UIS Monthly Update | December 2014

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12/19/2014

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UIS November 2014

- Enterprise Services Update

- Projects Update

- eRA Updates

IT GOVERNANCE | DECEMBER 2014

ENTERPRISE SERVICES UPDATE

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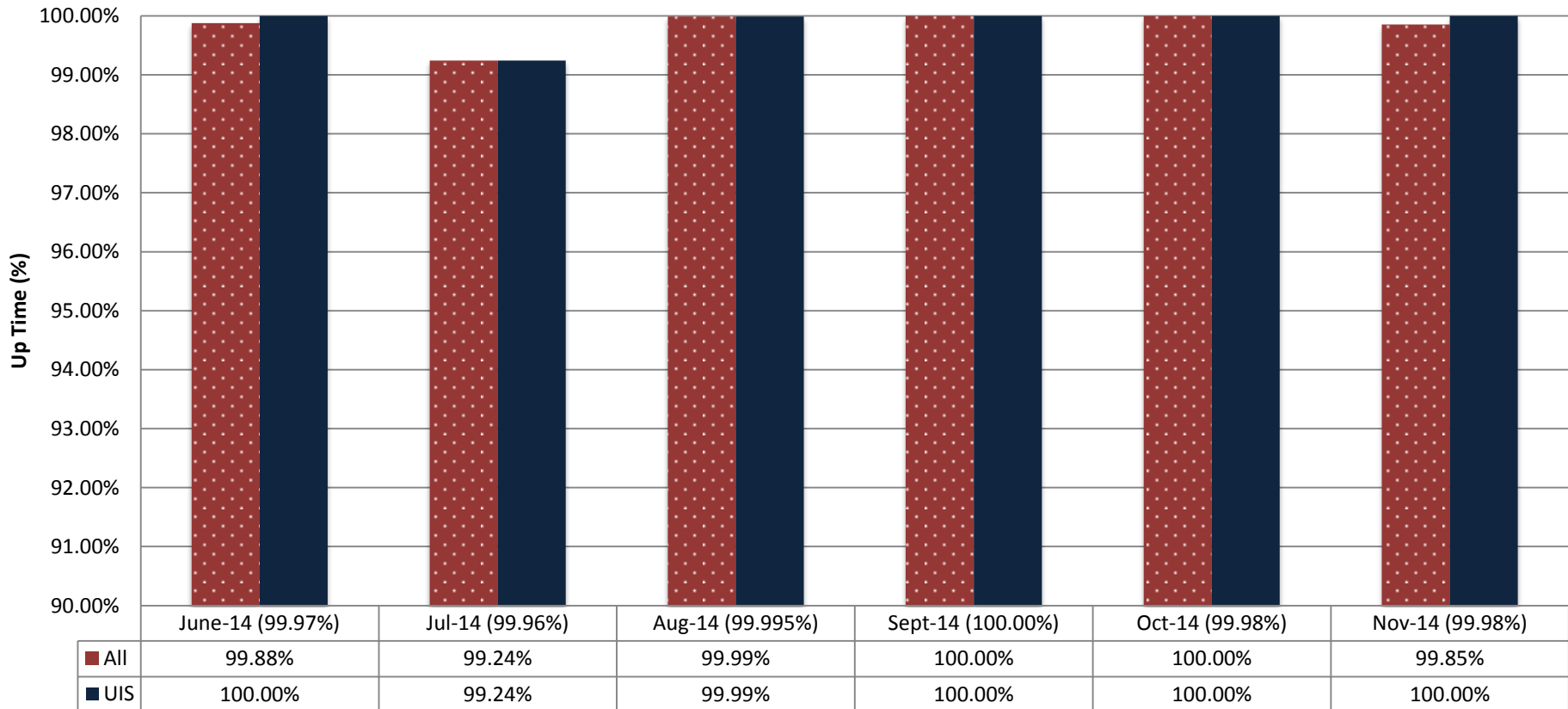
Enterprise Services Issues – November '14

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	11/13	Emergency Windows patch applied to eRA and DARS (3 hours 14 minutes)	MS released a patch addressing a critical security vulnerability, impacting eRA and DARS	Windows patch was applied	N/A	N/A
2	11/20	Emergency Windows patch applied to eRA and DARS (1 hour 27 minutes)	MS released a patch addressing a critical security vulnerability, impacting eRA and DARS	Windows patch was applied	N/A	N/A

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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

