UIS Monthly Update | February 2016

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UNIVERSITY INFORMATION SYSTEMS

UIS February 2016

- Enterprise Services Update
- Projects Update

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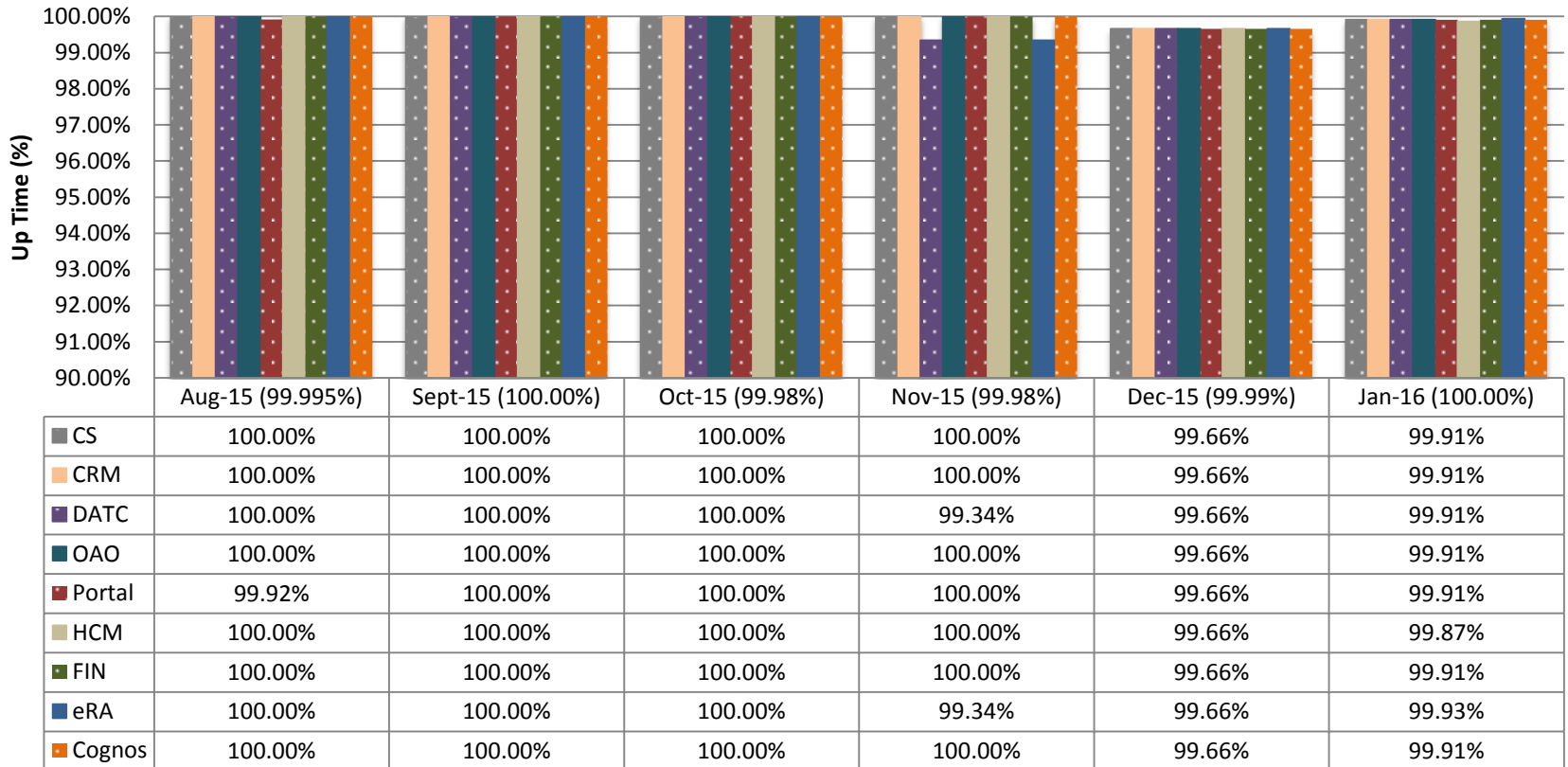**UNIVERSITY INFORMATION SYSTEMS**

