

Upcoming UIS Maintenance Alert: Production Systems Maintenance for critical patches from 6 a.m. to 6 p.m. Saturday, July 22 ^[1]

June 21, 2023 by ES and UIS Communications ^[2]

Description:

Most production services universitywide will be unavailable for a X-hour window from 12-hour window from 6 a.m. to 6 p.m., Saturday, July 22 to install a critical patch update to CU's systems. Critical patches ensure the university's systems are secure.

Timing: 6 a.m. to 6 p.m., Saturday, July 22

Impact: Most production services will be unavailable throughout the maintenance window.

Since the July 22 critical patch update was successful, the July 30 contingency production window is canceled.

Unavailable systems: 25Live/Lynx25Live/Lynx25Live/Lynx is a room scheduling application used by CU campuses. ^[3] | Campus Solutions
Campus 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. ^[4] | 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. ^[5] | Central Information Warehouse (CIW)
Central Information Warehouse (CIW) The Central Information Warehouse (CIW) is CU's system-wide centralized data repository for information sourced from administrative systems. ^[6] | Concur
Concur The Concur Travel & Expense System (Concur) is the university's system for booking official employee travel, requesting cash advances, requesting reimbursement and reconciling procurement card and travel expenses. ^[7] | Constituent Relationship Management (CRM)
Constituent Relationship Management (CRM) Constituent Relationship Management, PeopleSoft (CRM) is the primary tool to send recruitment communications to prospective students and applicants for CU campuses. ^[8] | CU-Data
CU-Data The CU Reporting System (CU-Data/CU Reporting/Cognos/Motio/Data Stage) is a robust tool offering standardized business intelligence reports to assist with analysis and presentation of data contained in the Central Information Warehouse (CIW). ^[9] | CU Marketplace
CU Marketplace The CU Marketplace is the university's official procurement-to-pay system. The software is used by CU to create and approve purchase requisitions, place purchase orders, receive goods and services and process invoices.

[10] | Degree Audit and Transfer Credit (DATC)Degree Audit and Transfer Credit (DATC)
The Degree Audit and Transfer Credit (DATC) system tracks academic progress toward graduation. It evaluates CU and transfer courses to a specific academic program. [11] | Enterprise PortalEnterprise PortalEnterprise Portal is the main point of entry for self-service applications for students, faculty and staff. It is sometimes called CU Resources, MyCUInfo, myUCCS Portal or CU Access. [12] | eRA InfoEd applicationeRA InfoEd applicationInfoEd is an electronic research portal system used to manage the research lifecycle, from start to finish. [13] | eRAeRAThe Electronic Research and Administration (eRA) system automates processes the university uses to apply for research grants and other funding. The interface with HCM shares information related to payroll, benefits and other activities. [14] (interface with the HCM system only) | FINFINThe PeopleSoft Finance System (FIN) is a Web-based application that allows CU employees to perform the tasks needed to manage financial information. [15] | HCMHCMHuman Capital Management (HCM) software is used for core human resources, payroll and benefits, and other HR-related activities. [16] | HireRightHireRight I-9 and E-verifyHireRight's I-9 Solution satisfies U.S. Citizenship and Immigration Services requirements related to the electronic creation, signature, retention and security of the Form I-9. This paperless process enables users to create, view, download, store and print the Form I-9, as well as management reports, on-demand. It also performs the E-Verify portion of the process. [17] | International Tax NavigatorInternational Tax NavigatorThe International Tax Navigator application is used for tax treaty administration and annual 1042-S tax reporting for international employees, students and vendors. [18] | Integration GatewayIntegration GatewayIntegration gateway is a platform that manages the receipt and delivery of messages passed among systems through PeopleSoft Integration Broker. [19] | LegalFiles | LinkedIn LearningLinkedIn LearningLinkedIn Learning provides an online library of nearly 25,000 instructional videos covering the latest software, creative and business skills. [20] | My LeaveMy LeaveMy Leave is used to collect, review and approve employee time and leave information. [21] | OnBaseOnBaseOnBase is a document management solution that secures business content in a centralized, secure location that is easily accessed from any device or location. [22] (direct access and Unity Client) | ParchmentParchmentParchment is a digital credential service, allowing learners, academic institutions, and employers to request, verify and share credentials. [23] | Peoplesoft Elasticsearch (PES)Peoplesoft Elasticsearch (PES)Peoplesoft Elasticsearch (PES) provides a secure and user-friendly search functionality for pages and components within PeopleSoft applications. [24] | Perceptive ContentPerceptive ContentPerceptive Content software enables users to secure and access business content in any format across its entire lifecycle for instant, precise visibility within a business process. [25] | PhirePhirePeopleSoft's Phire Architect tool automates file and application migrations and helps manage application development change requests. [26] | Ping Federate for SSOPing Federate for SSOPing Federate for SSOPing Federate is an enterprise federation server that enables user authentication and single sign-on (SSO). It serves as a global authentication authority that allows employees, customers and partners to securely access all the applications they need from any device and manage their university accounts. [27] | Oracle Identity Management (OIM)Oracle Identity Management Oracle 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 Management. [28] | Secure File Transfer ProtocolSecure File Transfer ProtocolThis system used for the transfer of computer files between a client and server on a computer network. [29] | SharePointSharePointSharePoint is a web-based collaborative platform that integrates with Microsoft Office. It is primarily a document management and storage system, but the product is configurable and usage can vary substantially among different teams and departments.

