# UIS Monthly Update | February 2015

Scott Munson

2/20/2015

University of Colorado

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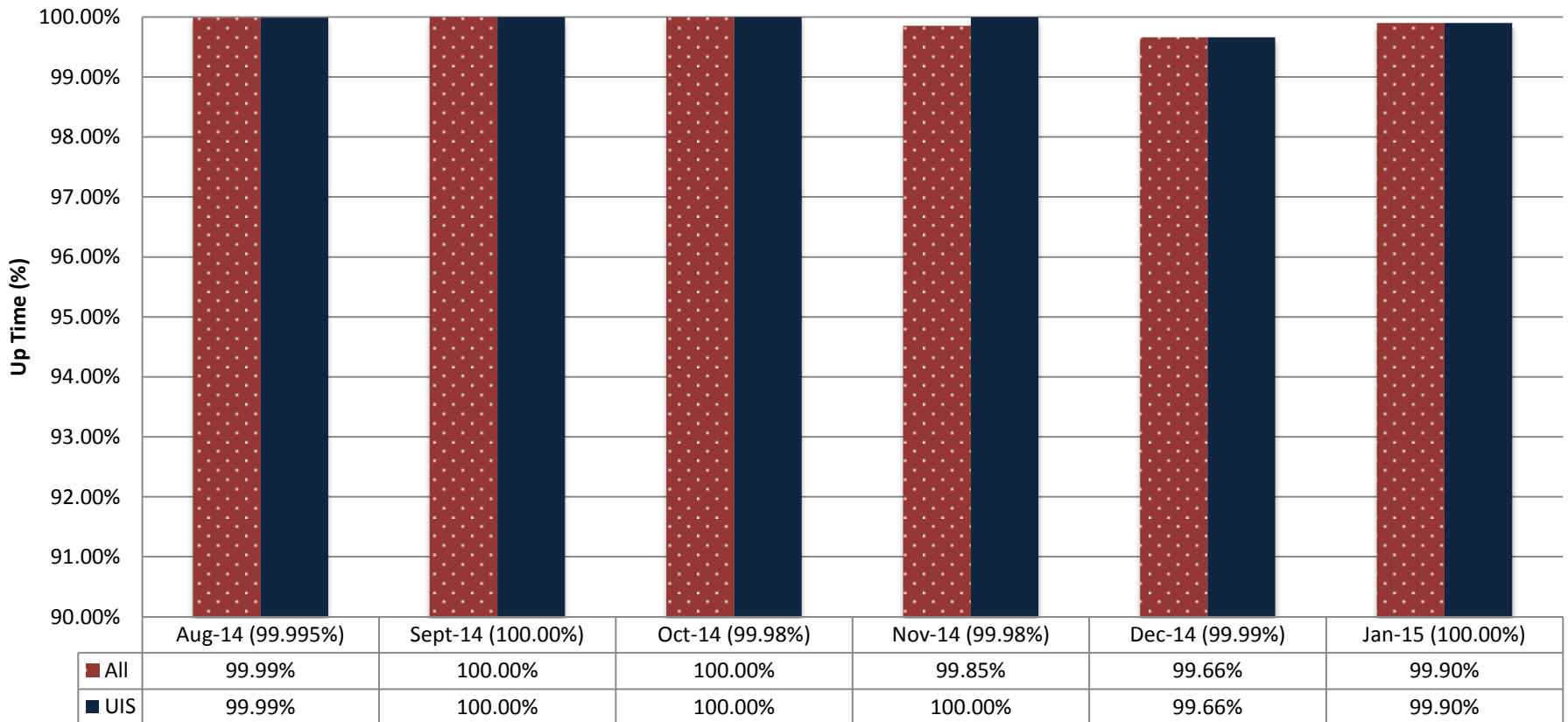**UNIVERSITY INFORMATION SYSTEMS**

