

# UIS Service Reliability and Project Updates | April 2018

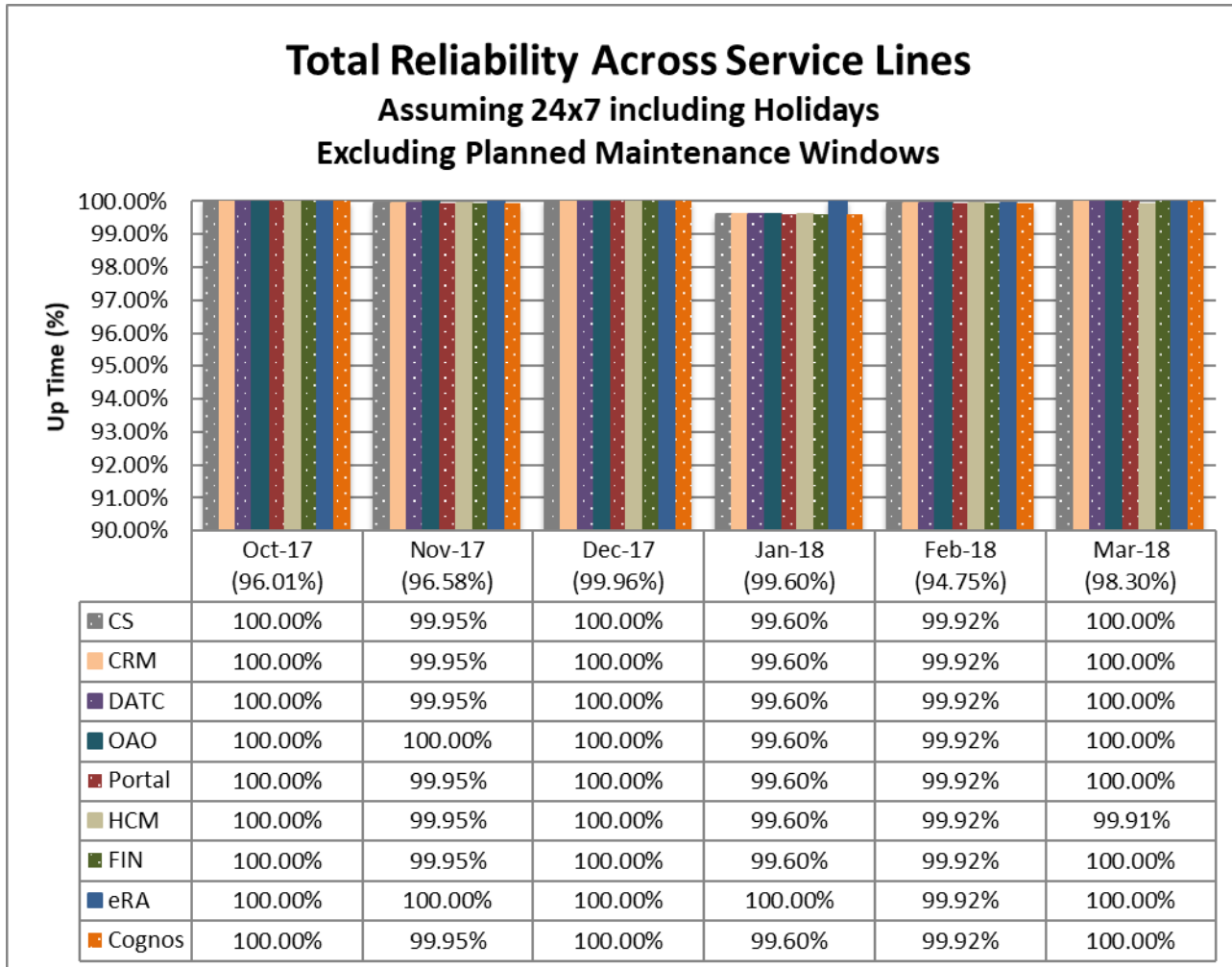


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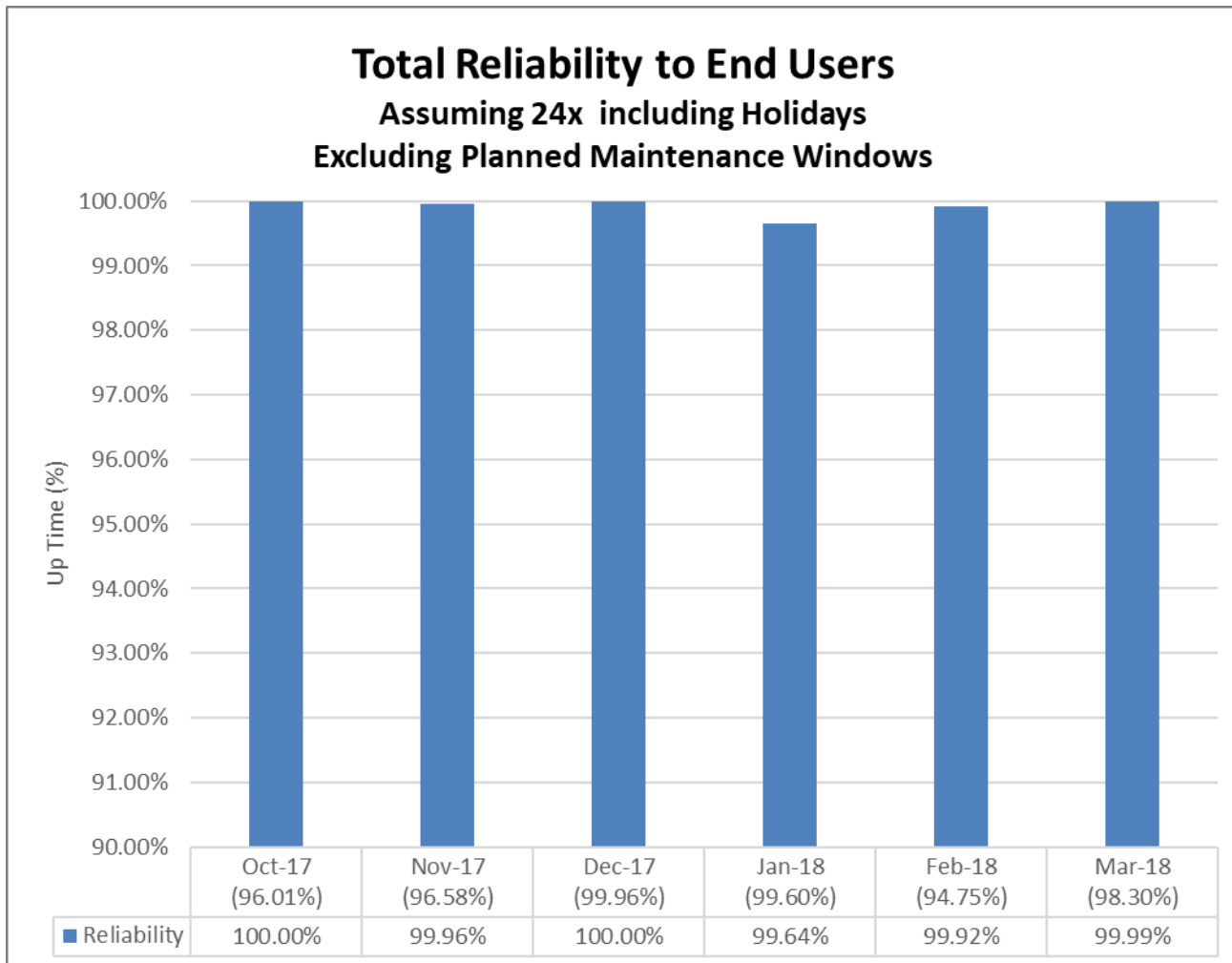
# Enterprise Services Reliability to End Users



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



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# Enterprise Services Issues – March '18

*Service impact less than 30 minutes unless noted*

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
3/6 (40 min)	HCM experienced slowness, preventing users from working within the application.	A one-off batch process was submitted as part of Employee Services daily operation.	Once the process completed, normal performance was restored.	Employee Services will better coordinate with UIS when a process of this type is needed. UIS will also work to improve the efficiency of this process to reduce its impact to the service.	N



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# UIS PROJECT PORTFOLIO UPDATE



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# UIS Project Portfolio

- Real time project information can now be found on the UIS website:
  - [https://www.cu.edu/uis/project\\_portfolio](https://www.cu.edu/uis/project_portfolio)
- Please use this website as your source for UIS project information
- Questions on a project? Please email us at [help@cu.edu](mailto:help@cu.edu)

