

UIS Service Reliability and Project Updates | November 2016



University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

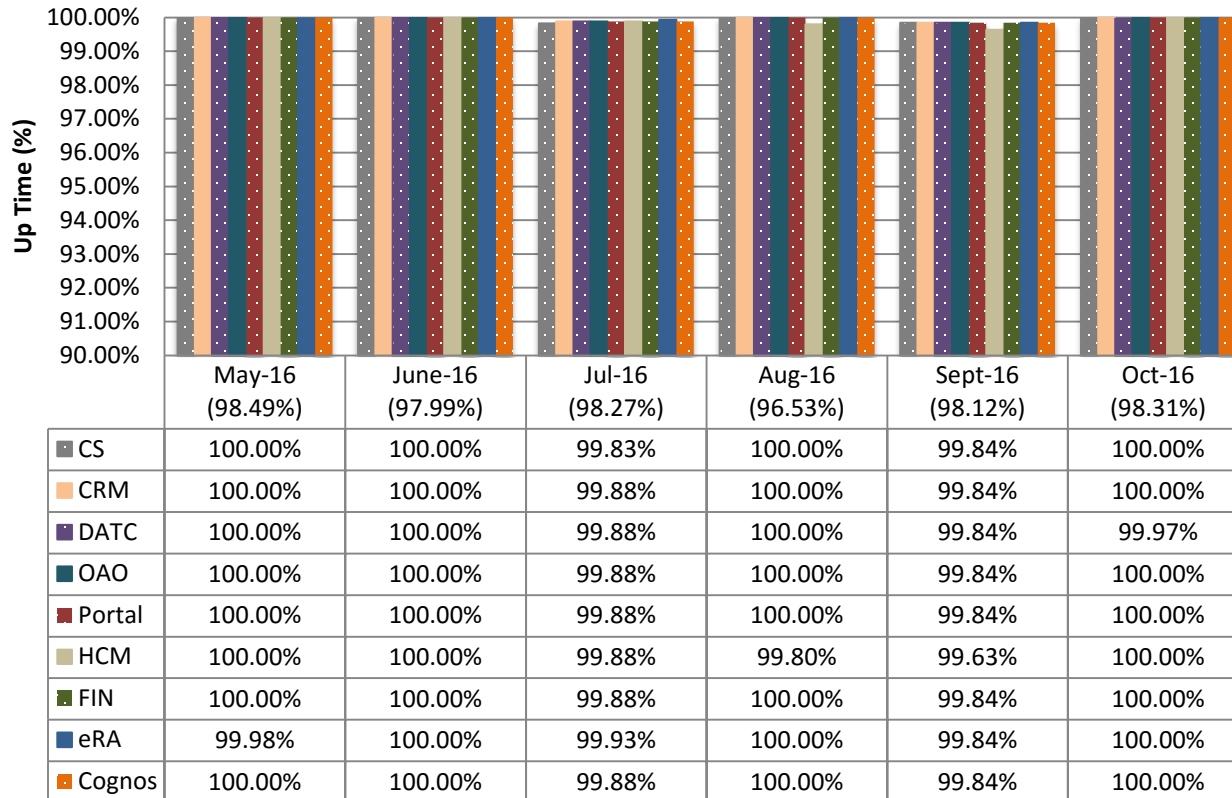
UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Reliability to End Users