# UIS February 2015

- Enterprise Services Update

- Projects Update

- eRA Updates

# ENTERPRISE SERVICES UPDATE

# Enterprise Services Issues – January '15

*Service impact less than 30 minutes unless noted*

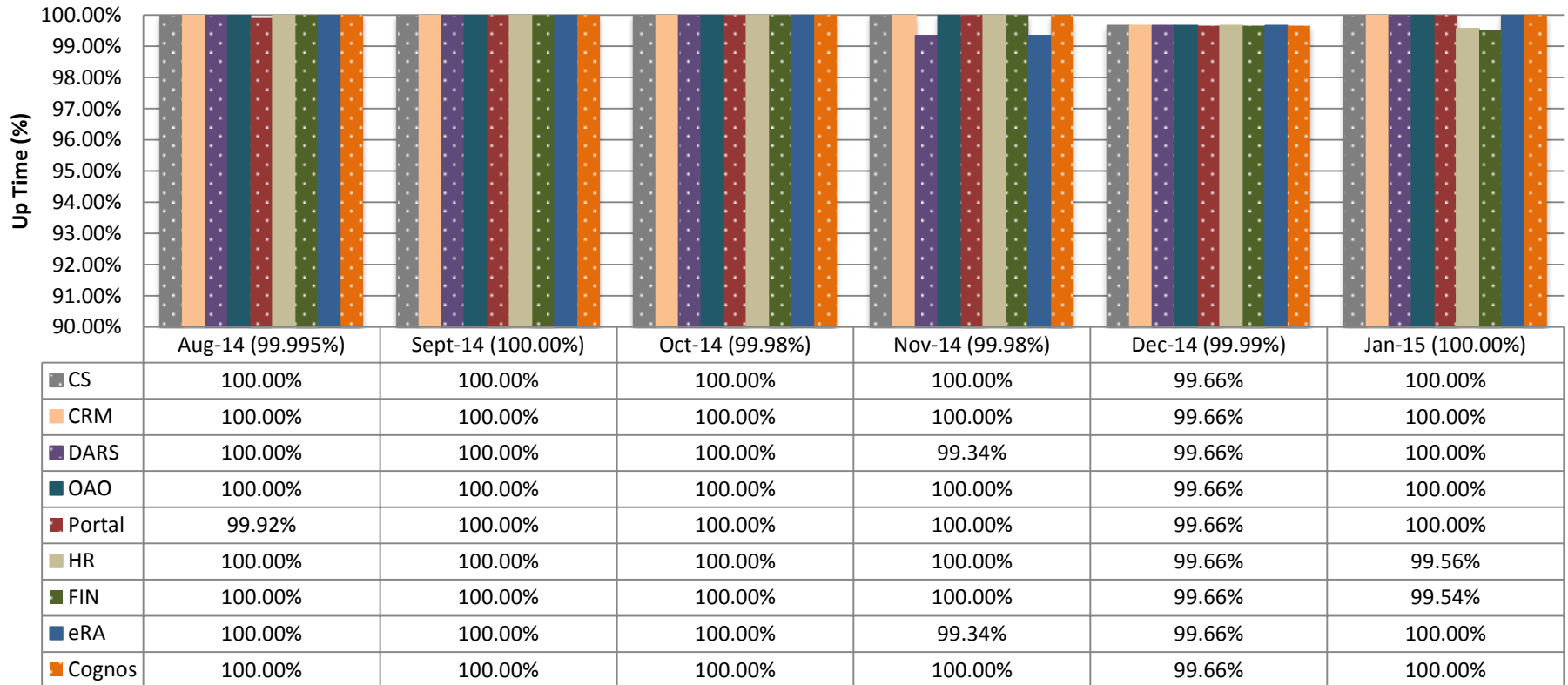| | Date | Issue | Root Cause | Resolution | Mitigation | Seen Before |
|---|---|---|---|---|---|---|
| 1 | 1/6 | FIN and HCM impact | This was an earlier occurrence of the 1/15 issue | Troubleshooting continued through the following week but symptom did not repeat itself. Resolution came on 1/15. | Additional monitoring | No |
| 2 | 1/15 | FIN and HCM impact (3 hours) | An HCM process became stuck, causing a slow down in data flow between services | Adjusted service timeouts b/w server and database | Additional monitoring | Yes |

