UIS Monthly Update | January 2015

Scott Munson

1/23/2015

University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

UIS January 2015

- Enterprise Services Update

- Projects Update

- eRA Updates

IT GOVERNANCE | JANUARY 2015

ENTERPRISE SERVICES UPDATE

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

UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Issues – December '14

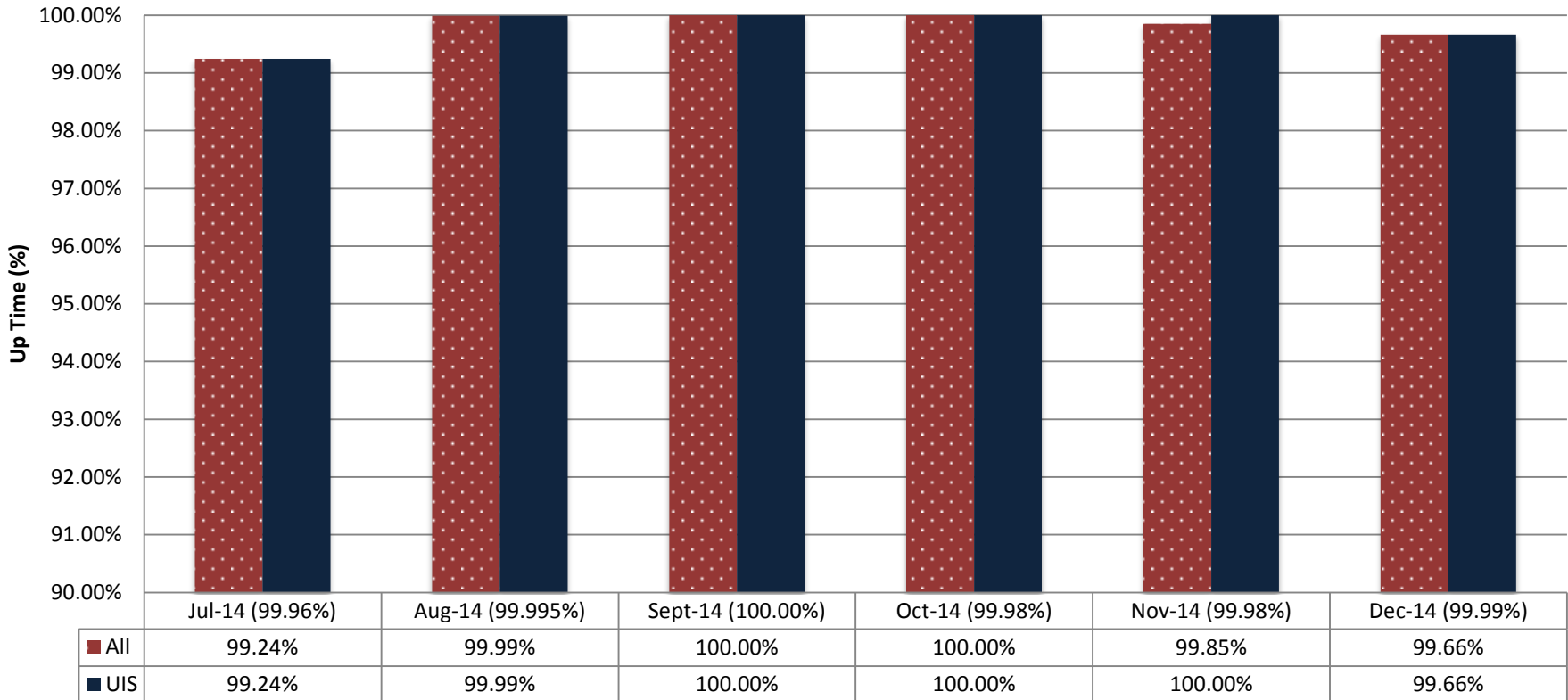*Service impact less than 30 minutes unless noted*

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	12/3	Production NAS cluster crash (2 hrs, 29 mins)	Single node crashed while secondary node was down for maintenance	Node was power cycled and services re-enabled	Additional nodes added	No