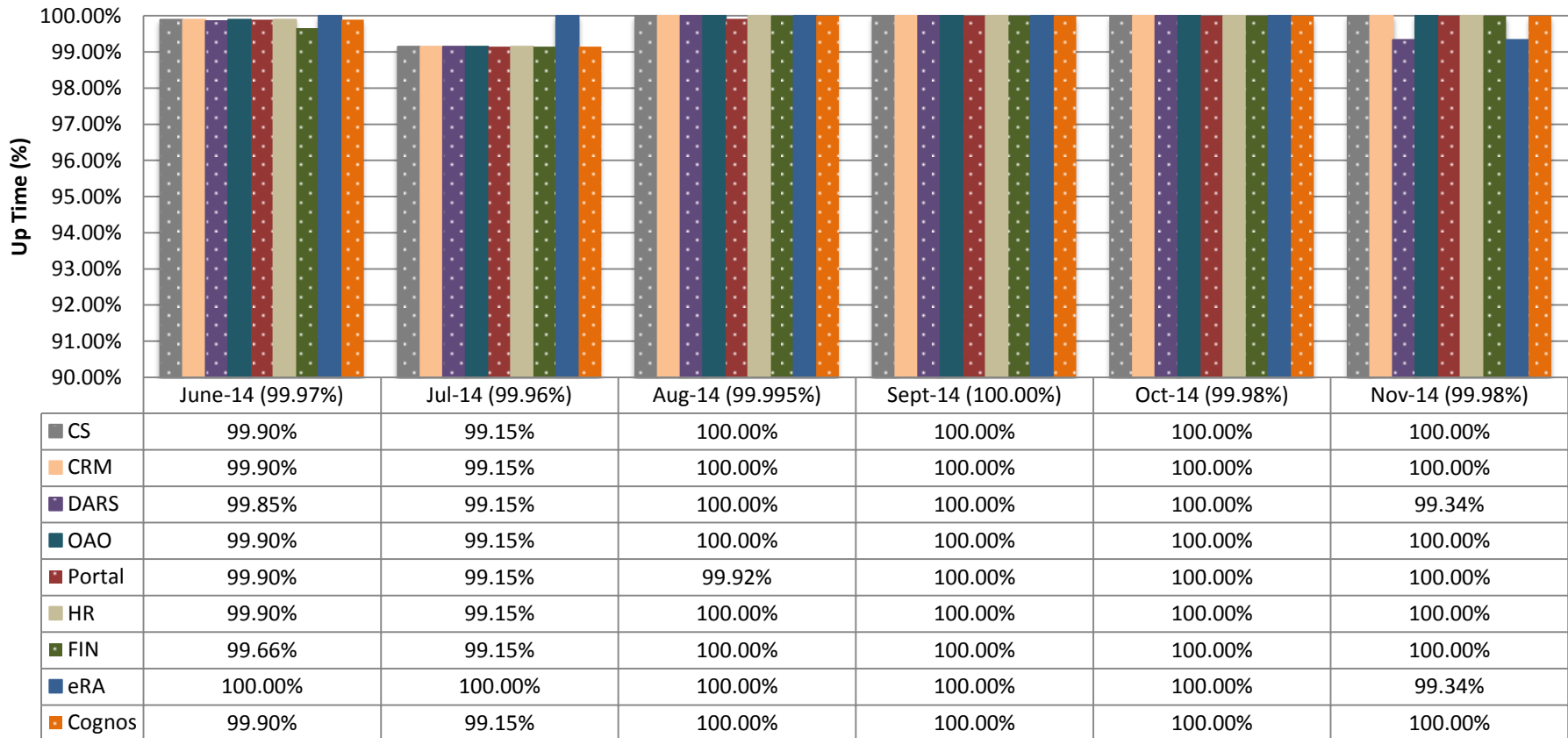|	June-14 (99.97%)	Jul-14 (99.96%)	Aug-14 (99.995%)	Sept-14 (100.00%)	Oct-14 (99.98%)	Nov-14 (99.98%)
All	99.88%	99.24%	99.99%	100.00%	100.00%	99.85%
UIS	100.00%	99.24%	99.99%	100.00%	100.00%	100.00%