# Enterprise Services Reliability to End Users

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



| | Aug-14 (99.995%) | Sept-14 (100.00%) | Oct-14 (99.98%) | Nov-14 (99.98%) | Dec-14 (99.99%) | Jan-15 (100.00%) |
|---|---|---|---|---|---|---|
| All | 99.99% | 100.00% | 100.00% | 99.85% | 99.66% | 99.90% |
| UIS | 99.99% | 100.00% | 100.00% | 100.00% | 99.66% | 99.90% |

1. Percentages in parentheses represent % services available to end users during the month when maintenance windows are applied
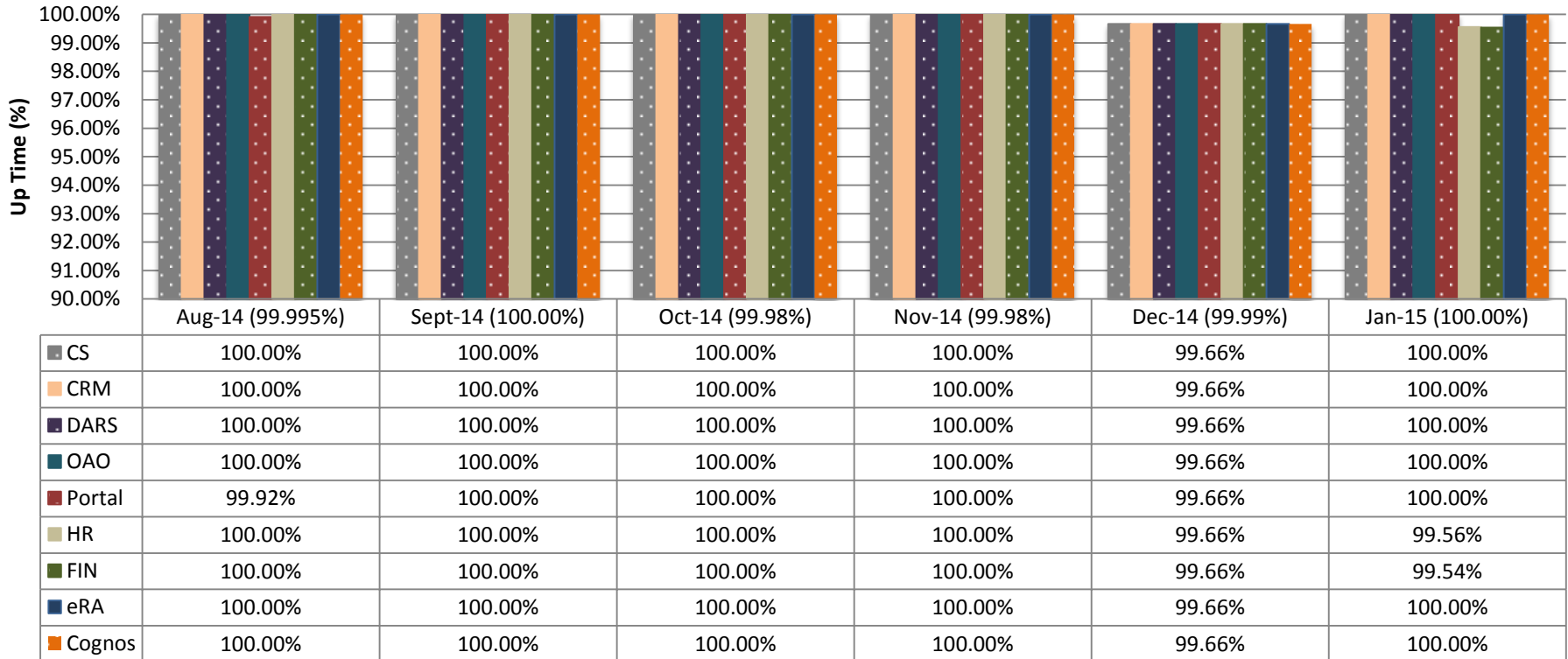
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|---|---|---|---|---|---|---|
| CS | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 100.00% |
| CRM | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 100.00% |
| DARS | 100.00% | 100.00% | 100.00% | 99.34% | 99.66% | 100.00% |
| OAO | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 100.00% |
| Portal | 99.92% | 100.00% | 100.00% | 100.00% | 99.66% | 100.00% |
| HR | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 99.56% |
| FIN | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 99.54% |
| eRA | 100.00% | 100.00% | 100.00% | 99.34% | 99.66% | 100.00% |
| Cognos | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 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**

