UIS Monthly Update | August 2015

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UNIVERSITY INFORMATION SYSTEMS

UIS August 2015

- Enterprise Services Update

- Projects Update

- eRA Updates

ENTERPRISE SERVICES UPDATE

Enterprise Services Issues – July '15

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	7/26	Extended production maintenance window due to Portal slowness (3 hours)	The CU Connections applet, hosted by CU Boulder, was offline – this caused the Portal landing page to spin.	UIS removed the CU Connections applet from the Portal landing page	The CU Connections applet is still removed from the Portal landing page – discussions ongoing between UIS and CU Boulder portal teams	No

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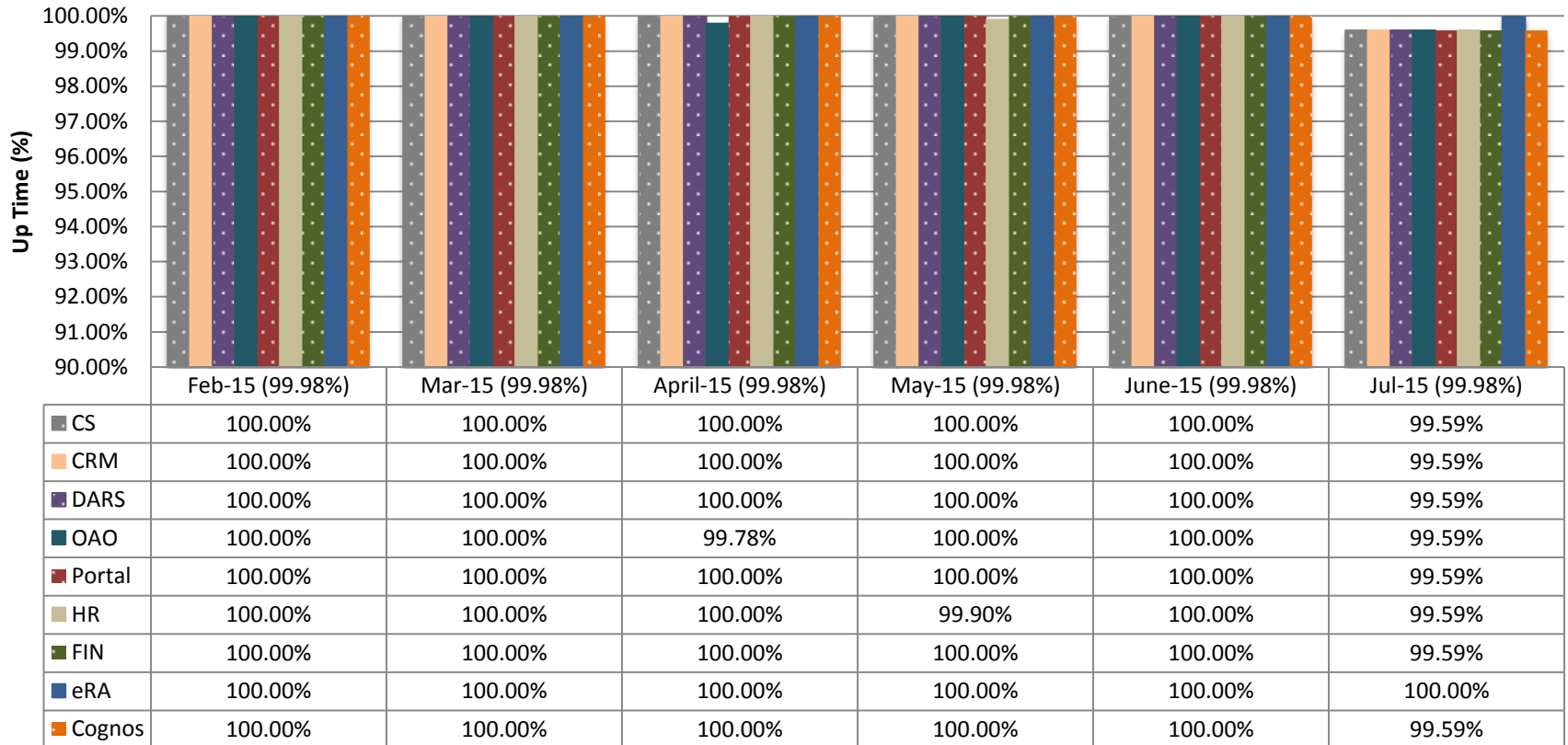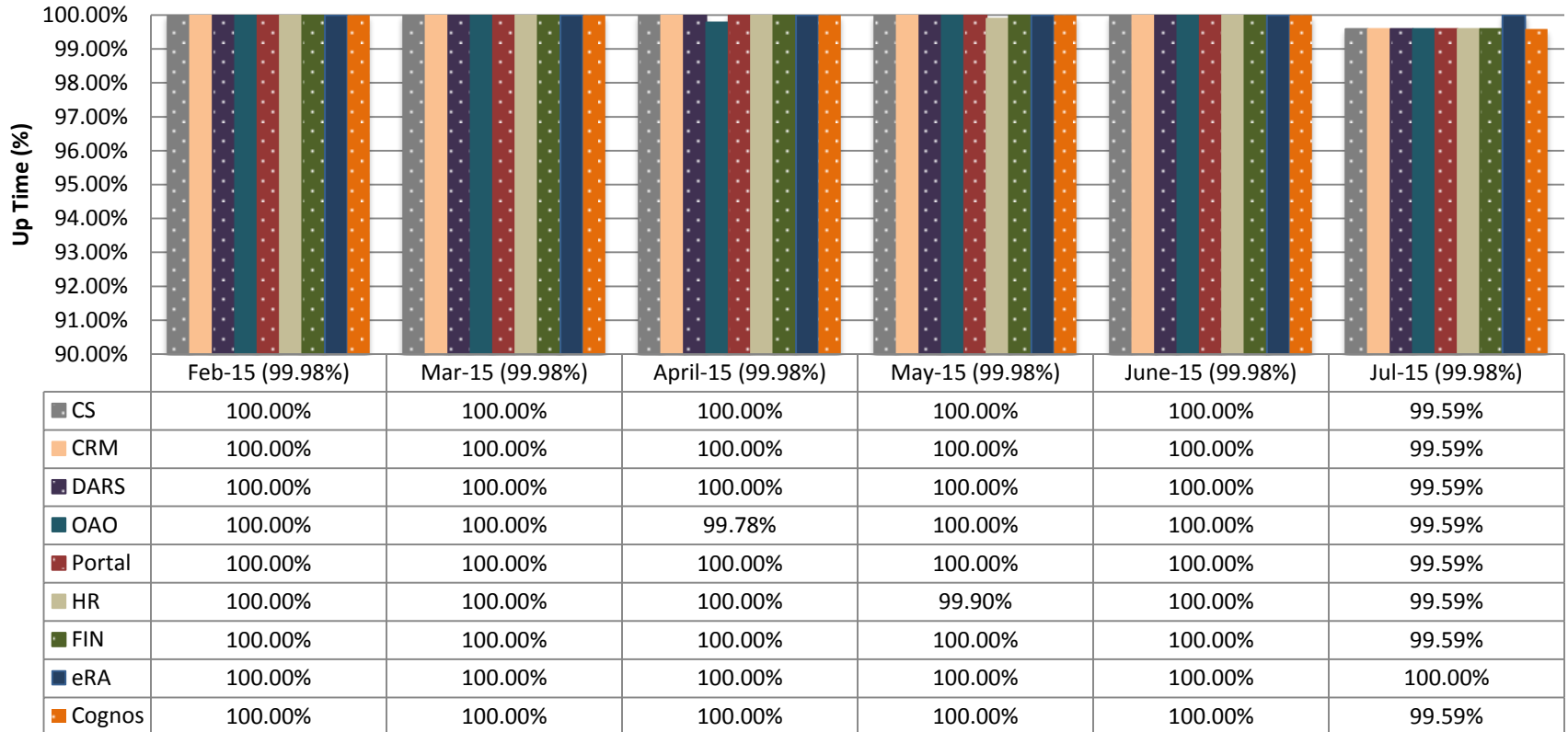**UNIVERSITY INFORMATION SYSTEMS**

Enterprise Services Reliability to End Users

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

	Feb-15 (99.98%)	Mar-15 (99.98%)	April-15 (99.98%)	May-15 (99.98%)	June-15 (99.98%)	Jul-15 (99.98%)
CS	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
CRM	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
DARS	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
OAO	100.00%	100.00%	99.78%	100.00%	100.00%	99.59%
Portal	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
HR	100.00%	100.00%	100.00%	99.90%	100.00%	99.59%
FIN	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cognos	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%

