UIS Monthly Update | April 2016

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UNIVERSITY INFORMATION SYSTEMS

UIS April 2016

- Enterprise Services Update
- Projects Update

ENTERPRISE SERVICES UPDATE

Enterprise Services Issues – March '16

Service impact less than 30 minutes unless noted

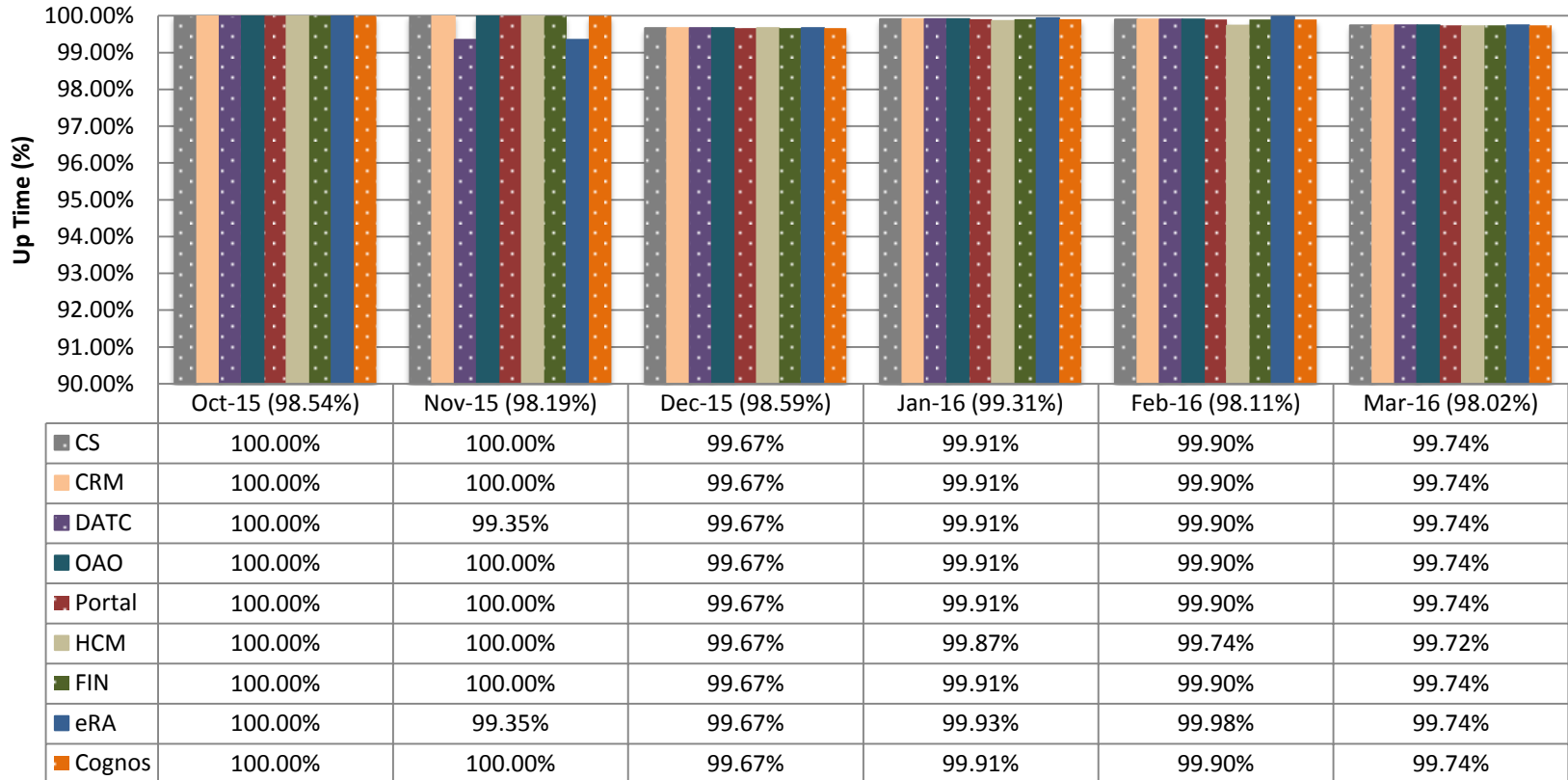|	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	3/6	Extended Production Maintenance Window (1 hour, 56 min)	MDM was unable to allocate enough threads to handle the workload it was trying to process. After more investigation it appears that MDM was having trouble communicating to OSB through the VIP.	All callouts to MDM were reset to use HTTP and directly hit one of the backend servers. MDM was then recycled.	An Oracle SR has been opened to track this.	No
2	3/10	Missing HCM link in campus portal	The CU_TEMP tab was configured with no link for HCM, for use during the planned HCM outage on the evening of 3/10. This tab was assigned a sequence number lower than the CU_Resources tab, which caused it to be loaded for campus employees instead of the CU_Resources tab.	The sequence number for the CU_TEMP tab was set back to be higher than the CU Resources tab.	All content reference sequence changes for portal homepage tabs will now require the CAB approval process and increased change control will be inserted into the SDLC process. A procedure to support outages going forward will be created in a non-production environment and tested prior to the procedure being executed in support of a production outage window.	No