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 Windows

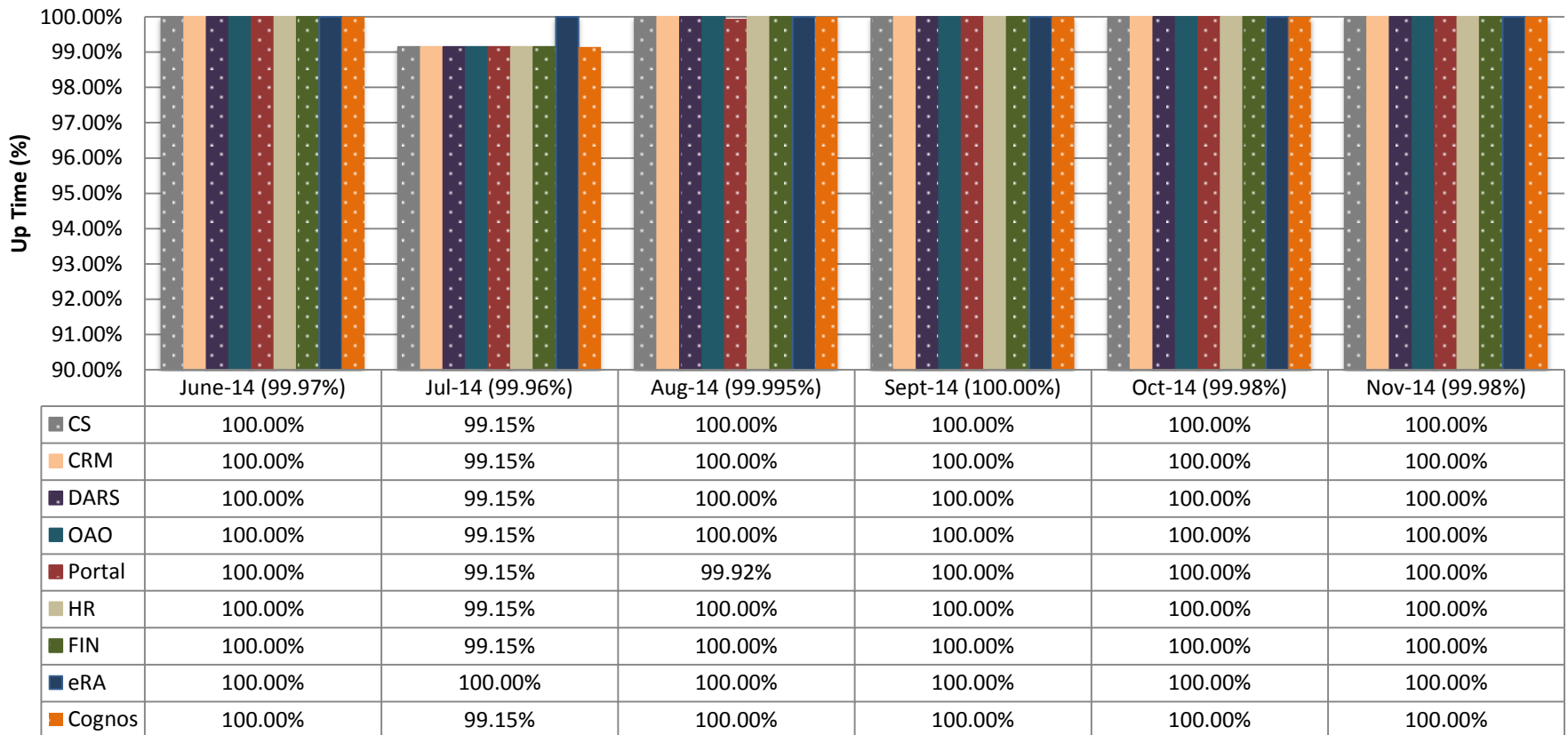|	June-14 (99.97%)	Jul-14 (99.96%)	Aug-14 (99.995%)	Sept-14 (100.00%)	Oct-14 (99.98%)	Nov-14 (99.98%)
CS	99.90%	99.15%	100.00%	100.00%	100.00%	100.00%
CRM	99.90%	99.15%	100.00%	100.00%	100.00%	100.00%
DARS	99.85%	99.15%	100.00%	100.00%	100.00%	99.34%
OAO	99.90%	99.15%	100.00%	100.00%	100.00%	100.00%
Portal	99.90%	99.15%	99.92%	100.00%	100.00%	100.00%
HR	99.90%	99.15%	100.00%	100.00%	100.00%	100.00%
FIN	99.66%	99.15%	100.00%	100.00%	100.00%	100.00%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	99.34%
Cognos	99.90%	99.15%	100.00%	100.00%	100.00%	100.00%