| | Aug-14 (99.995%) | Sept-14 (100.00%) | Oct-14 (99.98%) | Nov-14 (99.98%) | Dec-14 (99.99%) | Jan-15 (100.00%) |
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| FIN | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 99.54% |
| eRA | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 100.00% |
| Cognos | 100.00% | 100.00% | 100.00% | 100.00% | 99.66% | 100.00% |

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# UIS PROJECT PORTFOLIO UPDATE

| Project Name | Objective | % Complete | Projected End Date |
|---|---|---|---|
| Core 12 Projects | | | |
| Spring 2015 Start Up | Recurring project to evaluate, prep, load test, and ready enterprise systems for January start of classes | 100% | 1/2015 |
| Service Tool Phase 1 | Implementation of a single tool for IT Service Management – which will include multiple phases.<br>Replace current incident and service request tools utilized by UIS: Supportworks, JIRA, and Trakker. | 100% | ~~2/2015~~<br>1/2015 |
| Campus Solutions Bundle 36 | Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features. | 50% | 3/2015 |
| 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 | 85% | 2/2015 |
| eRA Boulder Proposal Tracking | Implementation of new InfoEd electronic Research Administration application to support proposal and award processes in a standardized manner. | 77% | ~~11/2014~~<br>~~12/2014~~<br>3/2015*<br>*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. |

| 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. | 30% | 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 | 67% | 3/2015 |
| 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 | 66% | ~~2/2015*~~ 3/2015<br><br>*Due to a firewall vendor fix needed, all UIS technical deliverables for this project will now move into production in March<br><br>UCB Go-Live is 5/4 |

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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 | 3% | 10/2015 |
| **Flex Projects** | | | |
| 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. | 100%* <br><br> *UIS has completed the scope of work for the technical go-live <br><br> Campuses are deciding when they are ready for it to be moved and turned on within production | 1/2015* <br><br> *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 |
| Secure Enterprise Search (SES) Implementation | Provide ability to search enterprise information within Campus Solutions, and CRM. | 34% | ~~2/2015~~ ~~3/2015~~ 5/2015* <br><br> *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. | 64% | 8/2015 |

| Project Name | Objective | % Complete | Projected End Date |
|---|---|---|---|
| **Flex Projects** | | | |
| 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. | 40% | 4/2015 |
| OIM Phase 1 | Three 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 | 35% | 4/2015 |
| 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. | 3% | 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. |

# ERA PROJECTS UPDATE

# eRA Project Status

| Project | Status |
|---------|--------|
| Proposal Development (Denver) | • Submitted over $120M for NIH 2/5 deadline |
| Proposal Tracking (Denver) | • Steady state<br>• New routing scheme to enter testing w/e 3 |
| Proposal Tracking (Boulder) | • Data conversion in validation by users<br>• QA and training have begun<br>• 2 major reports completed<br>• Configuring PROD environment for deployment |
| Human Subjects (Denver) | • Steady state<br>• Still working on outstanding issues from upgrade |
| Human Subjects (Boulder) | • Steady state |

# eRA Project Status

| Project | Status |
|---------|--------|
| Conflict of Interest (Denver) | • Steady state |
| Document Management | • Development complete<br>• Soft rollout is at Dr Capell and Dr Dunne's discretion; most likely March 2015 |
| Financial Tracking | • In Progress<br>• 8.4 integration in unit testing<br>• Meeting with Fin Team for 9.2 integration |
| Data Warehouse | • Steady state<br>• Additional reports added to support UCB PT implementation |
| Release Planning | • Assessing v15 upgrade timeline options |