IT Governance

UIS Monthly Update | July 2015

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7/20/2015

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UIS July 2015

- Enterprise Services Update

- Projects Update

- eRA Updates

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ENTERPRISE SERVICES UPDATE

Enterprise Services Reliability to End Users

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

	Jan-15 (100.00%)	Feb-15 (99.98%)	Mar-15 (99.98%)	April-15 (99.98%)	May-15 (99.98%)	June-15 (99.98%)
CS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CRM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
OAO	100.00%	100.00%	100.00%	99.78%	100.00%	100.00%
Portal	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
HR	99.56%	100.00%	100.00%	100.00%	99.90%	100.00%
FIN	99.54%	100.00%	100.00%	100.00%	100.00%	100.00%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cognos	100.00%	100.00%	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
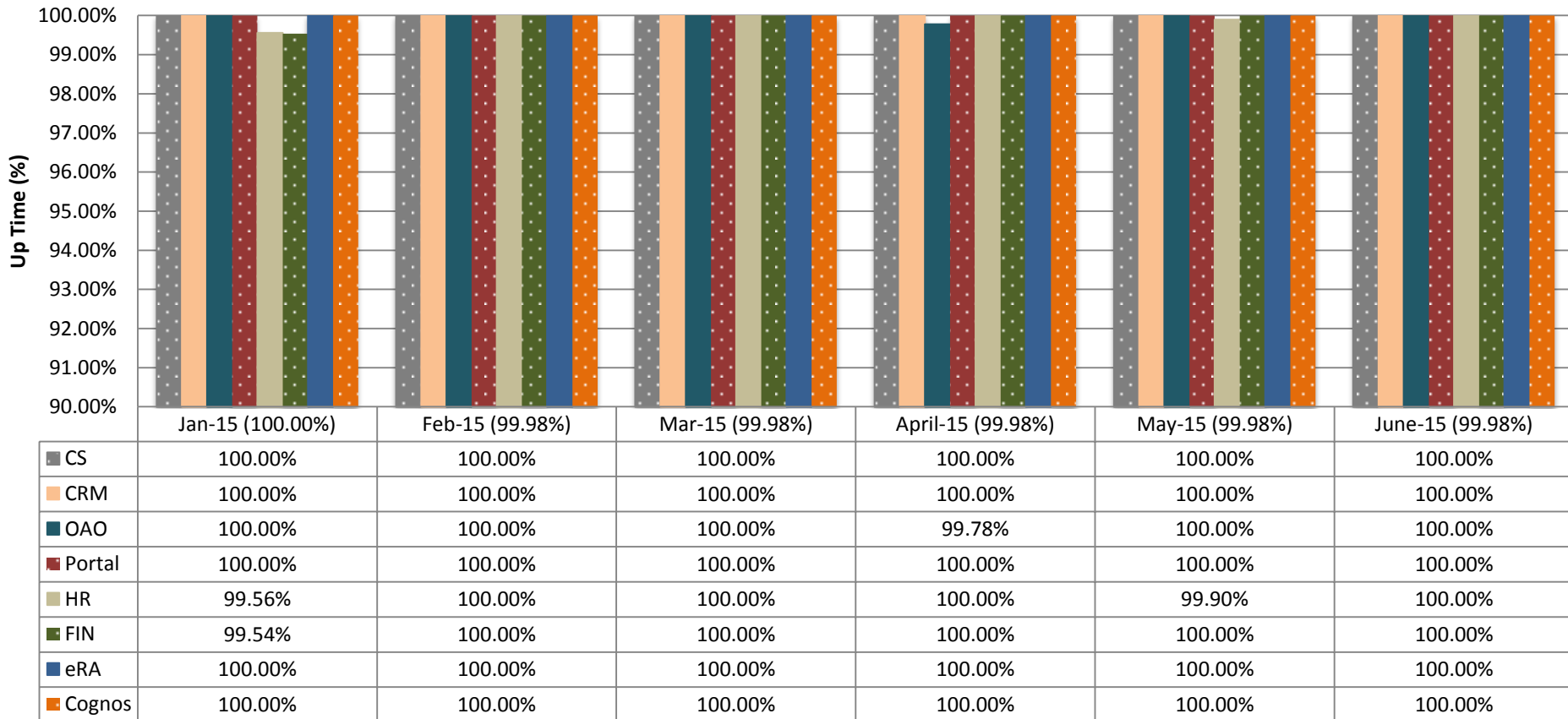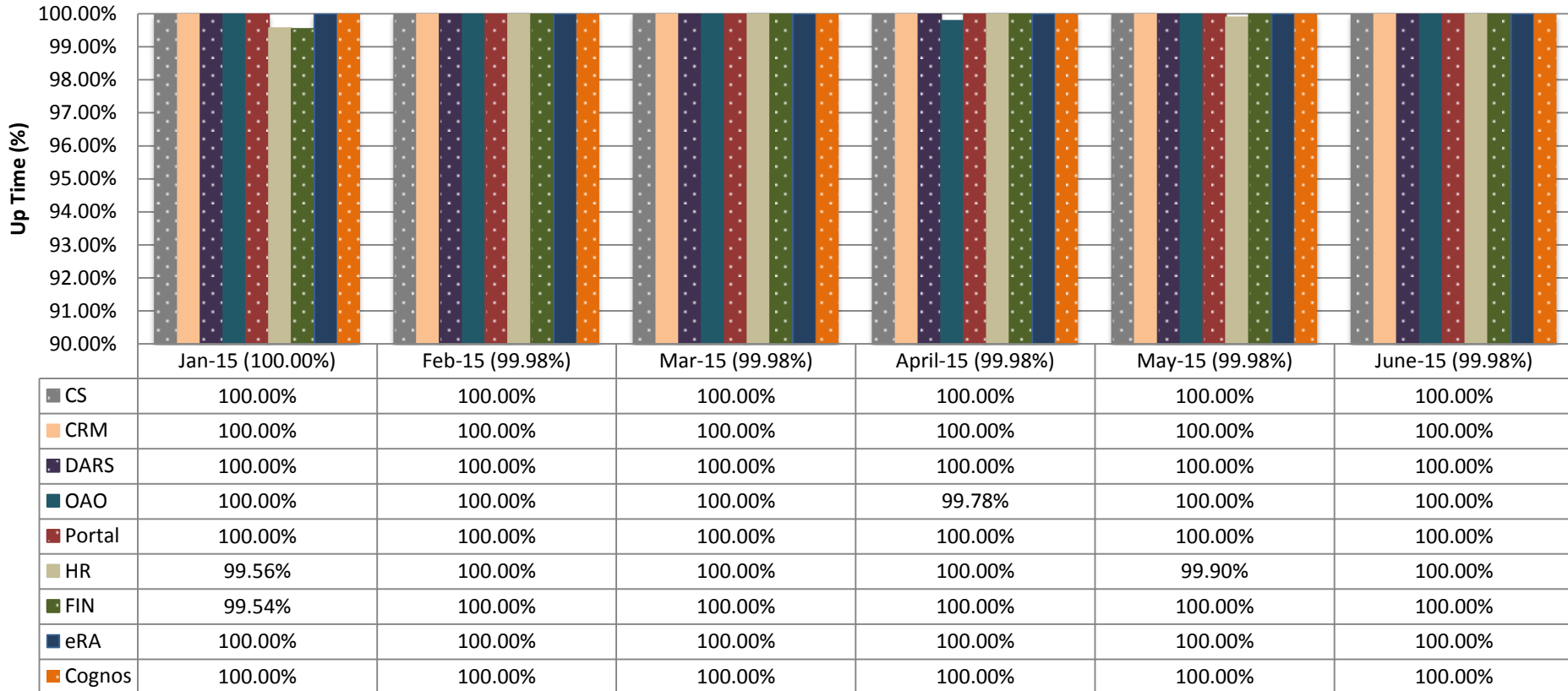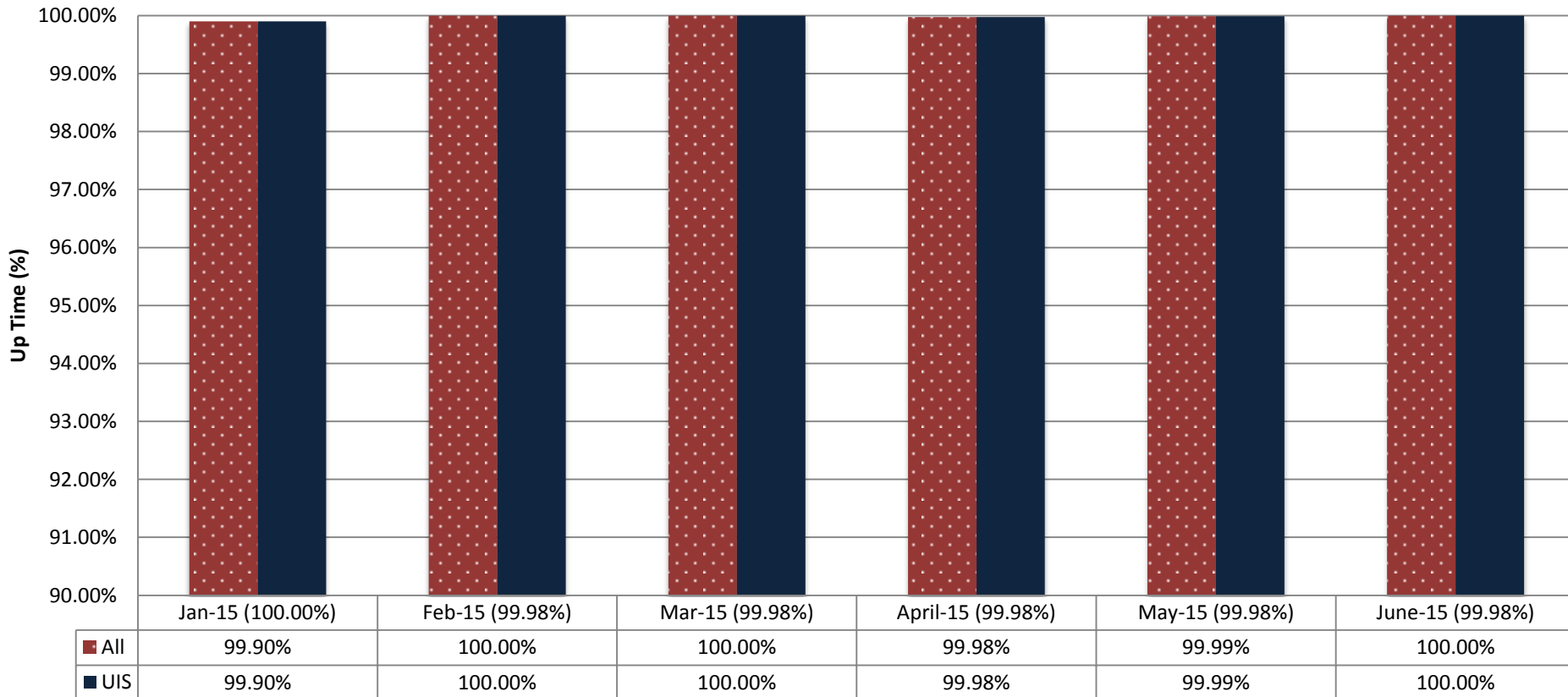
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Enterprise Services Reliability to End Users