[30] | [Skillsoft](#) | [Sunapsis](#) SunapsisThe Sunapsis application is used by campus International Education and Admissions offices to report and track foreign national students and scholars from around the globe and help keep them engaged in learning at CU. [31] | [TeamMate](#) TeamMateTeamMate Audit is a comprehensive audit management system designed to help auditors and audit department leadership manage all aspects of the audit process. [32] | [Terminal Servers](#) Developer Terminal Server Services Developer terminal server services is remote desktop access to specific servers allowing multiple developers access for the purpose of doing development work. [33] | [TTO Portal](#) | [Web Performance Monitoring](#) Web Performance MonitoringAutomatically monitors web-based internal and external applications for performance issues, such transaction responsiveness, speed and bottlenecks, to ensure optimal performance for end users.

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Available 1800 Grant and Production services: [1800 Grant File and Print Services](#) 1800 Grant File and Print ServicesThe file and print services at the CU System office at 1800 Grant St. [35] | [1800 Grant VDIs](#) 1800 Grant VDIsVirtual desktop infrastructure (VDI) is virtualization technology that hosts a desktop operating system on a centralized server in a data center. [36] | [1800 Grant Phones](#) 1800 Grant PhonesThe phone system used at the CU System office at 1800 Grant St. [37] | [Cherwell](#) CherwellCherwell Service Management is a platform that enables delivery of efficient services, allows for the automation of business processes and workflows, and service desk functionality. [38] | [cu.edu email](#) cu.edu emailThe email system used at the CU. [39] | [Law Toolbox](#) Law ToolboxLaw Toolbox is an integration into Microsoft Office that automates deadlines and rule changes. [40] | [Microsoft Teams](#) Microsoft TeamsMicrosoft Teams is cloud-based team collaboration software that is part of the Office 365 suite of applications. The core capabilities in Microsoft Teams include messaging, calling, video meetings and file sharing. [41] | [Tableau Servers](#) Tableau ServerA Tableau Server hosts and holds all shared Tableau workbooks, data sources and related data, keeping files secure and protected. The server enables users to publish and share data. This service would be provided to all approved university faculty and staff. [42] | [Wired and Wireless network for 1800 Grant](#) Wired and Wireless network for 1800 GrantThe wired and wireless internet network at the CU System office at 1800 Grant St. [43] | [VPN](#) VPNVirtual Private Network (VPN) is a connection method used to add security and privacy to private and public networks. [44]

All non-production services will be available.

Not sure if you use these systems? Visit the [UIS Glossary](#) [45] for details on each application.

More information:

- The [Business Calendar](#) [46] highlights future maintenance window dates and times.
- The [UIS Maintenance Matters Blog](#) [47] details upcoming UIS service maintenance events.

Thank you for your cooperation as we complete this necessary maintenance work.

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