# UIS Monthly Update | November  2015

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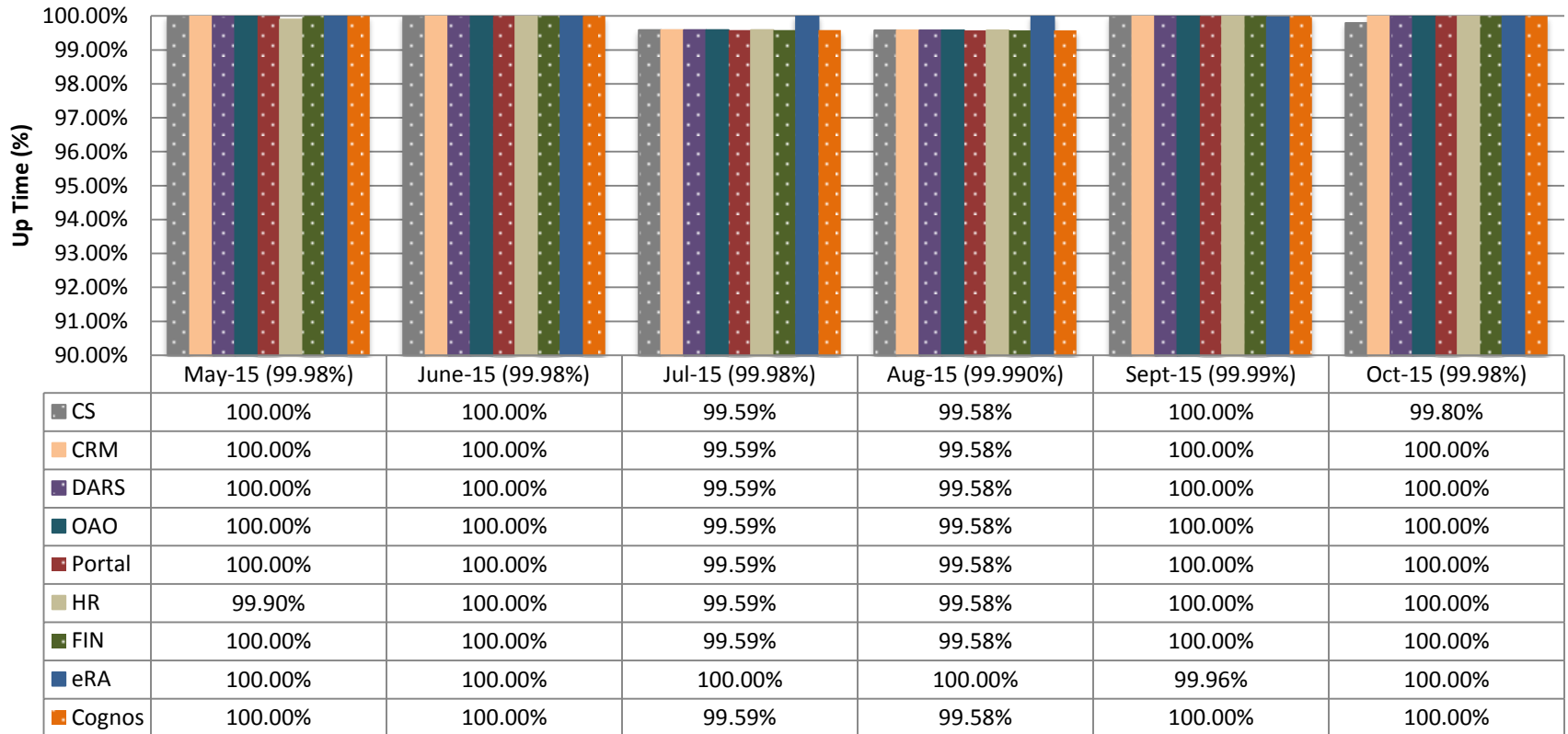# UIS November 2015