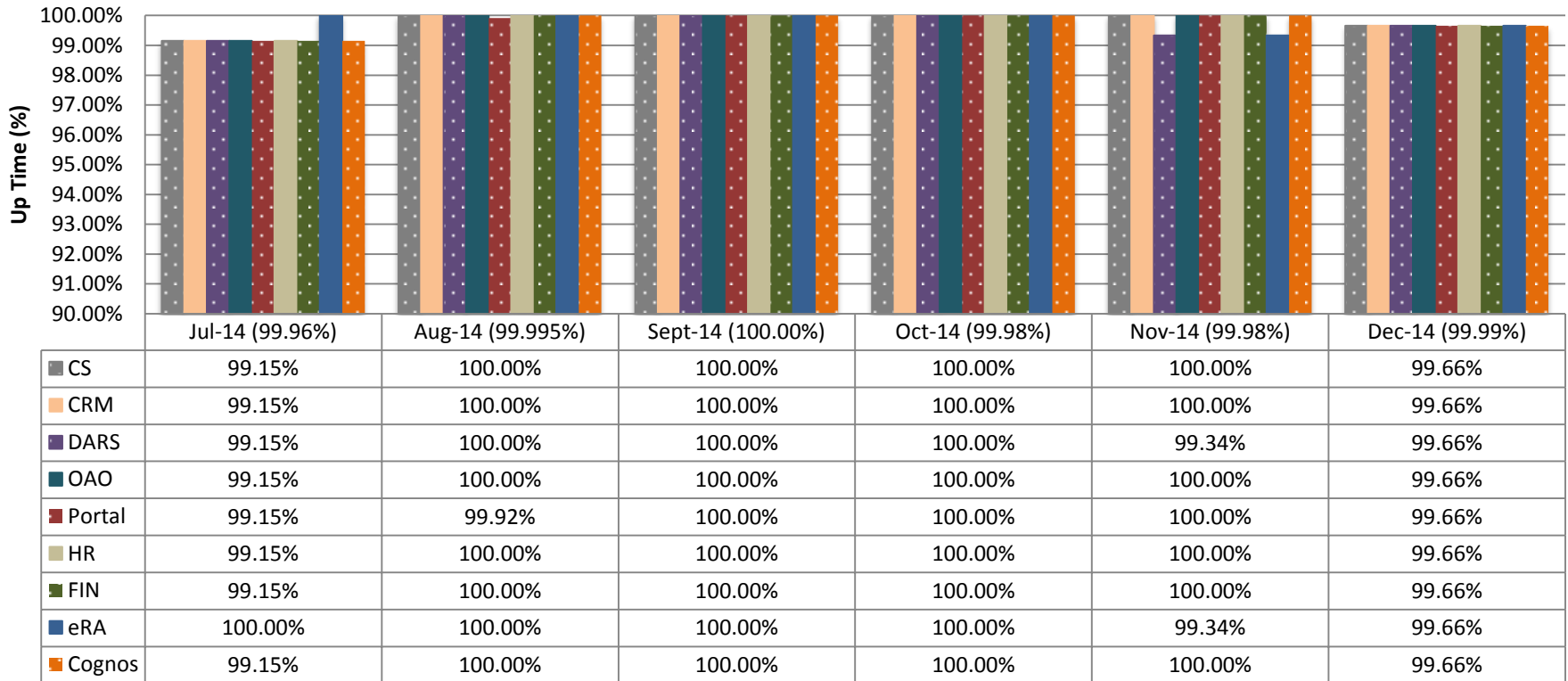# Enterprise Services Reliability to End Users

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

	Jul-14 (99.96%)	Aug-14 (99.995%)	Sept-14 (100.00%)	Oct-14 (99.98%)	Nov-14 (99.98%)	Dec-14 (99.99%)
All	99.24%	99.99%	100.00%	100.00%	99.85%	99.66%
UIS	99.24%	99.99%	100.00%	100.00%	100.00%	99.66%

Up Time (%)

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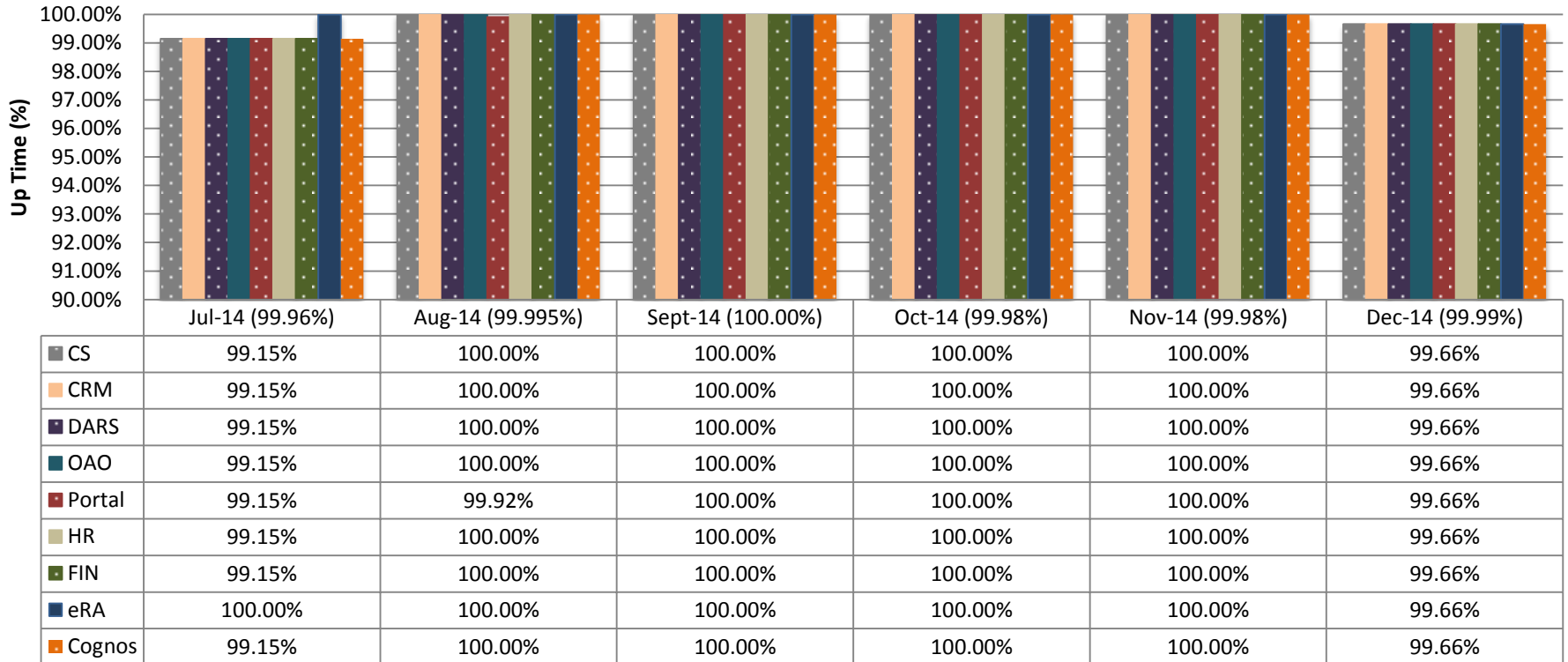
Enterprise Services Reliability to End Users

