eComm and the CU Data Center Move (Oct. 6 to Oct. 9)

September 27, 2023 by Melanie Jones

Do not send any Marketing Cloud communications during the CU Data Center move taking place from 12 p.m. Friday, Oct. 6 to 8 a.m. Monday, Oct. 9. While possible, sending during this time will likely result in fragmented delivery which cannot be troubleshooting or resolved until after the window. Please direct any questions to your campus eComm specialist.

eComm will experience a partial service disruption during the University Information Services (UIS) CU Data Center move. During this outage, emails should not be sent or scheduled to be delivered.

- **Marketing Cloud**: Users can log in to Marketing Cloud but are limited to creating/editing content. Do not send or schedule any emails to deliver during this window.
- **Salesforce**: Ping Federate SSO will also be impacted, so Salesforce will not be available to users.
- **Cvent**: Cvent will operate as normal and is unaffected.

We apologize for any inconvenience this outage may cause and appreciate your understanding as UIS works toward improving its data center infrastructure. Thank you for your cooperation.

**HOW TO PREPARE**

1. Send or schedule Marketing Cloud emails to be delivered before or after the disruption window.
2. Be mindful of the additional time that may be needed if requesting new audiences. eComm Specialists are also unable to log in to Salesforce during this time.

**FREQUENTLY ASKED QUESTIONS**

- **What might occur if an email is sent or scheduled during this window?**
  - While possible, it will likely result in fragmented delivery which cannot be troubleshooting or resolved until after the window. If there is no alternative, there is no harm in trying but we recommend planning ahead.
- **Can I send immediately after the disruption window (Monday, Oct. 9 at 8 AM)?**
  - Yes. Typical Marketing Cloud functions including sending or scheduling emails will be available right away Monday morning.
RESOURCES

- UIS: Implementation Window for the Data Center Move [4]
- UIS: Ready for the CU Data Center Move? [5]
  - CU Anschutz [6]
  - CU Boulder [7]
  - CU Denver [8]
  - UCCS [9]
  - CU System [4]

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[3] https://www.cu.edu/ecomm/strategy/leadership
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