UIS Monthly Update | April 2015

Scott Munson

4/17/2015

University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

UIS April 2015

- Enterprise Services Update

- Projects Update

- eRA Updates

IT GOVERNANCE | APRIL 2015

ENTERPRISE SERVICES UPDATE

Enterprise Services Reliability to End Users

Total Reliability for Users
Assuming 24 hr by 7 days with Holidays
Excluding Planned Maintenance

	Oct-14 (99.98%)	Nov-14 (99.98%)	Dec-14 (99.99%)	Jan-15 (100.00%)	Feb-15 (99.98%)	Mar-15 (99.98%)
All	100.00%	99.85%	99.66%	99.90%	100.00%	100.00%
UIS	100.00%	100.00%	99.66%	99.90%	100.00%	100.00%

1. Percentages in parentheses represent % services available to end users during the month when maintenance windows are applied
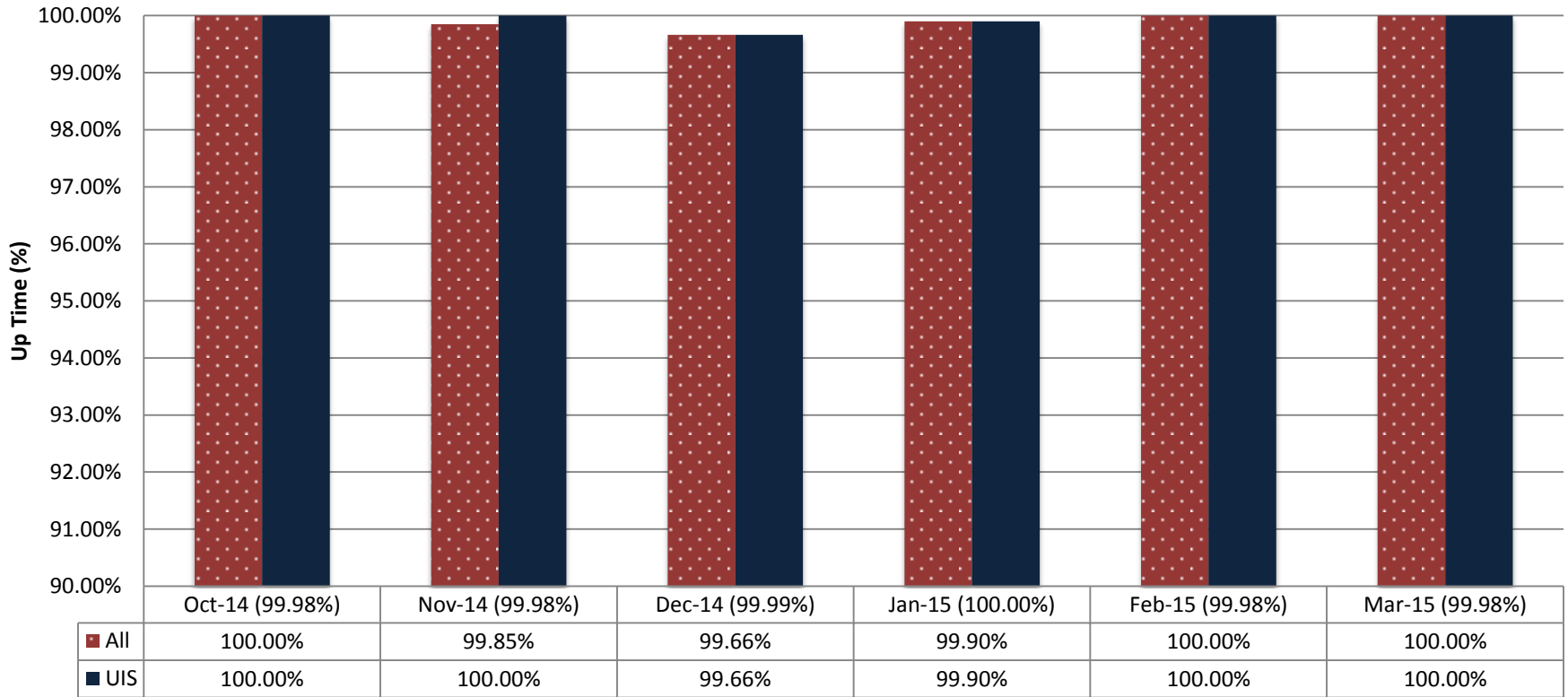
University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
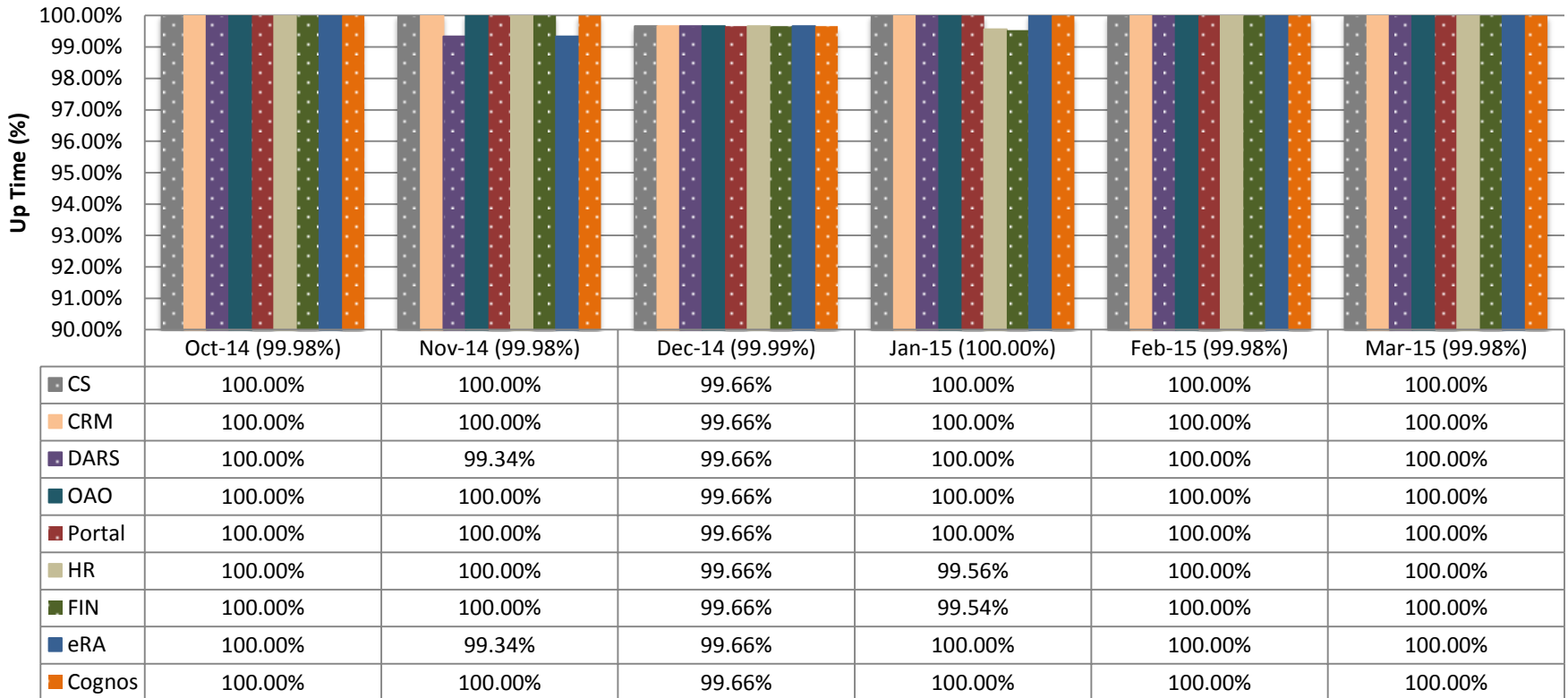**UNIVERSITY INFORMATION SYSTEMS**