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

	Jan-15 (100.00%)	Feb-15 (99.98%)	Mar-15 (99.98%)	April-15 (99.98%)	May-15 (99.98%)	June-15 (99.98%)
CS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CRM	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
DARS	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
OAO	100.00%	100.00%	100.00%	99.78%	100.00%	100.00%
Portal	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
HR	99.56%	100.00%	100.00%	100.00%	99.90%	100.00%
FIN	99.54%	100.00%	100.00%	100.00%	100.00%	100.00%
eRA	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Cognos	100.00%	100.00%	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
Assuming 24 hr by 7 days with Holidays
Excluding Planned Maintenance

	Jan-15 (100.00%)	Feb-15 (99.98%)	Mar-15 (99.98%)	April-15 (99.98%)	May-15 (99.98%)	June-15 (99.98%)
All	99.90%	100.00%	100.00%	99.98%	99.99%	100.00%
UIS	99.90%	100.00%	100.00%	99.98%	99.99%	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 Issues – July '15

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before

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IT GOVERNANCE | JULY 2015

UIS PROJECT PORTFOLIO UPDATE

Project Name	Objective	% Complete	Projected End Date
Core 12 Projects			
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.	100%	6/2015
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	41%	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.	52%	10/2015

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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.	51%	~~6/2015~~ ~~7/2015~~ 8/2015* *University Communications and the CRM CoE decided to push out the official go-live date to October. The UIS technical support will complete August.
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.	19%	8/2015

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.	100%	~~3/2015~~ ~~5/2015~~ 6/2015
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.	89%	8/2015
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.	39%	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* *The UCD IdM COE ran into an Oracle bug during the July go live. The second flex date is planned for September, after fall start of classes.

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ERA PROJECTS UPDATE

eRA Project Status

Project	Status
Proposal Development (Denver)	• Steady State • In July, OGC submitted 99% of all Federal competitive proposals via S2S (eRA)
Proposal Tracking (Denver)	• Steady state • Planning reassessment of PT configuration. Will include master/child, revised routing, configuration review and cleanup (if necessary)
Proposal Tracking (Boulder)	• Boulder PT went live on June 29th. • Working through process and software issues
Human Subjects (Denver)	• Two major issues still in development • Expecting one major issue to be resolved with new patch
Human Subjects (Boulder)	• Steady state

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eRA Project Status

Project	Status
Conflict of Interest (Denver)	• Disclosure cycle to begin in August
Document Management	• Development complete • Discovered issues in current release that still keeps from moving into production
Financial Tracking	• 8.4 integration is live • First pass of 9.2 integration requirements complete
Data Warehouse	• New reports for Boulder published and in use • Steady state
Release Planning	• Vendor will be releasing v15 later than anticipated. • Working with our partners on alternative upgrade path.
Personnel	• Hired eRA Assistant Director (Zack Keys) and Compliance Manager (Stanley Duncan)