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Enterprise Services Reliability to End Users

Total Reliability Across Service Lines
Assuming 24x7 including Holidays
Excluding Planned Maintenance Windows

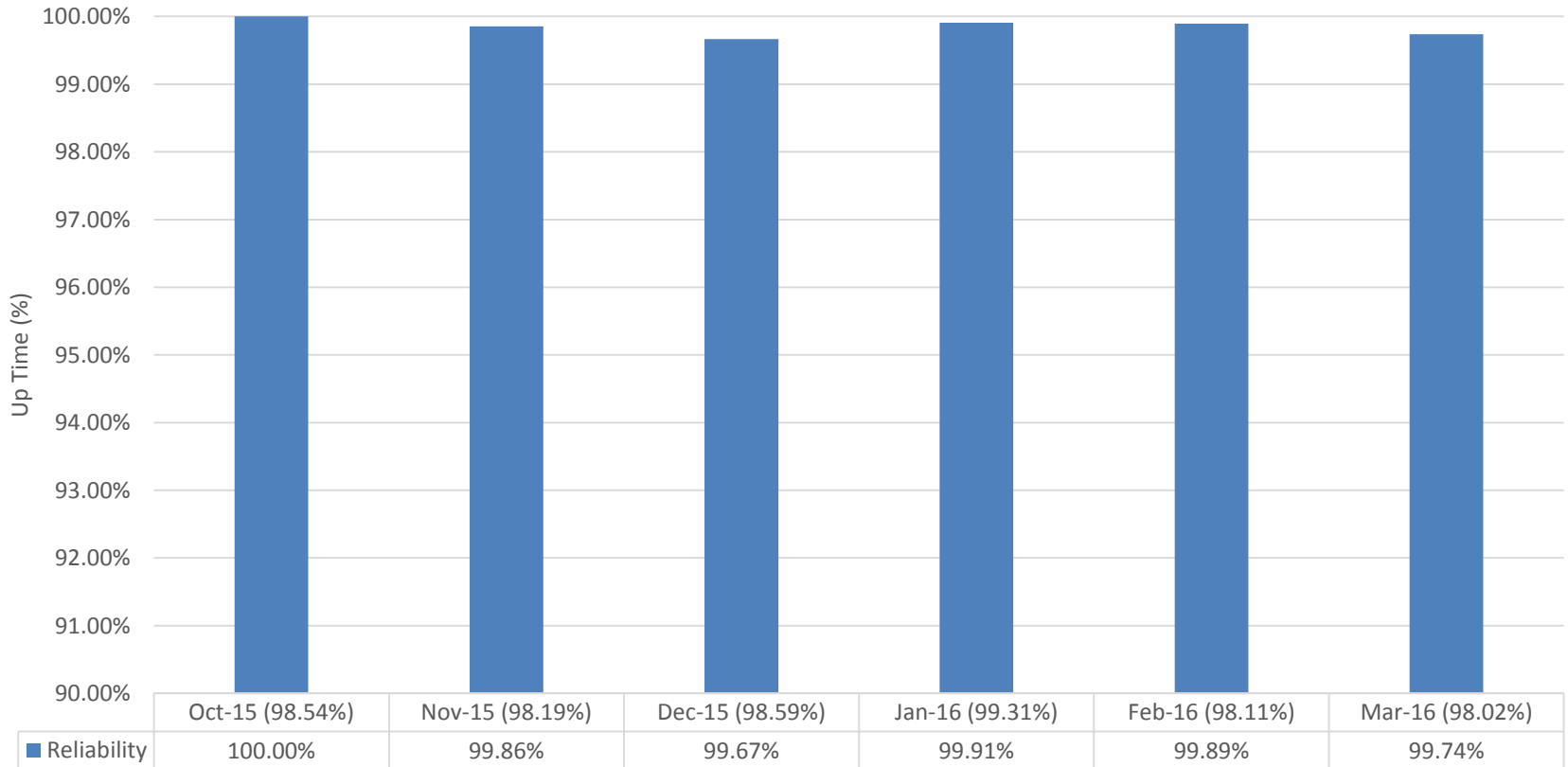|	Oct-15 (98.54%)	Nov-15 (98.19%)	Dec-15 (98.59%)	Jan-16 (99.31%)	Feb-16 (98.11%)	Mar-16 (98.02%)
CS	100.00%	100.00%	99.67%	99.91%	99.90%	99.74%
CRM	100.00%	100.00%	99.67%	99.91%	99.90%	99.74%
DATC	100.00%	99.35%	99.67%	99.91%	99.90%	99.74%
OAO	100.00%	100.00%	99.67%	99.91%	99.90%	99.74%
Portal	100.00%	100.00%	99.67%	99.91%	99.90%	99.74%
HCM	100.00%	100.00%	99.67%	99.87%	99.74%	99.72%
FIN	100.00%	100.00%	99.67%	99.91%	99.90%	99.74%
eRA	100.00%	99.35%	99.67%	99.93%	99.98%	99.74%
Cognos	100.00%	100.00%	99.67%	99.91%	99.90%	99.74%