- Enterprise Services Update
- Projects Update

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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

| | May-15 (99.98%) | June-15 (99.98%) | Jul-15 (99.98%) | Aug-15 (99.990%) | Sept-15 (99.99%) | Oct-15 (99.98%) |
|---|---|---|---|---|---|---|
| CS | 100.00% | 100.00% | 99.59% | 99.58% | 100.00% | 99.80% |
| CRM | 100.00% | 100.00% | 99.59% | 99.58% | 100.00% | 100.00% |
| DARS | 100.00% | 100.00% | 99.59% | 99.58% | 100.00% | 100.00% |
| OAO | 100.00% | 100.00% | 99.59% | 99.58% | 100.00% | 100.00% |
| Portal | 100.00% | 100.00% | 99.59% | 99.58% | 100.00% | 100.00% |
| HR | 99.90% | 100.00% | 99.59% | 99.58% | 100.00% | 100.00% |
| FIN | 100.00% | 100.00% | 99.59% | 99.58% | 100.00% | 100.00% |
| eRA | 100.00% | 100.00% | 100.00% | 100.00% | 99.96% | 100.00% |
| Cognos | 100.00% | 100.00% | 99.59% | 99.58% | 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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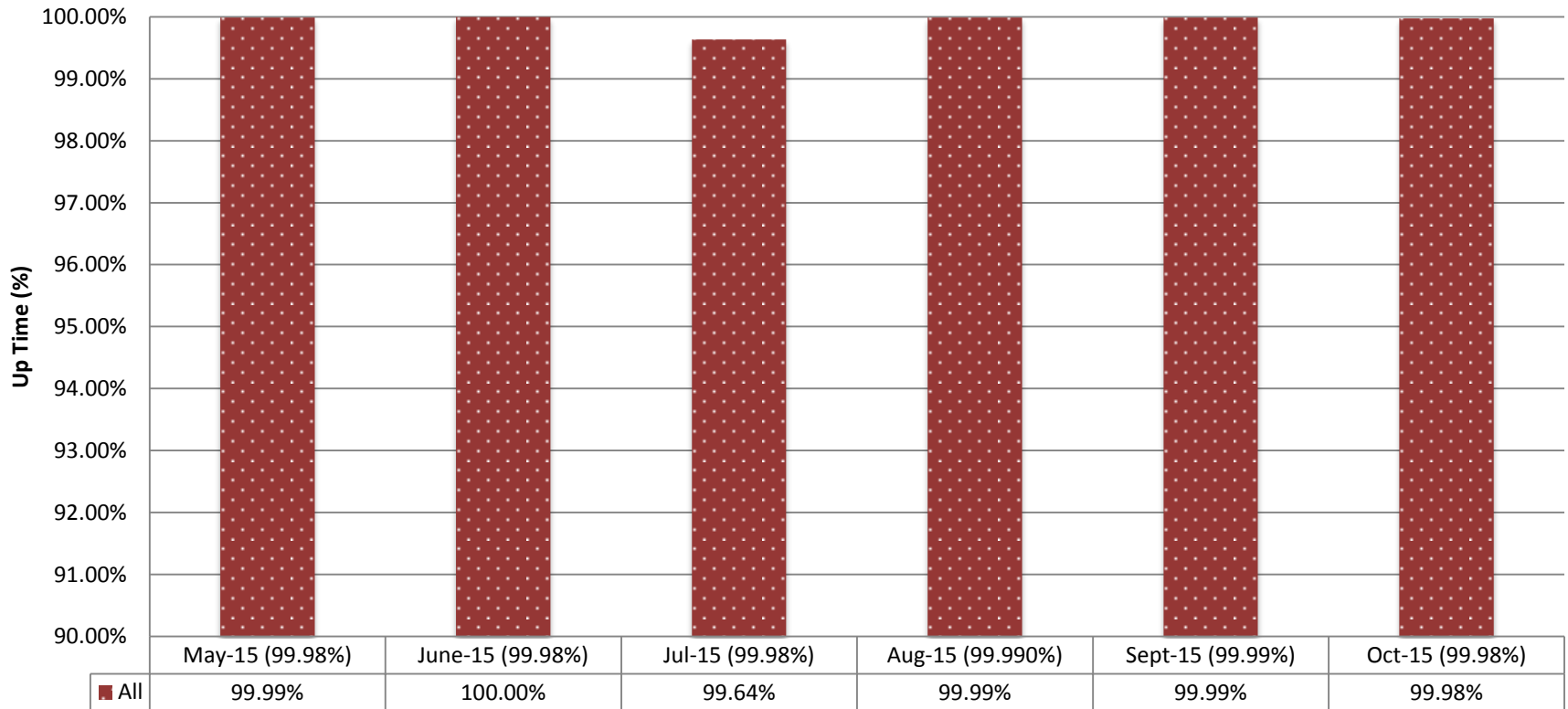
# Enterprise Services Reliability to End Users

