

# UIS Service Reliability and Project Updates | September 2018

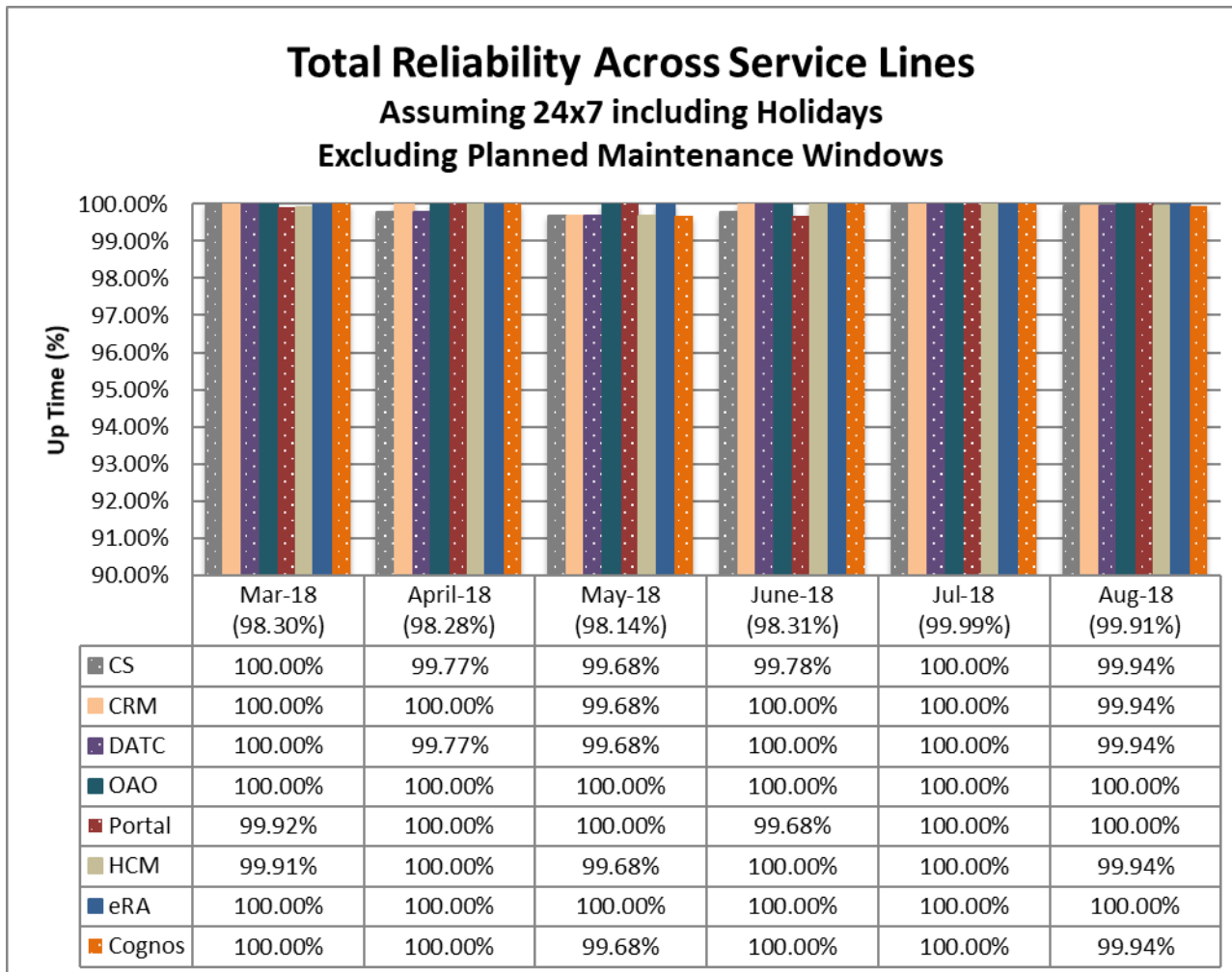


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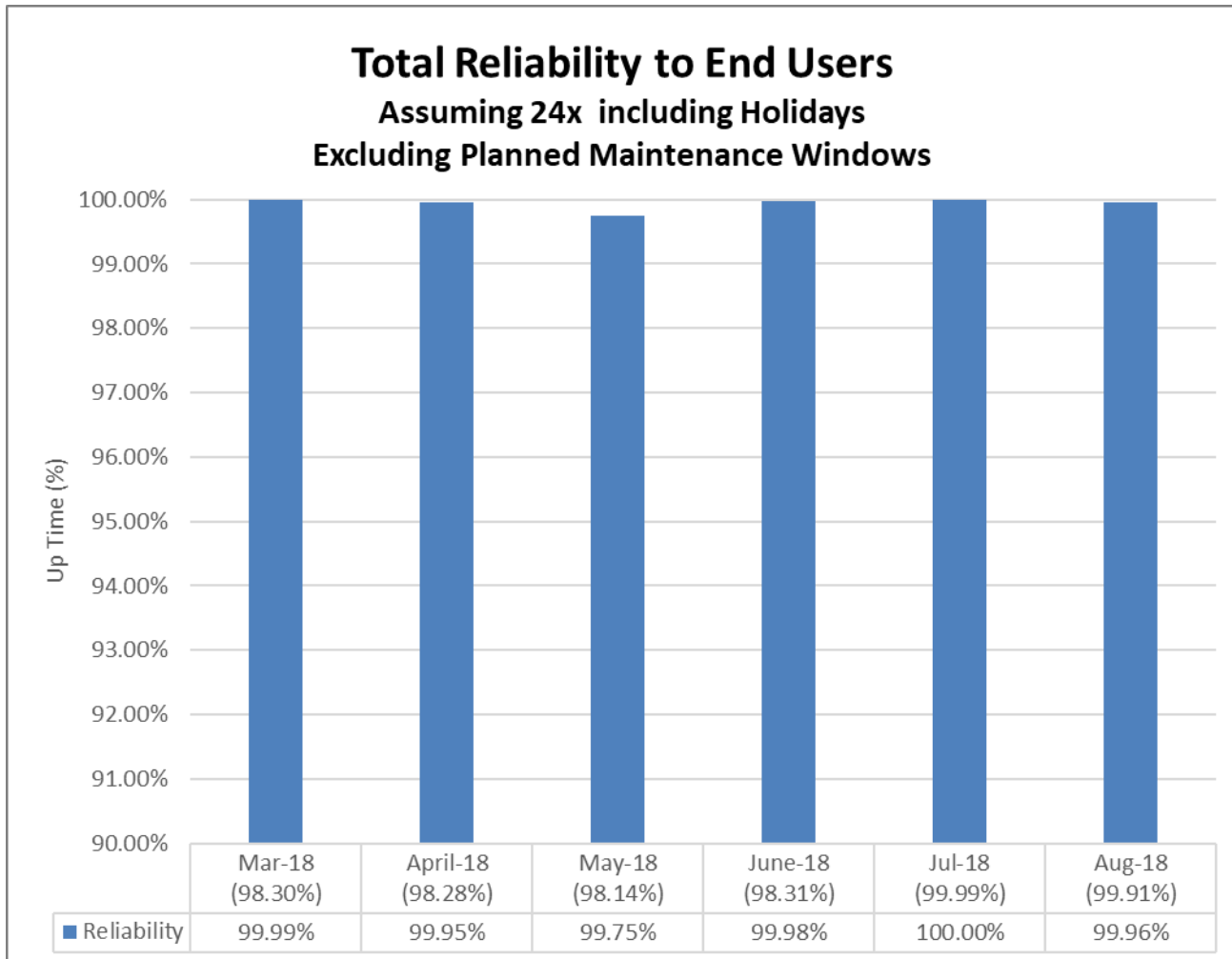
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# Enterprise Services Reliability to End Users



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

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# Enterprise Services Issues – Aug ‘18

*Service impact less than 30 minutes unless noted*

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
8/9	Portal web servers ran low on memory and were not serving requests normally.	This is a known bug that has been communicated to the vendor.	Portal web servers were drained of users and rebooted in a rolling fashion.	UIS continues to monitor memory utilization and will proactively reboot web servers until the vendor issues a permanent fix.	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](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)