Enterprise Services Reliability to End Users

Total Reliability for Users
Assuming 24 hr by 7 days with Holidays
Excluding Planned Maintenance Windows

	Oct-14 (99.98%)	Nov-14 (99.98%)	Dec-14 (99.99%)	Jan-15 (100.00%)	Feb-15 (99.98%)	Mar-15 (99.98%)
CS	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
CRM	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
DARS	100.00%	99.34%	99.66%	100.00%	100.00%	100.00%
OAO	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
Portal	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
HR	100.00%	100.00%	99.66%	99.56%	100.00%	100.00%
FIN	100.00%	100.00%	99.66%	99.54%	100.00%	100.00%
eRA	100.00%	99.34%	99.66%	100.00%	100.00%	100.00%
Cognos	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%

1. Percentages in parentheses represent % services available to end users during the month when maintenance windows are applied
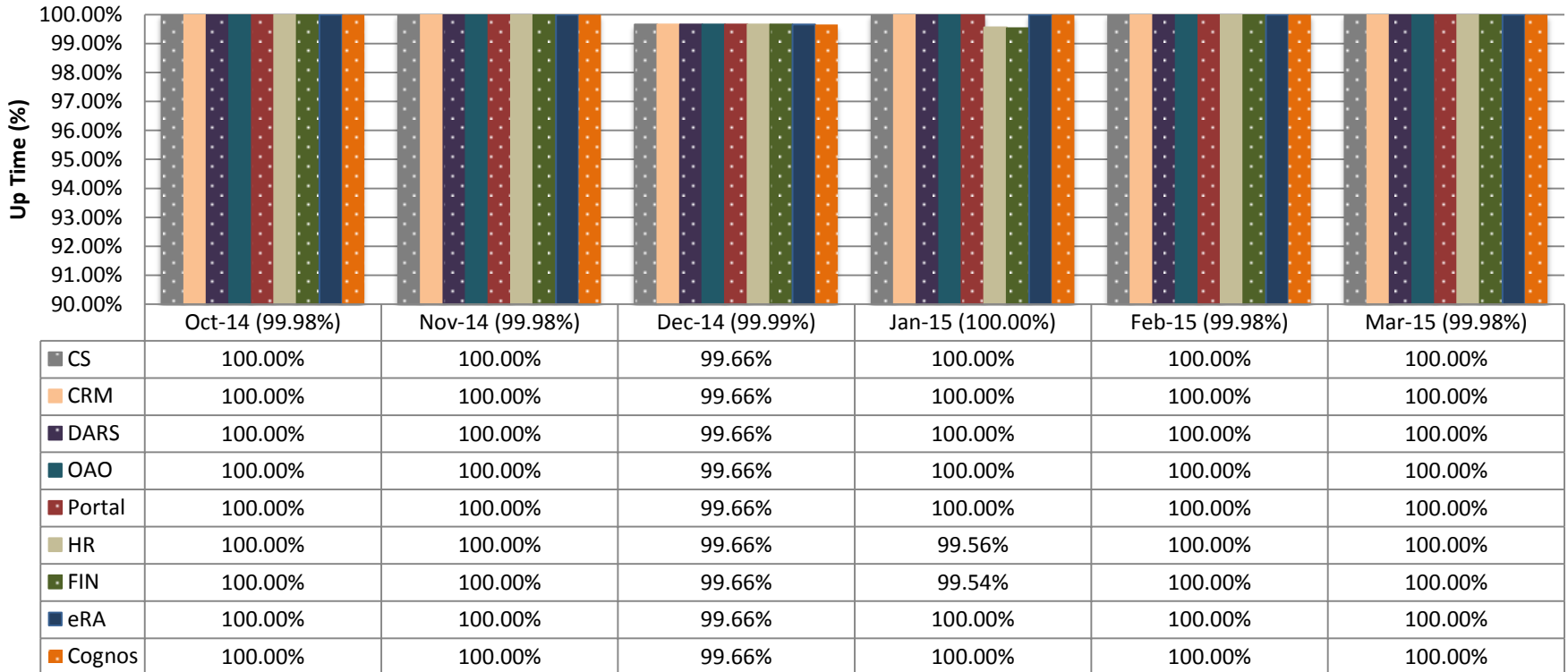
University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Reliability to End Users

Total Reliability for Users - UIS Incidents Only
Assuming 24 hr by 7 days with Holidays
Excluding Planned Maintenance Windows

Up Time (%)	Oct-14 (99.98%)	Nov-14 (99.98%)	Dec-14 (99.99%)	Jan-15 (100.00%)	Feb-15 (99.98%)	Mar-15 (99.98%)
CS	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
CRM	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
DARS	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
OAO	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
Portal	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
HR	100.00%	100.00%	99.66%	99.56%	100.00%	100.00%
FIN	100.00%	100.00%	99.66%	99.54%	100.00%	100.00%
eRA	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%
Cognos	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%

1. Percentages in parentheses represent % services available to end users during the month when maintenance windows are applied

Enterprise Services Issues – March '15

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1						

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

UIS PROJECT PORTFOLIO UPDATE

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
UNIVERSITY INFORMATION SYSTEMS

Project Name	Objective	% Complete	Projected End Date
Core 12 Projects			
Elevate: UIS Phase III of HCM/FIN Upgrade Project	Double Upgrade of both FIN and HR Systems allowing business offices to leverage new features and current functionality improving services and offerings to campuses. Other work includes: -Replacement of PeopleAdmin (Jobs at CU) with Taleo -Implementation of PeopleSoft Grants -Implementation of PeopleSoft Cash Management -Replacing the MyLeave application with Time Collection application	9%	11/2015
DARS Upgrade/uAchieve	Upgrade of DARS 3.5 to uAchieve 4.0. This project, which is a re-platform effort, will allow this service to stay up-to-date from a maintenance perspective while providing improved functionality for campus users. One example: uAchieve will provide enhanced presentation and increased flexibility of Student and Staff Self-Service pages.	44%	10/2015
eCRM – UCB Student Advising (formerly named UIS Integration & Authentication Phase 1)	Phase 1 goal: Implementation of integrations and authentication to serve CU-Boulder Arts & Sciences CRM salesforce initiative for improving Student Success. Integrations with: Campus Solution, DARS, MDM. Authentication using PING to enable Single Sign On for: Campus Solutions, DARS, and Document Management	85%	~~2/2015*~~ 5/2015 *Due to joint decision by Program Team, this project is currently rescheduled for a UCB Go-Live of 5/4