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

	June-14 (99.97%)	Jul-14 (99.96%)	Aug-14 (99.995%)	Sept-14 (100.00%)	Oct-14 (99.98%)	Nov-14 (99.98%)
CS	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
CRM	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
DARS	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
OAO	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
Portal	100.00%	99.15%	99.92%	100.00%	100.00%	100.00%
HR	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
FIN	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cognos	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%

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

UIS PROJECT PORTFOLIO UPDATE

Project Name	Objective	% Complete	Projected End Date
Core 12 Projects			
Campus Solutions Bundle 35	Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features.	100%	12/2014
Spring 2015 Start Up	Recurring project to evaluate, prep, load test, and ready enterprise systems for January start of classes	45%	1/2015
Elevate: UIS Phase II of HCM/FIN Upgrade Project	Defining designs and related technical tasks following the fit gap performed by both Employee Services and Finance in phase 1. Delivery of Test Move 1 Environments to ES and FIN	41%	2/2015
eRA Boulder Proposal Tracking	Implementation of new InfoEd electronic Research Administration application to support proposal and award processes in a standardized manner.	60%	~~11/2014~~ ~~12/2014~~ 3/2015* *Due to level of effort surrounding the data conversion tasks and the workflow issues encountered, this project's tasks and due date have been revised with customer approval.
Service Tool Phase 1	Implementation of a single tool for IT Service Management – which will include multiple phases. Replace current incident and service request tools utilized by UIS: Supportworks, JIRA, and Trakker.	61%	~~2/2015~~ 1/2015

Project Name	Objective	% Complete	Projected End Date
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.	21%	10/2015
Portal PeopleSoft Tools Upgrade 8.54	While this project upgrades the Portal from 8.53 to 8.54, it also will aid in standardizing portal development and maintenance across UIS, UCD and UCCS resulting in the ability to deliver new portal functionality quickly to students. This is also needed for future tools upgrade for other PeopleSoft applications planned in calendar year 2015	57%	3/2015
eCRM – 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	25%	2/2015* *This is the go-live into Production for the UIS aspect of the larger UCB project. UCB go-live is 3/9/2015

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Project Name	Objective	% Complete	Projected End Date
Flex Projects			
Project Tool	Implementation of a Project and Portfolio Management tool creating efficiencies around managing projects, resources, and the UIS Portfolio.	100%	~~10/2014~~ 11/2014* *After research into delivered reports, UIS has ordered custom reports to meet resource management business needs upon go-live of using this product. This dependency shifted the go-live date based on vendor development time.
eRA Document Management Integration	Integrate a document management system into the current eRA software. Need created by massive files in IRB offices at both UCB and UCD.	85%	~~4/2014~~ ~~6/2014~~ ~~9/2014~~ ~~10/2014~~ ~~11/2014~~ ~~12/2014~~ 1/2015* *DMS has been tied to the upgrade to 13e which went live on 12/15. However due to added requirements and the related testing and signoff, go-live has been moved to January for this project
Secure Enterprise Search (SES) Implementation	Provide ability to search enterprise information within Campus Solutions, and CRM.	29%	~~2/2015~~ ~~3/2015~~ 5/2015* *UIS re-baselined this project now that resources are available to work the tasks.
Nelnet Payment Plan	Implementation of Nelnet's payment plan solution to replace CS payment plans. Campus staff time who spend time fielding complaints on payment plans should see a decrease as a result of this change.	80%	12/2014

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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.	32%	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.	21%	4/2015

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ERA PROJECTS UPDATE

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eRA Project Status

Project	Status
Proposal Development (Denver)	• New release of 13e will allow compliance with additional sponsors requirements for submissions • Over $700M Competitive Federal submissions in CY2014
Proposal Tracking (Denver)	• Steady state • In Development – Interface to PS 8.4
Proposal Tracking (Boulder)	• Data being loaded into staging tables for load into eRA week of 12/19/14 • Reports for CIW has begun • Ready for deployment, 3/2015
Human Subjects (Denver)	• DMS specification locked • Steady state
Human Subjects (Boulder)	• Steady state

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eRA Project Status

Project	Status
Conflict of Interest (Denver)	• Disclosure ended • Steady state
Document Management	• DMS has been tied to the 13e upgrade since 7/2014 • Expanded scope has delayed deployment until 1/2015 • Soft rollout is at Drs Capell and Dunnes discretion
Financial Tracking	• In Progress • Full testing began 12/10/14 • Using the CI loader to integrate
Data Warehouse	• Steady state
Release Planning	• V13e went live on 12/15/14

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