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Don’t let the upcoming Oct. 6 system outage put a snag in your work [1]



September 19, 2023 by Employee Services [2]

SYSTEMWIDE DATA CENTER MOVE STILL UNDERWAY

Business operations to be impacted until Tuesday, Oct. 10

After a successful move to the Anschutz Health Sciences Building Data Center, engineers discovered a software issue that is delaying the relaunch of systemwide applications. UIS currently anticipates it will take an additional 24 hours to resolve.

All impacted applications are now anticipated to be available by 8 a.m. Tuesday, Oct. 10. Learn more [3]

Many crucial production services will go offline at noon Friday, Oct. 6 when CU’s data servers are shut down and relocated to a new facility on the Anschutz Medical Campus. The 68-hour outage window will run from **noon on Friday, Oct. 6 to 8 a.m. Monday, Oct. 9**.

For human resources and payroll professionals, this outage will impact HCM, employee and student portals, My Leave, FIN and dozens of other systemwide applications.

As a consequence, all HCM users are advised:

- **Avoid running any reports or queries on the morning of Oct. 6**, as they may not complete before the hard cutoff at noon.
- Ensure all transactions are completed before the hard cutoff at noon.
- Understand that any unfinished work in the affected system applications will be lost.
- Employee Services benefits, payroll, and the HCM support center will close at noon Oct. 6.

Plan any payroll tasks around the outage

Vital payroll systems, including HCM, MyLeave and FIN, will be unavailable during the outage window from **noon on Friday, Oct. 6 to 8 a.m. Monday, Oct. 9**.

As a result, some payroll deadlines have shifted. All deadlines are up-to-date on the October payroll production calendar

[4] and key deadlines around the time of the Data Center move are outlined below:

- **Thursday, Oct. 5:** Biweekly payroll uploads for BW093023 are due as usual at 5 p.m. MT.
- **Friday Oct. 6:** Pay day for OC092823 (which processed Oct. 4) will complete as usual. The data center will shut down at noon.
- **Saturday and Sunday, Oct. 7-8:** The data center will remain offline through the weekend.
- **Monday, Oct. 9:** The data center will come back online at 8 a.m. Processing for BW093023 will run on Oct. 9 instead of Oct. 6.
- **Tuesday, Oct. 10:** The payroll register for BW093023 will be available.
- **Wednesday, Oct. 11:** The pay pull deadline for BW093023 is 10 a.m.

Be aware of impacted systems

The relocation of CU's data center involves disconnecting and moving 11 tons of equipment used to run crucial applications, store data and transmit information. The data center is being moved to a new state-of-the-art data center in the Anschutz Health Sciences Building.

This new facility will improve the performance of CU's data center hardware and allow room for the data center to grow. The physical relocation of this equipment requires the servers to be shut down and moved over a 68-hour window. During this window from **noon Friday, Oct. 6 to 8 a.m. Monday, Oct. 9**, the following applications will be completely unavailable:

- 25Live/Lynx 25Live/Lynx25Live/Lynx is a room scheduling application used by CU campuses. [5]
- CU AscendCU AscendCU Advancement's constituent relationship management platform, which supports advancement activities across CU's four campuses, system advancement and the CU Foundation. [6]
- Automic
- Campus SolutionsCampus Solutions CU-SIS Campus Solutions (CS) is the primary component of CU Student Integrated Systems (CU-SIS). It encompasses many functions directly related to student administration, faculty workload and course management. [7]
- Campus Solutions Mobile Application Campus Solutions Mobile Application Campus Solutions Mobile Application or Campus Mobile is a collection of eight mobile applications that serve our four campuses via Android and Apple mobile operating systems. Each campus has branded their mobile apps to their specifications. The mobile applications expose Campus Solutions' Student Center via mobile device, formatting content appropriately. [8]
- Central Information Warehouse (CIW) Central Information Warehouse (CIW) The Central Information Warehouse (CIW) is
- LinkedIn LearningLinkedIn LearningLinkedIn Learning provides an online library of nearly 25,000 instructional videos covering the latest software, creative and business skills. [25]
- My LeaveMy LeaveMy Leave is used to collect, review and approve employee time and leave information. [26]
- NelnetNelnetNelnet is an electronic payment service provider used for electronic student billing and electronic student payment processing using Automated Clearing House (ACH) debits, credit cards and debit cards. The Commerce Manager portal within Nelnet Campus Commerce is available for departments accepting online payments tied to admission applications and program deposits. [27]
- Open Data and Information Network (ODIN)ODINOpen Data and Information Network (ODIN) is a UIS-sponsored GraphQL API with access to near-real-time updates of enterprise data from multiple UIS systems. ODIN can be leveraged as a single-source repository to replace multiple point-to-point integrations between UIS and Campus OIT departments. [28]
- OnBaseOnBaseOnBase is a document management solution that secures business content in a centralized, secure location that is easily accessed from any device or location. [29] (direct access and Unity Client)
- Oracle Identity Management Oracle Identity ManagementOracle Identity Manager (OIM) allows the university to manage the lifecycles and access levels of user profiles through account management. Categories under OIM include Directory Services, Access Management and Identity

Some applications not hosted by CU's data center will still be available. Available systems include:

- 1800 Grant File and Print Services 1800 Grant File and Print Services The file and print services at the CU System office at 1800 Grant St. [43]
- 1800 Grant VDIs1800 Grant VDIs Virtual desktop infrastructure (VDI) is virtualization technology that hosts a desktop operating system on a centralized server in a data center. [44]
- 1800 Grant Phones1800 Grant PhonesThe phone system used at the CU System office at 1800 Grant St. [45]
- Cisco Jabber Cisco Jabber Cisco Jabber is an application that allows CU System employees to make calls and chat remotely through a softphone. [46]
- CU Careers [13]
- Duo (available only for the applications also listed as available)
- Law ToolboxLaw ToolboxLaw Toolbox is an integration into Microsoft Office that automates deadlines and rule changes. [47]
- Microsoft Suite (Outlook, Teams, SharePoint, OneDrive, Office Online) Microsoft SuiteMicrosoft Suite is a hosted, online version of Microsoft software that includes Outlook, SharePoint, OneDrive, Teams and the Office Online applications. [48]
- www.cu.edu [49]
- Wired and Wireless network for 1800 Grant Wired and Wireless network for 1800 Grant The wired and wireless internet network at the CU System office at 1800 Grant St. [50]
- VPNVPNVirtual Private Network (VPN) is a connection method used to add security and privacy to private and public networks. [51]
- ?Zoom

Campus information

Additional campus-specific applications that rely on CU System applications will be impacted during the implementation window.

- CU Anschutz [52]
- CU Boulder [53]
- CU Denver [54]
- UCCS [55]

Please read more about the implementation details in the UIS News [56] and Maintenance Matters [57] blogs.

The outage necessitated by the data center move will present challenges for departments across our four campuses. UIS has worked with campus partners to plan the shortest move window possible, timed to avoid traditional work hours as much as possible.

Please reach out to the UIS Service Desk with questions at 303-860-HELP (4357) or help@cu.edu [58].

HCM [59], payroll [60]

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