

UIS Service Reliability and Project Updates | October 2016



University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

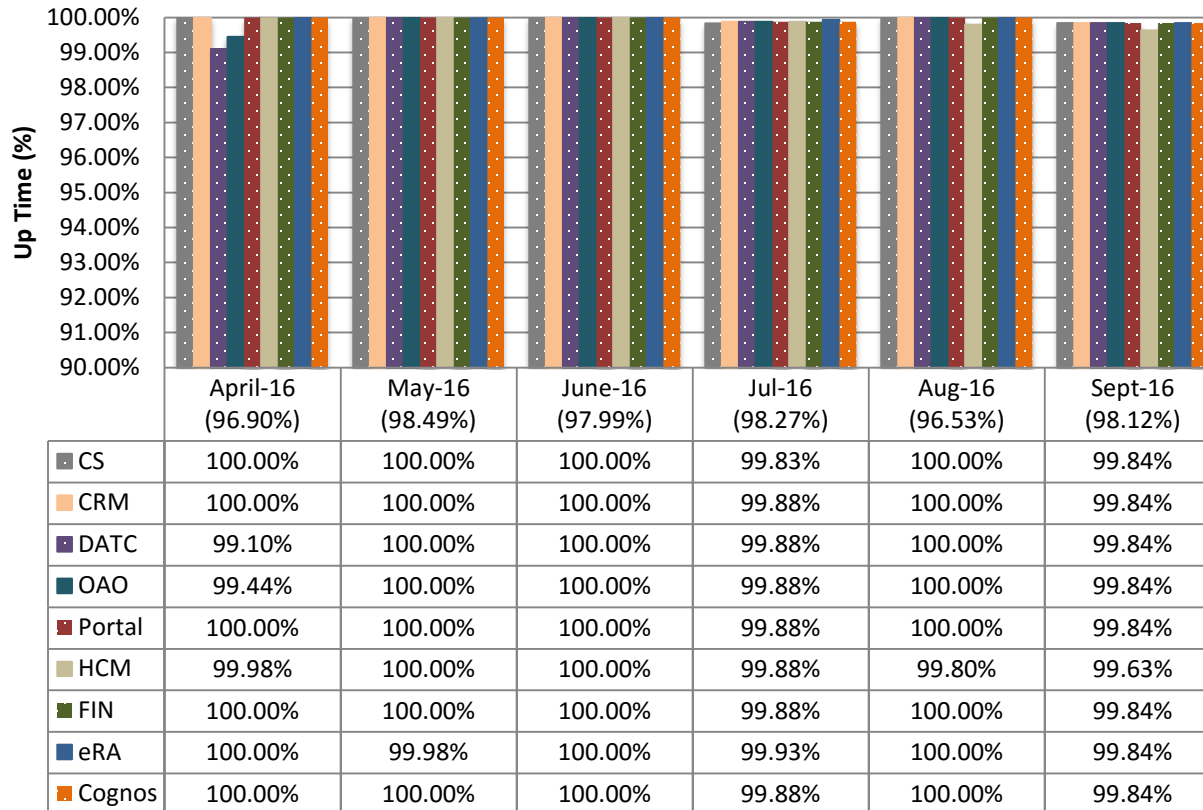
UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Reliability to End Users