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

	Jul-14 (99.96%)	Aug-14 (99.995%)	Sept-14 (100.00%)	Oct-14 (99.98%)	Nov-14 (99.98%)	Dec-14 (99.99%)
CS	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
CRM	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
DARS	99.15%	100.00%	100.00%	100.00%	99.34%	99.66%
OAO	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
Portal	99.15%	99.92%	100.00%	100.00%	100.00%	99.66%
HR	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
FIN	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
eRA	100.00%	100.00%	100.00%	100.00%	99.34%	99.66%
Cognos	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%

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

	Jul-14 (99.96%)	Aug-14 (99.995%)	Sept-14 (100.00%)	Oct-14 (99.98%)	Nov-14 (99.98%)	Dec-14 (99.99%)
CS	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
CRM	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
DARS	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
OAO	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
Portal	99.15%	99.92%	100.00%	100.00%	100.00%	99.66%
HR	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
FIN	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	99.66%
Cognos	99.15%	100.00%	100.00%	100.00%	100.00%	99.66%

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

IT GOVERNANCE | JANUARY 2015

UIS PROJECT PORTFOLIO UPDATE

Project Name	Objective	% Complete	Projected End Date
Core 12 Projects			
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.	1%	3/8/2015
Spring 2015 Start Up	Recurring project to evaluate, prep, load test, and ready enterprise systems for January start of classes	95%	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	65%	2/2015
eRA Boulder Proposal Tracking	Implementation of new InfoEd electronic Research Administration application to support proposal and award processes in a standardized manner.	71%	~~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.	71%	~~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.	22%	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	60%	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	43%	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

Project Name	Objective	% Complete	Projected End Date
Flex Projects			
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.	100%	12/2014
Secure Enterprise Search (SES) Implementation	Provide ability to search enterprise information within Campus Solutions, and CRM.	31%	~~2/2015~~ ~~3/2015~~ 5/2015* *UIS re-baselined this project now that resources are available to work the tasks.
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.	94%	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, the "technical" go-live has been moved to January with the actual campus go live date at the customer's discretion.
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.	55%	8/2015

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

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.	33%	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. -Setting up password reset functionality for UIS Active Directory accounts. Value: Creating efficiencies by gaining back resource hours which are currently spent processing 1300 password resets occurring manually per year currently. -Laying the technological foundation for use of OIM by other UIS applications	15%	4/2015

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

IT GOVERNANCE | JANUARY 2015

ERA PROJECTS UPDATE

eRA Project Status

Project	Status
Proposal Development (Denver)	• Preparing for 2/5 NIH deadline • Over $750M Competitive Federal submissions in CY2014 • Approximately 85% of all Federal competitive proposals submitted via eRA S2S
Proposal Tracking (Denver)	• Steady state • Planning for new routing schemes and master/child relationships between initial submissions and competing performance periods
Proposal Tracking (Boulder)	• Data conversion success rates approaching 95% • QA and training schedule drafted • 2 major reports completed • Ready for deployment, March 2015
Human Subjects (Denver)	• Working with vendor to resolve outstanding issues from 13e
Human Subjects (Boulder)	• Steady state

eRA Project Status

Project	Status
Conflict of Interest (Denver)	• Disclosure ended • Steady state
Document Management	• DMS has been tied to the 13e upgrade since July 2014 • Additional testing planned for week of 1/20 • Soft rollout is at Dr. Capell and Dr. Dunne's discretion; most likely March 2015
Financial Tracking	• In Progress • 8.4 integration in final stages of development • Meeting with Fin Team for 9.2 integration
Data Warehouse	• Steady state
Release Planning	• Hoping to bring v15 in-house in early summer

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

UNIVERSITY INFORMATION SYSTEMS