Project Name	Objective	% Complete	Projected End Date
eCRM - eCommunications	To support the University Communications project replacing current legacy system, Harris Connect, with SalesForce. UIS scope for the project includes integrations and authentication. The project will aid in laying the foundation, thru bi-directional updates to source systems, for facilitating greater knowledge of constituents in CU systems as the enterprise CRM program continues to grow.	27%	6/2015
Campus Solutions PeopleTools 8.54 Upgrade	In order to stay within support by the vendor, UIS is upgrading the CS PeopleTools platform to 8.54. This also allows the foundation to be laid for beginning the project to upgrade the main Campus Solutions applications to 9.2	18%	6/2015
Network Segmentation	By adding additional segmentation and improving intrusion prevention systems, UIS is improving its data center network security decreasing risks of security incidents such as data breaches	41%	10/2015
HR Open Enrollment	UIS Support of the Employee Services Annual Open Enrollment Project which allows CU employees to choose benefit options or elect out of benefits as appropriate. The system will be online for end users April 27th through May 11th of 2015. UIS role involves system configuration changes as requested, interface builds, and integration support through mid-June.	19%	6/2015

Project Name	Objective	% Complete	Projected End Date
Flex Projects			
eRA Boulder Proposal Tracking	Implementation of new InfoEd electronic Research Administration application to support proposal and award processes in a standardized manner.	88%	~~3/2015~~ 5/2015 *The customer will decide when campus go-live is to occur based on a number of decisions to still be made. This project has moved into the Flex Project category allowing UIS to continue to support the customer requests of this project but also move forward with other Campus related Core 12 initiatives
Secure Enterprise Search (SES) Implementation	Provide ability to search enterprise information within Campus Solutions, and CRM.	87%	~~2/2015~~ ~~3/2015~~ 4/2015* *UIS re-baselined this project now that resources are available to work the tasks.
Collaboration and Knowledge Sharing Upgrade for SharePoint	Upgrade of SharePoint application utilized by CU System. Implementation of site Governance structure, enhanced functionality, and new support model to meet departmental needs and enable successful adoption.	76%	8/2015
UCD & UCB Mobile Project	Leverage new Oracle mobile functionality within Campus Solution bundles to implement a delivered native mobile solution for CU students for IOS and Android devices.	87%	4/2015* *UCB announced on 3/31 the campus would delay the roll-out until further notice due to changes in registration occurring over the summer. UCB has been removed from scope of the Go Live.

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

Project Name	Objective	% Complete	Projected End Date
OIM Phase 1	Two goals: -Replacement of the current HR/FIN request form provisioning process with a process managed by OIM 11g. Value: Provisioning of application roles to HR/FIN becomes automated after appropriate approvals are received saving resource. 1582 request forms currently processed manually per year. -Laying the technological foundation for use of OIM by other UIS applications	75%	~~4/2015~~ 5/2015* Due to discussions with campus Security Coordinators and the desire to extend their testing period, UIS is moving the go-live date back by one week to accommodate a longer UAT window.
Active Directory Design	The AD consolidation project will result in a streamlined Active Directory structure of which the chief technical goal is the migration from 5 domains to 1. From a business perspective this will create efficiencies in operational expenses and will also allow UIS to more easily provide new and updated services to both our campus partners as well as our colleagues within System Administration.	15%	10/2015* *The technical foundation will be complete by 6/2015. UIS will work with Application partners to identify appropriate time periods to migrate after that date. We aim to complete application migration work by 10/2015 recognizing this is subject to business cycles.

IT GOVERNANCE | APRIL 2015

ERA PROJECTS UPDATE

University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

eRA Project Status

Project	Status
Proposal Development (Denver)	• Expanding submissions to DoD and other Federal agencies • Continuous Improvement projects in queue • New routing scheme • "Friendly" Dept Names (for NIH rankings) • Alerts for EHS and other regulatory offices early in proposal cycle
Proposal Tracking (Denver)	• Steady state
Proposal Tracking (Boulder)	• Data being validated by users • Expected go-live week of 5/4 with backup date of 5/11
Human Subjects (Denver)	• Two major issues identified • Vendor provided solutions moving into PROD 4/22
Human Subjects (Boulder)	• Steady state

eRA Project Status

Project	Status
Conflict of Interest (Denver)	• New disclosure period set to begin in mid-August • Meetings planning for disclosure period have begun
Document Management	• Development complete • Discovered issues in current release that still keeps from moving into production
Financial Tracking	• 8.4 integration ready for go-live • Meeting with Fin9.2 to collaborate on specifications • Environment ready for Fin9.2 testing week of 4/23
Data Warehouse	• Steady state
Release Planning	• Assessing v15 upgrade timeline options

University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
UNIVERSITY INFORMATION SYSTEMS