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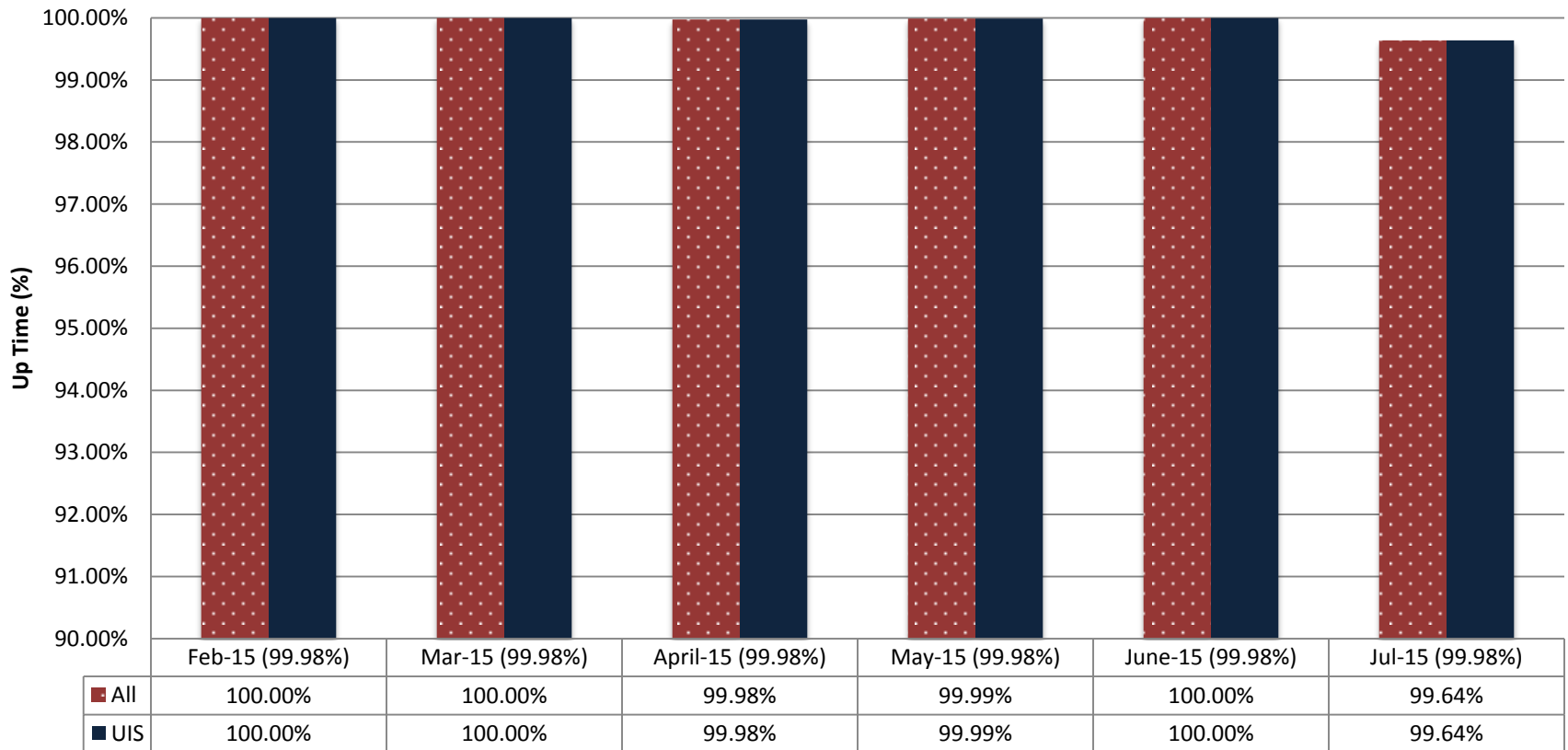
Enterprise Services Reliability to End Users

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

	Feb-15 (99.98%)	Mar-15 (99.98%)	April-15 (99.98%)	May-15 (99.98%)	June-15 (99.98%)	Jul-15 (99.98%)
CS	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
CRM	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%
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eRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cognos	100.00%	100.00%	100.00%	100.00%	100.00%	99.59%

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

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Enterprise Services Reliability to End Users

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

	Feb-15 (99.98%)	Mar-15 (99.98%)	April-15 (99.98%)	May-15 (99.98%)	June-15 (99.98%)	Jul-15 (99.98%)
■ All	100.00%	100.00%	99.98%	99.99%	100.00%	99.64%
■ UIS	100.00%	100.00%	99.98%	99.99%	100.00%	99.64%

