

UIS Service Reliability and Project Updates | September 2016



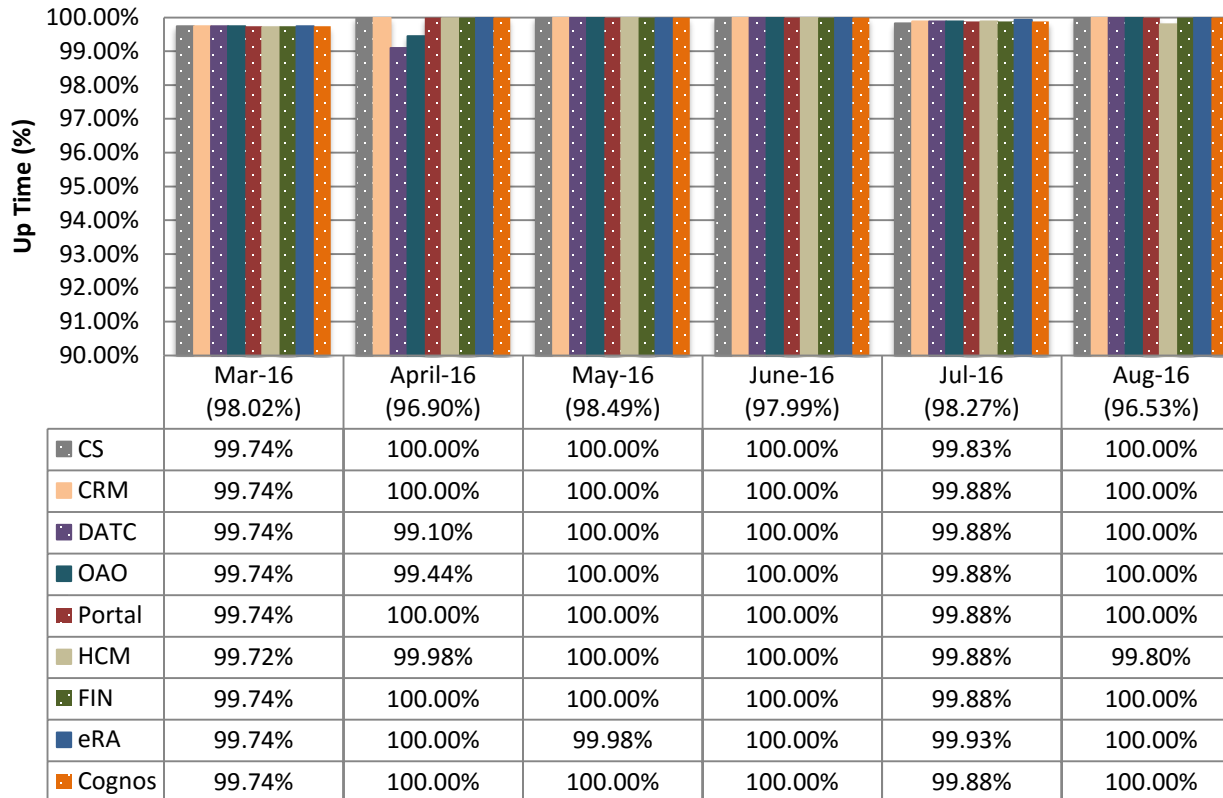
University of Colorado

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

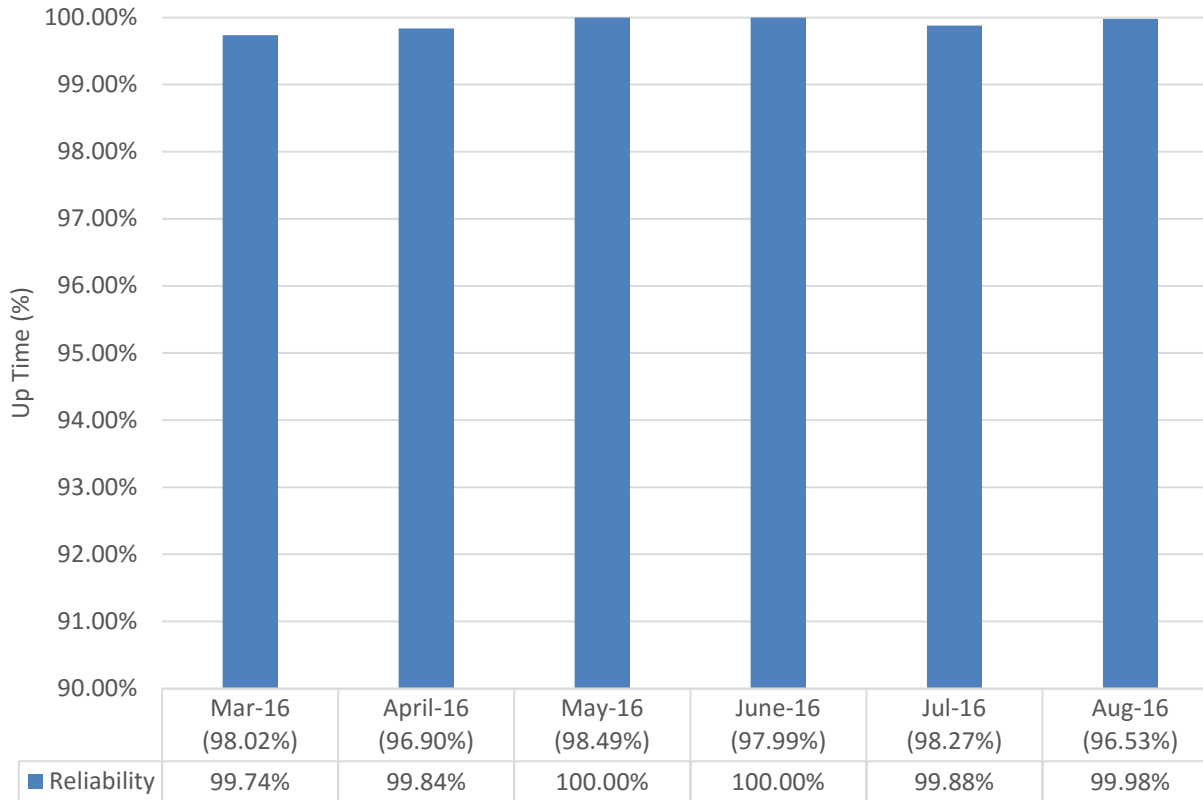


1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.



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 – August '16




Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
8/22	Dynamic Roles Issue	Heavy load on the HCM Integration broker caused HCM subscription processing of dynamic roles messages to process incorrectly. This resulted in some portion of users losing key dynamic roles in HCM and manifested as errors in portal or loss of menu items in HCM for affected users.	Dynamic roles were re-run until roles were assigned correctly. The process was also temporarily suspended during business hours until after peak load.	HCM dynamic roles will be suspended during semester start business hours.	No



Project Name	Objective	% Complete	Projected End Date
Level 1 Projects			
Fall 2016 Semester Startup <i>Status Color = Green</i> 	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.	100%	8/2016
Cherwell Phase 2 <i>Level 1 Project</i> <i>Status Color = Green</i> 	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.	100%	8/2016
Security Upgrade: Firewall & Segmentation – Part A & B <i>Status Color = Green</i> 	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 A: 100% Complete Part B: 5%	Part B: 2/2017
Campus Solutions Bundle 42 <i>Level 1 Project</i> <i>Status Color = Green</i> 	Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features.	62%	9/2016

Project Name	Objective	% Complete	Projected End Date
<p>Portal Tools 8.55 Upgrade</p> <p><i>Level 1 Project</i></p> <p>Status Color = <u>Green</u> </p>	<p>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.</p>	<p>41%</p>	<p>10/2016 11/2016*</p> <p>*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</p>
<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 Earthlink to UIS, reducing costs and creating future efficiencies by leveraging existing UIS' business processes, compliance protocols, infrastructure, and other resources</p>	<p>68%</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: Phase 1 Phase 2</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>Phase 1 - 17% Phase 2 - 1%</p>	<p>Phase 1 & 2 - 1/2017</p>

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	46%	10/2016
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	33%	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.	22%	11/2016