

UIS Service Reliability and Project Updates | June 2018

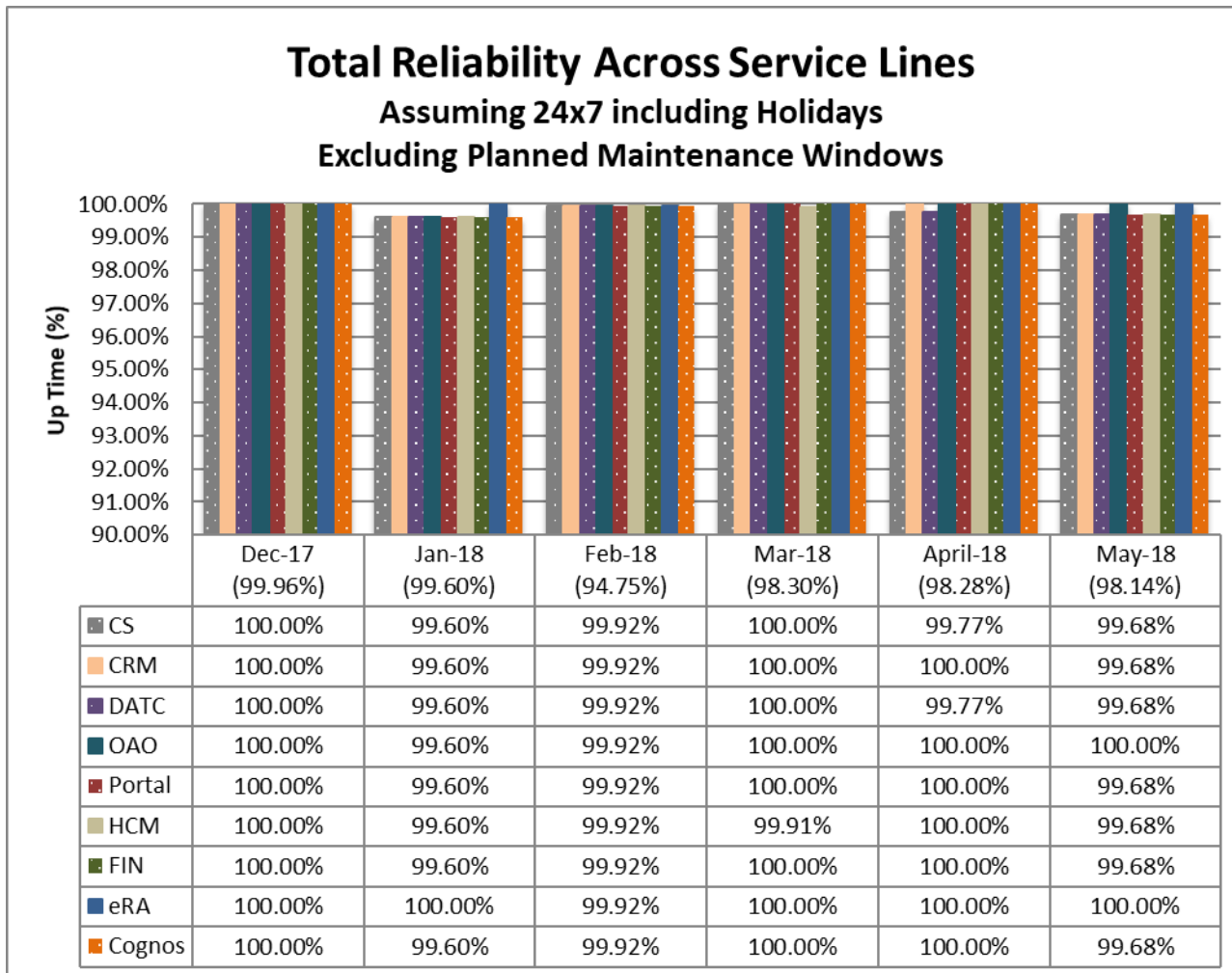


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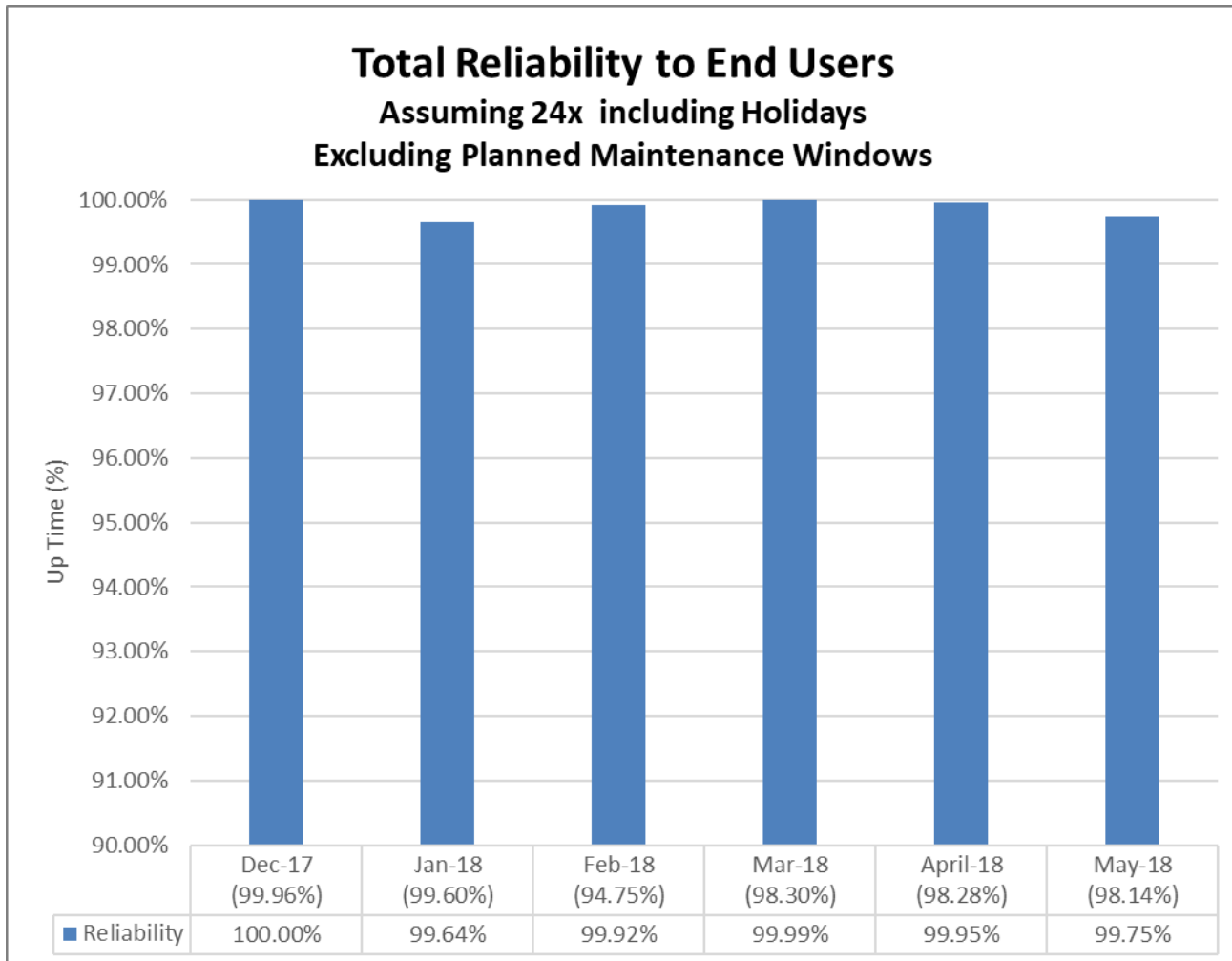
Enterprise Services Reliability to End Users



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



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Enterprise Services Issues – May '18

Service impact less than 30 minutes unless noted

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
5/9 (2 hours, 24 min)	Portal slowness was reported; eventually the service became non-responsive.	Several transactions were taking over 100 seconds to complete, as was a spike in database activity from 12:15 p.m. to 12:20 p.m.	Restarting the Portal webservers resolved the issue.	The service will continue to be proactively monitored for this behavior with webservers restarted as necessary.	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
- Please use this website as your source for UIS project information
- Questions on a project? Please email us at help@cu.edu