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

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IT GOVERNANCE | AUGUST 2015

UIS PROJECT PORTFOLIO UPDATE

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	51%	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.	65%	~~10/2015*~~ 2/2016 *In a joint decision with the campus DATC managers, the due date for this project was moved to the next available business cycle window of February. This allows for more testing time by campuses to thoroughly vet the new application.
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.	67%	~~7/2015~~ ~~8/2015~~ 11/2015 *In a joint decision with eCommunications and the CoE, UIS decided to expand scope and to perform a second migration to Stage to ensure data quality and a smoother migration to Production to support go-live. This resulted in an extended timeline.

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Project Name	Objective	% Complete	Projected End Date
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	68%	~~10/2015~~ 2/2016* *In order to reduce risk to Elevate, the application moves to the new network will occur post Elevate Go Live.
Fall 2015 Startup	Ensure, thru a series of tasks and tests, Campuses can perform normal day-to-day operations while enterprise systems process heavy load during semester start up.	90%	8/2015
Admissions System Implementation	Replace current online application, OAO, with a modern, user-friendly admissions system allowing for a more seamless application experience. This supports the overarching goal of improving an applicant's first impression of the University of Colorado. Other improvements include but are not limited to: reporting, analytics, user interface, and user-configuration.	6%	11/2015* *This date represents a UIS soft go-live. The campuses planned go-live is currently forecasted for 3/2015

Project Name	Objective	% Complete	Projected End Date
Flex Projects			
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.	94%	~~8/2015*~~ 10/2015 *UIS has moved the migration dates for various System departments, upon their request, to better fit with their business cycles. UIS also added different Systems groups to the timeline(added scope) who previously had not utilized SharePoint. These additions extended the timeline by 2 months.
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.	44%	10/2015* *The technical foundation was completed 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.
Portal – Denver Delegated IdP	Sets the stage to create a consistent authentication experience for Denver users. Will create a portable session that can be used with the Portal as well as other service such as Office365 and Canvas in the future. Replaces LDAP based PingFederate authentication with delegated IdP proxy via Ping to Denver's new Oracle Identity Federation IdP for authentication.	85%	~~7/2015~~ 9/2015 * This project was unable to go live during the UCD/UIS maintenance window in July. In conjunction with UCD, UIS scheduled an additional maintenance window in September to support go-live

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ERA PROJECTS UPDATE

eRA Project Status

Project	Status
Proposal Development (Denver)	• Steady State
Proposal Tracking (Denver)	• Steady state • Preparing for master/child deployment to coincide with Fin9.2 upgrade • Testing integration of eRA and Fin9.2 integration
Proposal Tracking (Boulder)	• See last slide
Human Subjects (Denver)	• Received hand patches for 2 long outstanding issues (2008/2009) but will hold until initial CoI disclosure period is completed
Human Subjects (Boulder)	• Steady state

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eRA Project Status

Project	Status
Conflict of Interest (Denver)	• Disclosure period has begun, close to 3000 disclosures to date • Several issues identified in communications, working with vendor to resolve
Document Management	• Development complete • Received handpatches we were waiting for to deploy this but these wont be deployed until September/October timeframe
Financial Tracking	• Mod requirements are completed • Mod Design in progress • Boulder UCB new award build in progress, Denver testing
Data Warehouse	• New reports for Boulder published and in use • Steady state
Release Planning	• UIS is recommending taking 807.02 release since v15 wont be released until 12/15 • Point release is fastest way off issue plagued current version

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eRA Project Status

Project	Status

Proposal Tracking (Boulder)	**Background**
	• Top 17 system issues provided to InfoEd for resolution on 8/11
	    • These included UCB and UCD issues.
	    • InfoEd added Est. Completion Dates to the Top 17 issues list
	• Daily calls with InfoEd were scheduled to monitor progress
	
	Current State
	• 29% (5/17) of the issues were closed by Aug-19
	• Additional releases coming to complete the Top 17 issues:
	    • Aug 26th
	    • Sept 9th
	    • Sept 23rd (Top 17 complete)
	• Onsite visit with InfoEd was held Aug-24 with Stakeholders to discuss issues
	• Updates are now managed via ITEMS and weekly calls with InfoEd
	• UIS eRA presence onsite at UCB to help with grants backlog