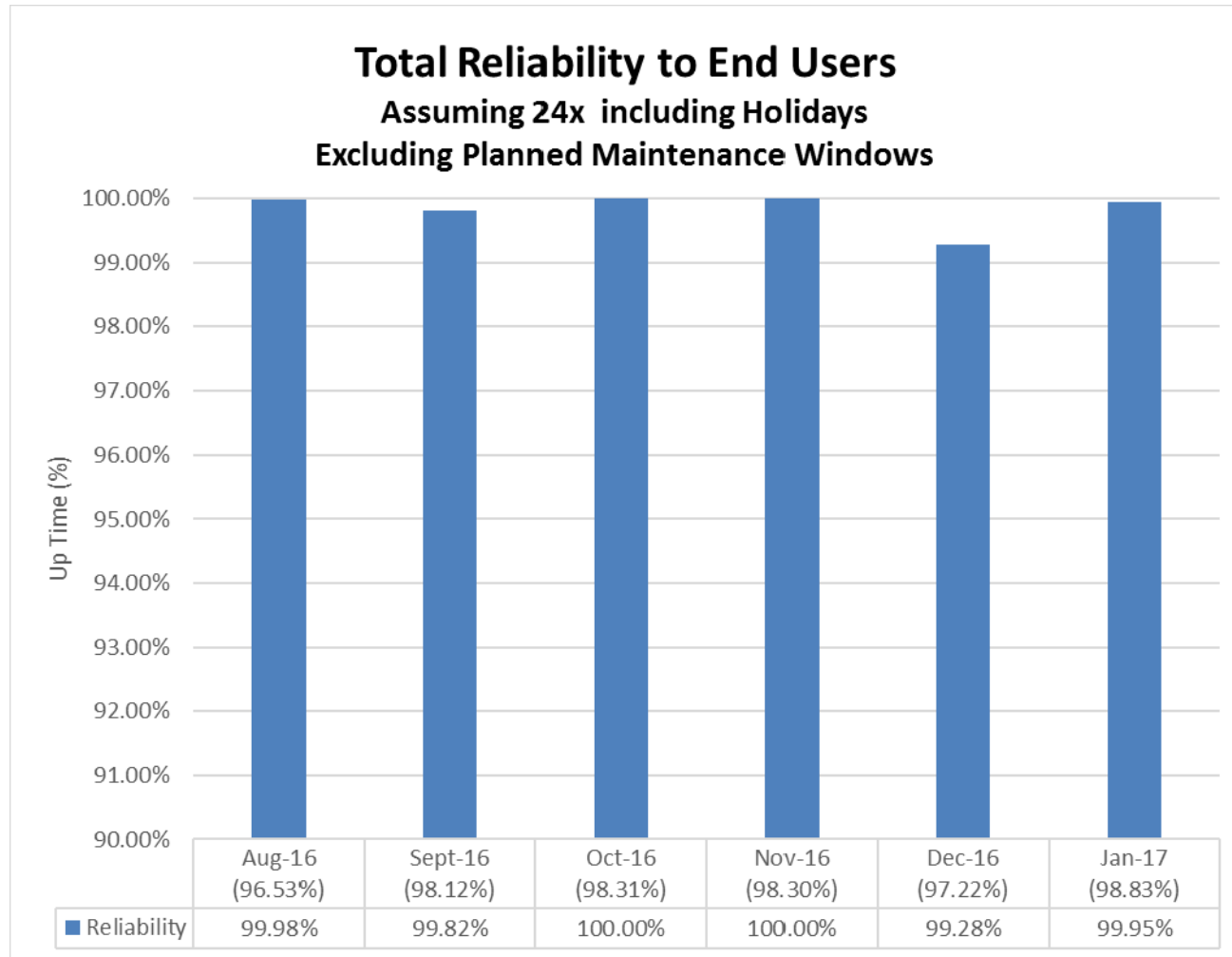
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Enterprise Services Reliability to End Users



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

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Enterprise Services Issues – January ‘17

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
	1/17	Dynamic roles issue	Users lost the HCM employee dynamic role in the HCM application. This was due to an incorrect app server setting.	The app server setting was corrected in HCM and the dynamic roles process was rerun.	A task has been added to the checklist completed the night prior to semester start to validate the server settings, in addition to the existing checks that occur during a prod reboot.	Y
	1/17	HR_TREEBLD issue	The HR_TREEBLD process created a row level lock, resulting in calls to HCM being unable to execute. This resulted in users being unable to log in to the portal.	An SR with Oracle was filed, and the HR_TREEBLD process was paused for a couple of nights while the issue was researched. An SQL fix was created to optimize the way this process runs and was migrated to production on 1/19.	Several enhancements to this functionality are in patches that have not yet been applied. Once these are applied, UIS will try to replicate the issue to see if it has been addressed.	N



FEBRUARY 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