ENTERPRISE SERVICES UPDATE

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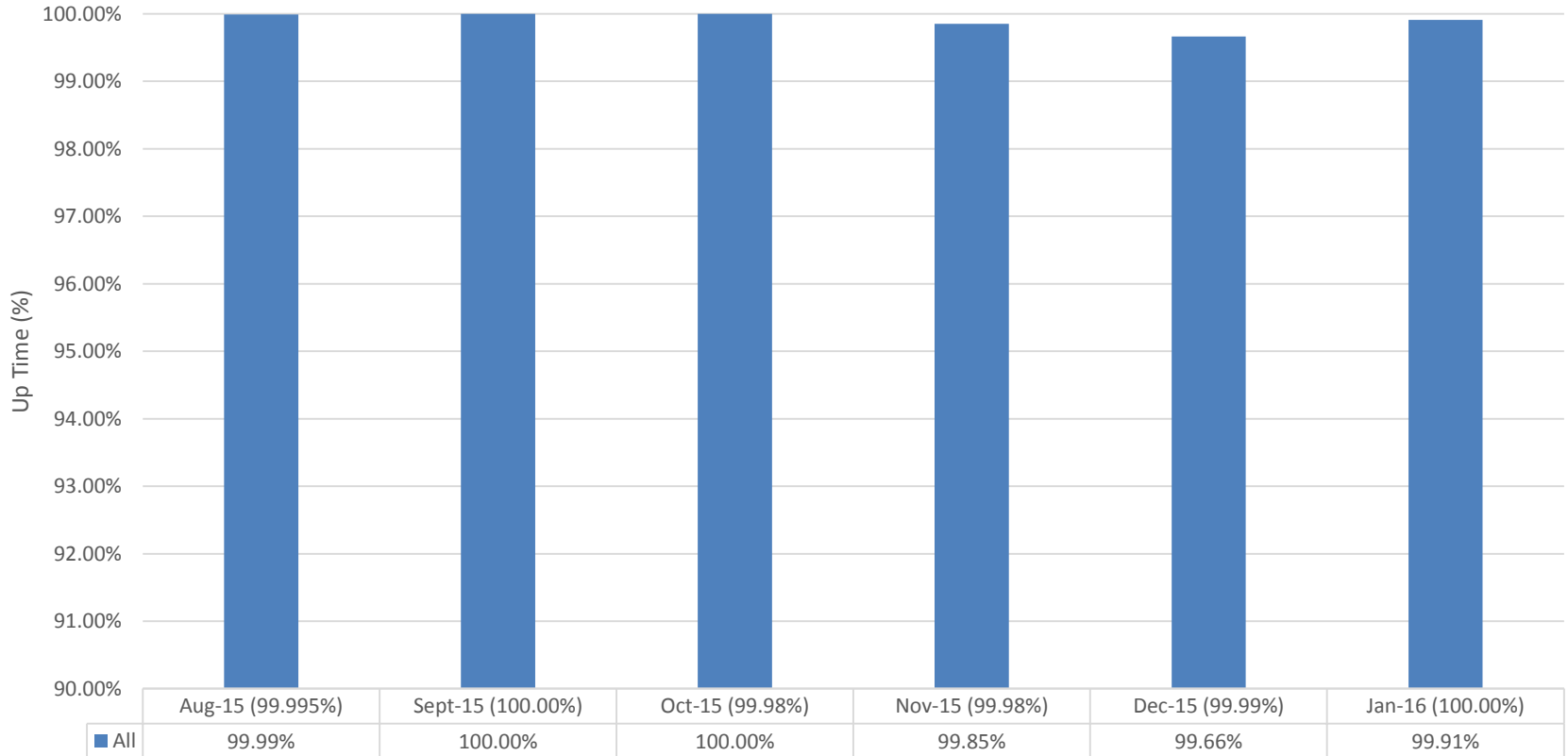
Enterprise Services Reliability to End Users

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

	Aug-15 (99.995%)	Sept-15 (100.00%)	Oct-15 (99.98%)	Nov-15 (99.98%)	Dec-15 (99.99%)	Jan-16 (100.00%)
CS	100.00%	100.00%	100.00%	100.00%	99.66%	99.91%
CRM	100.00%	100.00%	100.00%	100.00%	99.66%	99.91%
DATC	100.00%	100.00%	100.00%	99.34%	99.66%	99.91%
OAO	100.00%	100.00%	100.00%	100.00%	99.66%	99.91%
Portal	99.92%	100.00%	100.00%	100.00%	99.66%	99.91%
HCM	100.00%	100.00%	100.00%	100.00%	99.66%	99.87%
FIN	100.00%	100.00%	100.00%	100.00%	99.66%	99.91%
eRA	100.00%	100.00%	100.00%	99.34%	99.66%	99.93%
Cognos	100.00%	100.00%	100.00%	100.00%	99.66%	99.91%

Up Time (%) — axis from 90.00% to 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

	Aug-15 (99.995%)	Sept-15 (100.00%)	Oct-15 (99.98%)	Nov-15 (99.98%)	Dec-15 (99.99%)	Jan-16 (100.00%)
■ All	99.99%	100.00%	100.00%	99.85%	99.66%	99.91%

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 – January '16

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	1/14	HCM Forms (ePAR)	Smart forms were non-functional due to invalid sequence ID value mistakenly stored.	Erroneous ID values were deleted.	Vendor analyzing permanent fix. DB level monitoring in place.	No
2	1/19	A10 Load Balancer Failover (30 minute duration)	Primary A10 in production stopped responding to requests due to satiated memory utilization driven by bad cookies.	Failover to the passive node occurred.	Additional monitoring in place for memory utilization. Effort underway to clean up bad cookies.	No
3	1/25	HCM Content	Portal was unable to access some content from HCM.	Affected portal and HCM web servers were bounced.	Additional monitoring in EUE will be implemented.	No
4	1/26	Bad character bug	HCM web server crashed due to INVALID_CHARACTER_ERR error.	Affected web server was bounced.	SR open with Oracle, additional monitoring in place.	No

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UIS PROJECT PORTFOLIO UPDATE

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Project Name	Objective	% Complete	Projected End Date
Core 12 Projects			
DARS Upgrade/uAchieve *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.	100%	~~10/2015*~~ 2/2016 *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.
Spring 2016 Semester Start Up *Core 12 Project*	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.	100%	1/2016
CS Bundle 40 *Core 12 Project*	Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features.	100%	2/2016
eCRM – eCommunications *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.	100%	11/2015 – UIS Technical Go-live Milestone met 2/2016 – University Communications Go-Live

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Project Name	Objective	% Complete	Projected End Date
Admissions System Implementation *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.	~~28%~~	This project is currently on hold and under review with campus stakeholders.
Network Segmentation Phase 1 *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	89%	~~10/2015~~ ~~2/2016~~ 5/2016 *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
Flex Projects			
Active Directory Design *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.	71%	~~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 *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	17%	8/2016
eRA 13.808.01E Upgrade *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.	79%	3/2016
UCB DOJ Accessibility Remediation *Flex 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.	34%	4/2016

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