Total Reliability Across Service Lines

Assuming 24x7 including Holidays

Excluding Planned Maintenance Windows

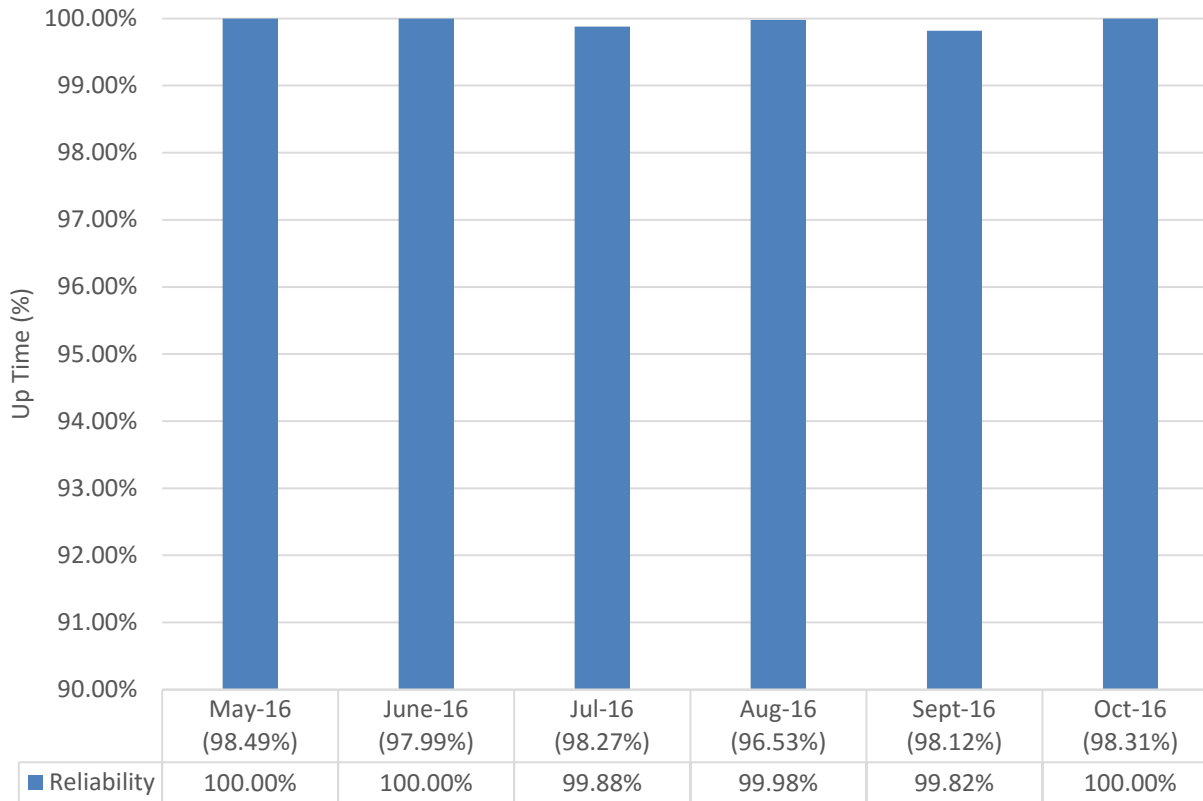


1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.



Enterprise Services Reliability to End Users

Total Reliability to End Users Assuming 24x 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 – October '16





Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
10/4	Degree Audit and Transfer Credit	During the course of debugging an issue one of the web servers crashed, causing an outage to some users.	The web server was restarted.	Web servers have been slated for replacement with newer versions of the application to be installed. UIS will continue to leverage monitoring of this environment to address any issues before the server is overwhelmed.	No



Project Name	Objective	% Complete	Projected End Date
Level 1 Projects			
Advancement Integration <i>Level 1 Project</i> Status Color = <u>Green</u> 	Support the ongoing transition of CU Foundation fundraisers and support staff to the university by transferring IT services from the vendor Earthlink to UIS, reducing costs and creating future efficiencies by leveraging existing UIS' business processes, compliance protocols, infrastructure, and other resources	100%	6/2016 9/2016 10/2016* *Due to further research and planning on the Active Directory Decommission work effort, this project presented a CR for extension of hours and timeline which was approved by the Directors
CS Bundle 43 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.	20%	12/2016
Security Upgrade: Firewall & Segmentation – Part B Status Color = <u>Green</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	Part B: 47%	Part B: 2/2017
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.	74%	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

Project Name	Objective	% Complete	Projected End Date
<p>OnBase Conversion: Phase 1 Phase 2</p> <p><i>Level 1 Project</i></p> <p>Status Color = Green </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>Phase 1 - 72% Phase 2 - 11%</p>	<p>Phase 1 & 2 - 1/2017</p>
<p>Elevate Phase II: HCM_FIN 8.55 Tools Upgrade</p> <p><i>Level 1 Project</i></p> <p>Status Color = Green </p>	<p>Besides ensuring our HCM/FIN PeopleTools platform is up to date support-wise and per the UIS ERP roadmap, this project supports the overall objectives and is part of Scope for the Elevate Phase II Program.</p>	<p>63%</p>	<p>12/2016</p>
<p>GreyHeller People Mobile Implementation</p> <p><i>Level 1 Project</i></p> <p>Status Color = Green </p>	<p>This product implementation provides a more modern and responsive user interface for Campus Solutions. In addition, it remediates delivered Campus Solutions accessibility deficiencies while laying the foundation to increase accessibility for other PeopleSoft applications. This project will also result in Campus Solutions Self-Service Mobile becoming more web friendly enhancing the student user experience</p>	<p>7%</p>	<p>3/2017</p>
<p>Spring Semester StartUp 2017</p> <p><i>Level 1 Project</i></p> <p>Status Color = Green </p>	<p>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 22nd, this fall.</p>	<p>1%</p>	<p>1/2017</p>

Project Name	Objective	% Complete	Projected End Date
Level 2 Projects			
eRA ESA Re-Implementation <i>Level 2 Project</i> Status Color = Red 	-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	82%	10/2016 TBD pending discussions with Campus Partners and Change Request process
eRA version 15 Upgrade <i>Level 2 Project</i> Status Color = Green 	V15 is a marriage of two separate code bases (Enable and New Budget) currently being phased out by the vendor in favor of the combined v15 support. V15 will update the budget functionality in the PT module to be consistent with the New Budget model in PD; Allow us to request enhancements to the code base, which we are unable to request on the v13E codebase; Improve the subcontracts and F&A functionality in PT	49%	5/2017
MDM Transition to Enterprise Data Quality <i>Level 2 Project</i> Status Color = Green 	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	42%	11/2016 2/2017* Due to technical hurdles, tasks of this project ran late and used the contingency. These hurdles have been overcome, and the project go-live date has been approved to move to February of 2017.
IEP Forms & Approvals/ CS Grade Workflow for UCD and UCB <i>Level 2 Project</i> Status Color = Green 	This project replaces the paper process for submitting grade changes for the UCD and UCB campuses. UIS will work with business offices to define workflows within Portal and CS to create a more efficient and secure process for submitting, approving, and recording grade changes.	34%	11/2016