1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.

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Enterprise Services Reliability to End Users

Total Reliability for Users
Assuming 24 x 7 including Holidays
Excluding Planned Maintenance Windows

	Oct-15 (98.54%)	Nov-15 (98.19%)	Dec-15 (98.59%)	Jan-16 (99.31%)	Feb-16 (98.11%)	Mar-16 (98.02%)
■ Reliability	100.00%	99.86%	99.67%	99.91%	99.89%	99.74%

1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.

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UIS PROJECT PORTFOLIO UPDATE

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Project Name	Objective	% Complete	Projected End Date
Level 1 Projects			
Network Segmentation Phase 1 *Level 1 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	100%	~~10/2015~~ ~~2/2016~~ 5/2016
Phire Migration Tool 10.2.05 Upgrade *Level 1 Project*	Upgrade of the Phire Migration tool must be completed as a predecessor to upcoming Peoplesoft Tools 8.55 Upgrade projects (e.g. Portal and Campus Solutions) in order to support those applications in the future.	100%	4/2016
PS CRM: PeopleTools 8.54 Upgrade with PUM Catchup *Level 1 Project*	The upgrade of the Peoplesoft CRM system will ensure the service stays under vendor maintenance support. It will create support efficiencies within UIS by bringing this application into the same version of support as other Peoplesoft applications. It will also provide access to new functionality within the application, if desired, for use by the campuses. This system is utilized by UCB & UCD Admissions offices, UCB Continuing ED office, and the UCB & UCCS Registrars offices.	27%	6/2016
HR Open Enrollment *Level 1 Project*	To provide development and integration support for the upcoming HR Open Enrollment period of April 25, 2016 – May 13, 2016. This underlying technical work supports the broader Employee Services objective of allowing CU employees to make benefit elections during the OE period and to apply those elections successfully beginning July 1, 2016.	54%	7/2016

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Project Name	Objective	% Complete	Projected End Date
Sensitive Data Search Tool Implementation *Level 1 Project*	Deployment of a tool to support the review of System Administration's PCs and servers for high-risk storage of sensitive data. Reduces likelihood of breach of personal information belonging to our students and employees by providing departments with the information they need to set policies to remove sensitive data from workstations and file shares.	18%	7/2016
Level 2 Projects			
UCB DOJ Accessibility Remediation *Level 2 Project*	The UCB DOJ Accessibility Remediation Project will address federal compliance issues as specified in the US Department of Justice inquiry and included in the scope of the UCB ITSAA project. The project encompasses supporting the analysis, designing, planning and implementation of accessibility remediation for UIS enterprise applications that were identified in the inquiry.	100%	4/2016
Active Directory Design *Level 2 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.	84%	~~10/2015~~ ~~1/2016~~ 5/2016* *Due to user migrations taking longer than expected and impact to work based on the Elevate project, the applications migration work was moved out changing the completion date for this project
Advancement Integration *Level 2 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	21%	8/2016

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Project Name	Objective	% Complete	Projected End Date
Level 2 Projects			
eRA 13.808.01E Upgrade *Level 2 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.	87%	~~3/2016~~ 4/2016* Due date extended by one month based on show stopper technical issues being worked by the vendor and UIS.