

UIS Service Reliability and Project Updates | January 2017



University of Colorado

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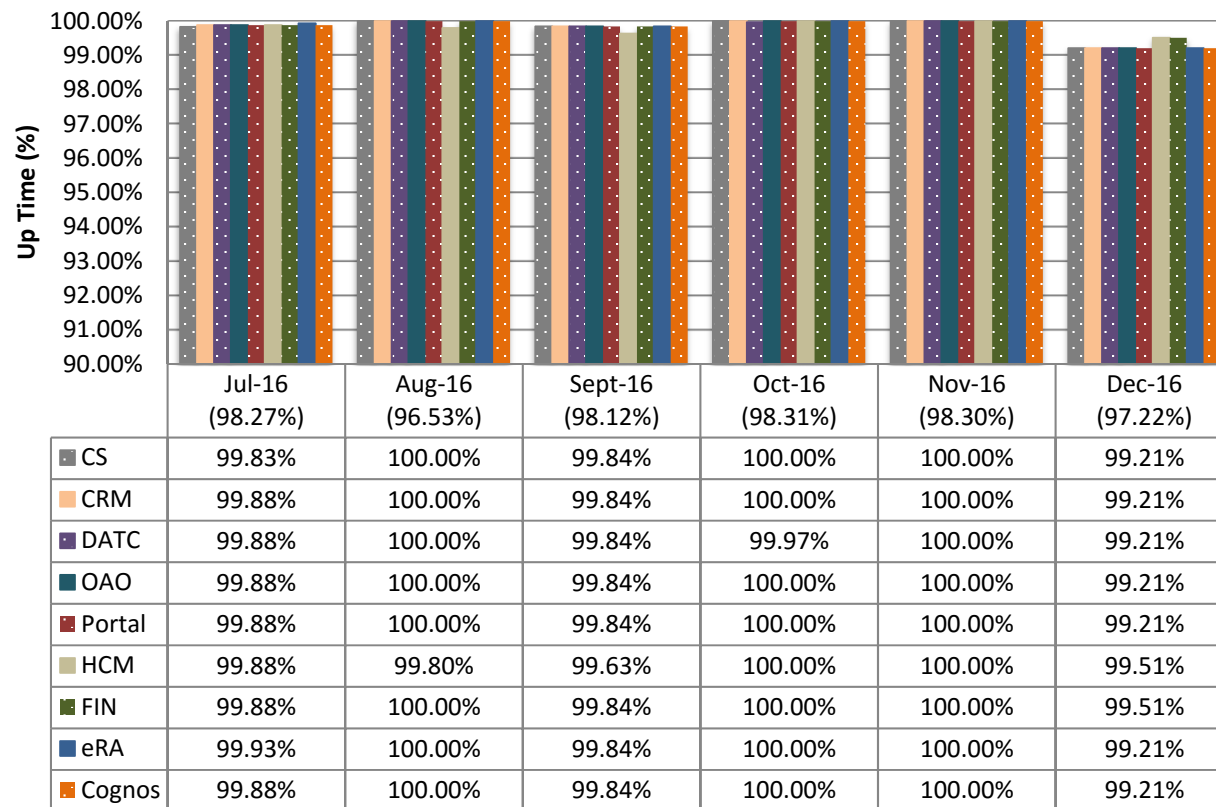
UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Reliability to End Users