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



| | May-15 (99.98%) | June-15 (99.98%) | Jul-15 (99.98%) | Aug-15 (99.990%) | Sept-15 (99.99%) | Oct-15 (99.98%) |
|---|---|---|---|---|---|---|
| ■ All | 99.99% | 100.00% | 99.64% | 99.99% | 99.99% | 99.98% |

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 – November '15

*Service impact less than 30 minutes unless noted*

| | Date | Issue | Root Cause | Resolution | Mitigation | Seen Before |
|---|---|---|---|---|---|---|
| 1 | 10/22 | Corrupted memory in ICS webserver cache | Memory webserver cache was corrupted or locked for an excessive amount of time on ICSPRD webservers | Rolling restart of all ICSPRD web servers | No definitive root cause at this time. If problem recurs, additional triage will be needed. | No |

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# UIS PROJECT PORTFOLIO UPDATE

| Project Name | Objective | % Complete | Projected End Date |
|---|---|---|---|
| **Core 12 Projects** | | | |
| Elevate - UIS Phase III of HCM/FIN Upgrade Project<br><br>*Core 12 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:<br>-Replacement of PeopleAdmin (Jobs at CU) with Taleo<br>-Implementation of PeopleSoft Grants<br>-Implementation of PeopleSoft Cash Management<br>-Replacing the MyLeave application with Time Collection application | 75% | ~~11/2015~~<br>12/2015*<br><br>*In order to give campus HCM, CU Careers and FIN users additional time to familiarize themselves with the systems, the Elevate Steering Committee has agreed to postpone the Elevate go live dates by one month |
| DARS Upgrade/uAchieve<br><br>*Core 12 Project* | 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. | 75% | ~~10/2015*~~<br>2/2016<br><br>*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. |
| Network Segmentation Phase 1<br><br>*Core 12 Project* | 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~~<br>~~2/2016~~<br>5/2016<br>*In order to reduce risk to Elevate, the application moves to the new network will occur post Elevate Go Live. |

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| Project Name | Objective | % Complete | Projected End Date |
|---|---|---|---|
| eCRM – eCommunications<br><br>*Core 12 Project* | 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. | 90% | *11/2015 – UIS Technical Go-live Milestone met<br><br>*1/2016 – University Communications Go-Live |
| Admissions System Implementation<br><br>*Core 12 Project* | 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. | 20% | 7/2016*<br><br>*11/2015: Milestone met of delivery of core application functionality by the vendor & UIS.<br><br>*3/2016: Milestone for production ready delivery to campuses. Campuses will decide individual rollout schedule. |
| CS Bundles 38 & 39<br><br>*Core 12 Project* | Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features. | 75% | ~~12/2015~~<br>11/2015*<br><br>*In order to accommodate the changed Go-Live dates for Elevate to December, the Bundles timeline has been moved forward from a December go-live date to November |

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| Project Name | Objective | % Complete | Projected End Date |
|---|---|---|---|
| **Flex Projects** | | | |
| Active Directory Design<br><br>*Flex Project* | 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. | 65% | ~~10/2015~~<br>1/2016*<br><br>*Due to user migrations taking longer than expected (scheduling constraints with teams / individuals), additional tasks being added to ensure successful migration of applications, and constraints with application resources, this project's tasks and timeline was extended into January of 2016. |
| Advancement Integration<br><br>*Flex Project* | Support the ongoing transition of CU Foundation fundraisers and support staff to the university by transferring IT services from the vendor Earthlink to UIS, reducing costs and creating future efficiencies by leveraging existing UIS' business processes, compliance protocols, infrastructure, and other resources | 3% | 8/2016 |
| eRA 13.808.01E Upgrade<br><br>*Flex Project* | Upgrading to a newer version of the application addresses multiple bugs found within the current version utilized, including fixes for the Human Subjects module. It also allows for the upgrade of the Oracle database layer ensuring this infrastructure component will stay within support. | 8% | 3/2016 |

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