

UIS Service Reliability and Project Updates | May 2018

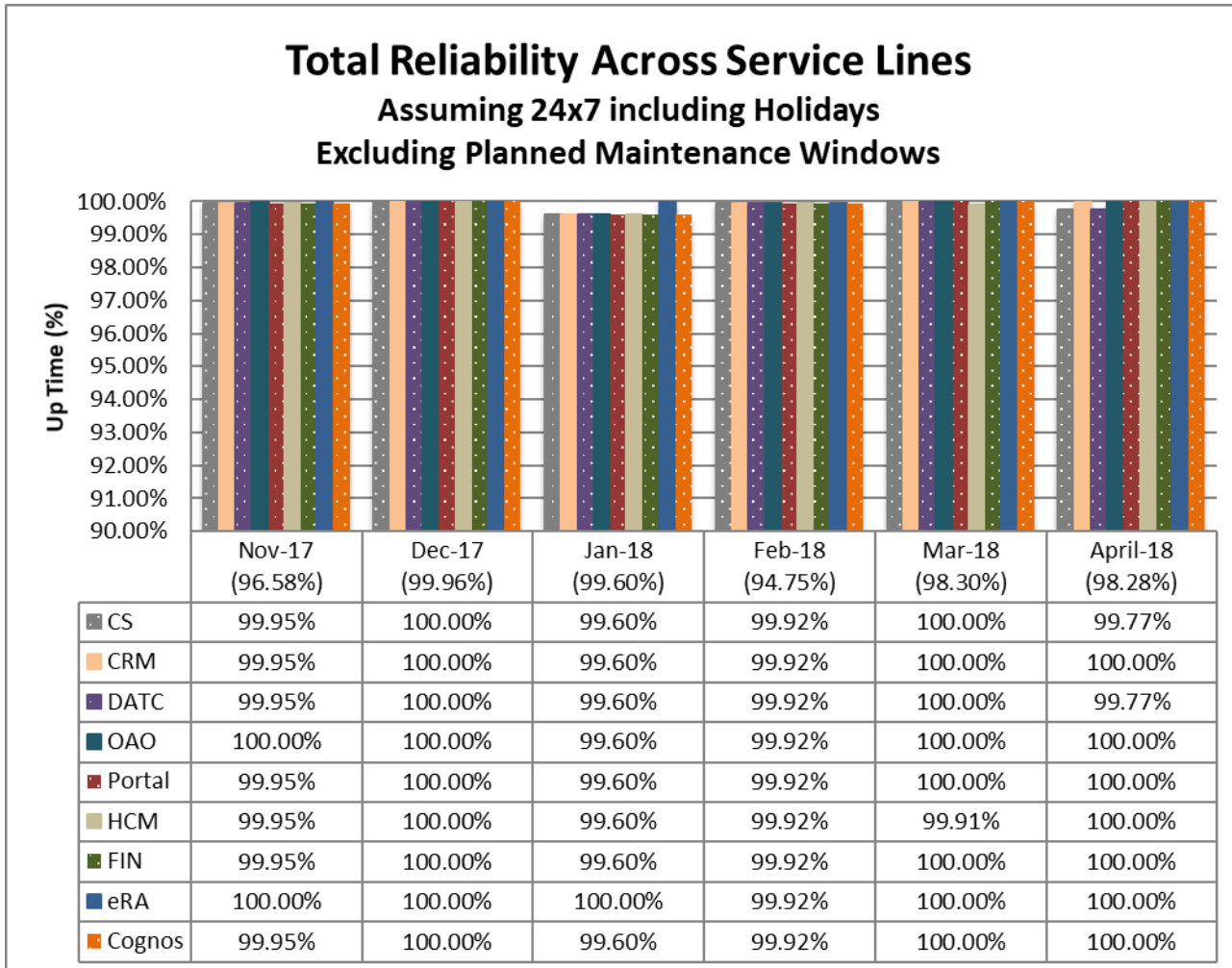


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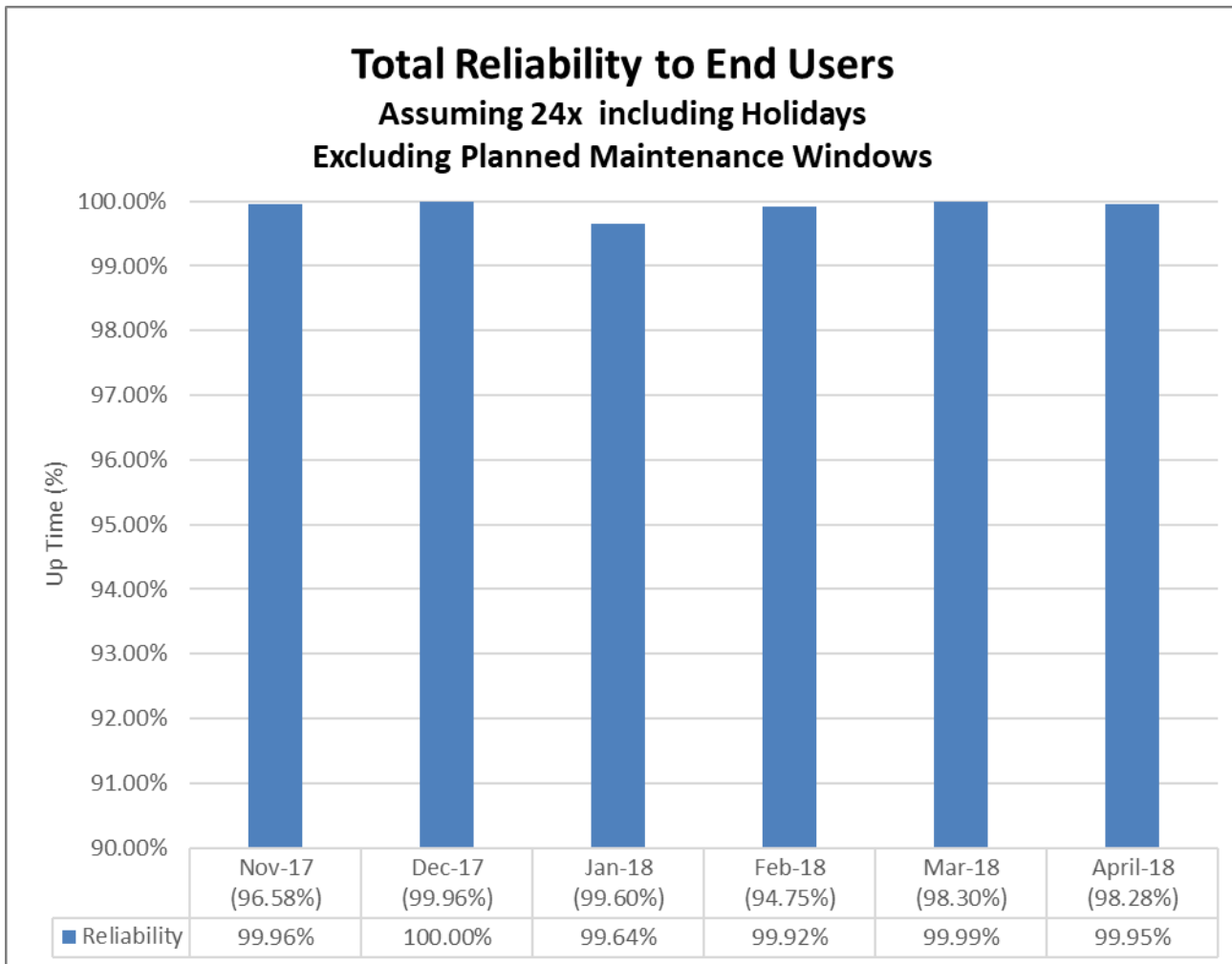
Enterprise Services Reliability to End Users



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



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Enterprise Services Issues – April '18

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
4/30 (1 hour, 39 min)	The Nelnet service (vendor hosted) experienced an outage.	N/A	Nelnet addressed root cause and service was restored.	N/A	Y



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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
- Please use this website as your source for UIS project information
- Questions on a project? Please email us at help@cu.edu