Total Reliability Across Service Lines

Assuming 24x7 including Holidays

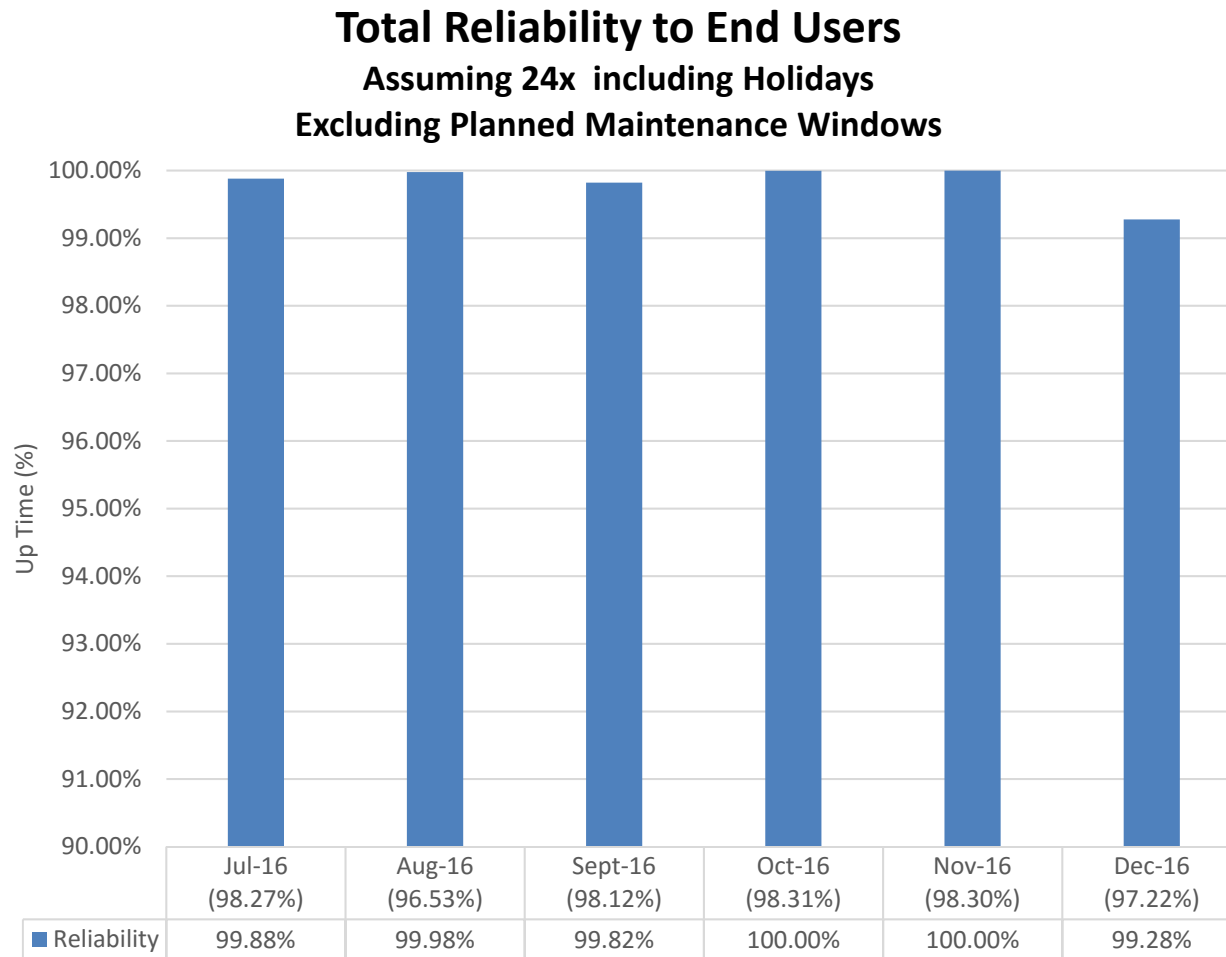
Excluding Planned Maintenance Windows



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



Enterprise Services Reliability to End Users



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Enterprise Services Issues – December ‘16

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
12/4	Extended production maintenance window	Testing was delayed due to issues with the databases not starting after NFS patching.	After a manual failover, services started successfully and a full RAC reboot was performed.	Due to the complex work within this window, all contingency time was consumed when databases did not start as expected. The team quickly worked to restart services and testers remained on call until the testing window was opened.	Y
12/10	ERP Firewall account blocking misconfiguration	A request to configure ERP firewall account blocking rules to allow students to access the portal during 12/10 production maintenance was requested, as student registration was active. Due to a miscommunication within UIS, account blocking was enabled for all users.	ERP firewall account blocking was immediately turned off, allowing students to access the portal.	A formal procedure for requesting ERP firewall account blocking will be drafted by the UIS Identity and Access Management team.	N
12/17	Virus scanning functionality issue	A new virus scanning configuration file was deployed to all PeopleTools web servers. This file contained a syntax error that was not caught during system testing.	An updated configuration file was deployed to all portal and gateway web servers.	A check is not in place to verify configuration files of this type when deploying.	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