Total Reliability Across Service Lines

Assuming 24x7 including Holidays

Excluding Planned Maintenance Windows

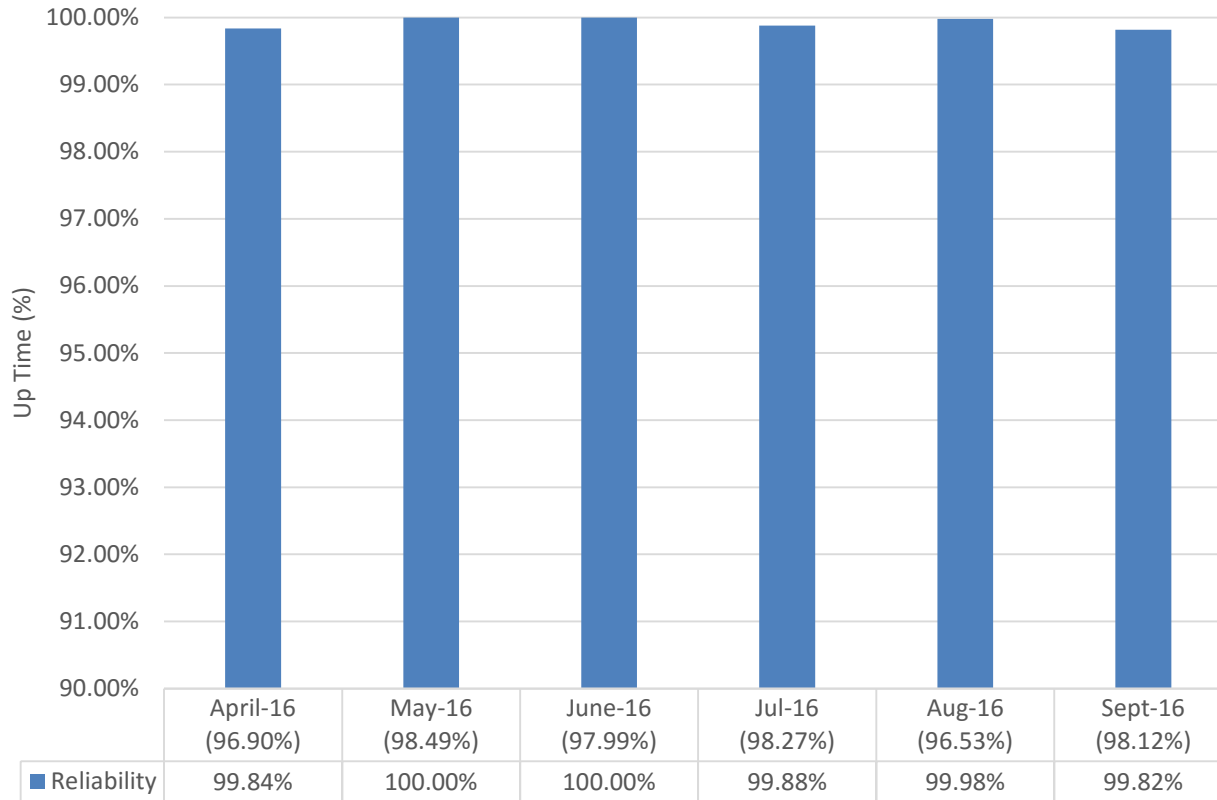


1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.



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 – September ‘16





Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
9/2	Compellent Storage Corruption	A backup storage volume corrupted, induced by other volumes being deleted on the system. The inaccessible volume locked up the cluster node mounting that volume. This lack of responsiveness caused production performance impact, with users and monitoring systems reporting slow access or no application response on many different services.	The unresponsive node was powered down to fail all services to the other node and return the site to service. The corrupted volume was un-mapped from the production cluster, and mapped to another node.	The corrupted volume that caused this outage was the last Dell Compellent volume in production use. There is an ongoing data migration effort to move the Compellent hosted volumes across the UIS environment to Hitachi Storage systems and retire all Dell Compellent storage systems.	No
9/12	HCM Self-Service	The HCM Employee role was removed from all employees resulting in authorization errors on tiles and employee self-service links in the campus portal. This occurred because the dynamic roles messages were processed out of order in HCM.	The HCM Employee role was rerun, but user continued to have random errors due to app server cache issues. App servers were restarted and cache cleared, which resolved remaining issues.	Per the vendor, this issue will occur in dynamic roles message processing when multiple app servers are used. PS Admins will work on checks to confirm settings are correct after application server bounces.	No



Project Name	Objective	% Complete	Projected End Date
Level 1 Projects			
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.	100%	9/2016
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: 10%	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.	50%	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
OnBase Conversion: Phase 1 Phase 2 <i>Level 1 Project</i> Status Color = <u>Yellow</u> 	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.	Phase 1 - 53% Phase 2 – 7%	Phase 1 & 2 - 1/2017

Project Name	Objective	% Complete	Projected End Date
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	75%	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
Elevate Phase II: HCM_FIN 8.55 Tools Upgrade <i>Level 1 Project</i> Status Color = <u>Green</u> 	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.	48%	12/2016

Project Name	Objective	% Complete	Projected End Date
Level 2 Projects			
eRA ESA Re-Implementation <i>Level 2 Project</i> Status Color = Green 	-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	58%	10/2016
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	24%	5/2017
MDM Transition to Enterprise Data Quality <i>Level 2 Project</i> Status Color = Yellow 	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	35%	11/2016
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.	27%	11/2016

