

UIS Updates

# UIS Monthly Update | July 2016



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**UNIVERSITY INFORMATION SYSTEMS**

# UIS July 2016

- Enterprise Services Update
- Projects Update



UIS UPDATES | JULY 2016

# ENTERPRISE SERVICES UPDATE



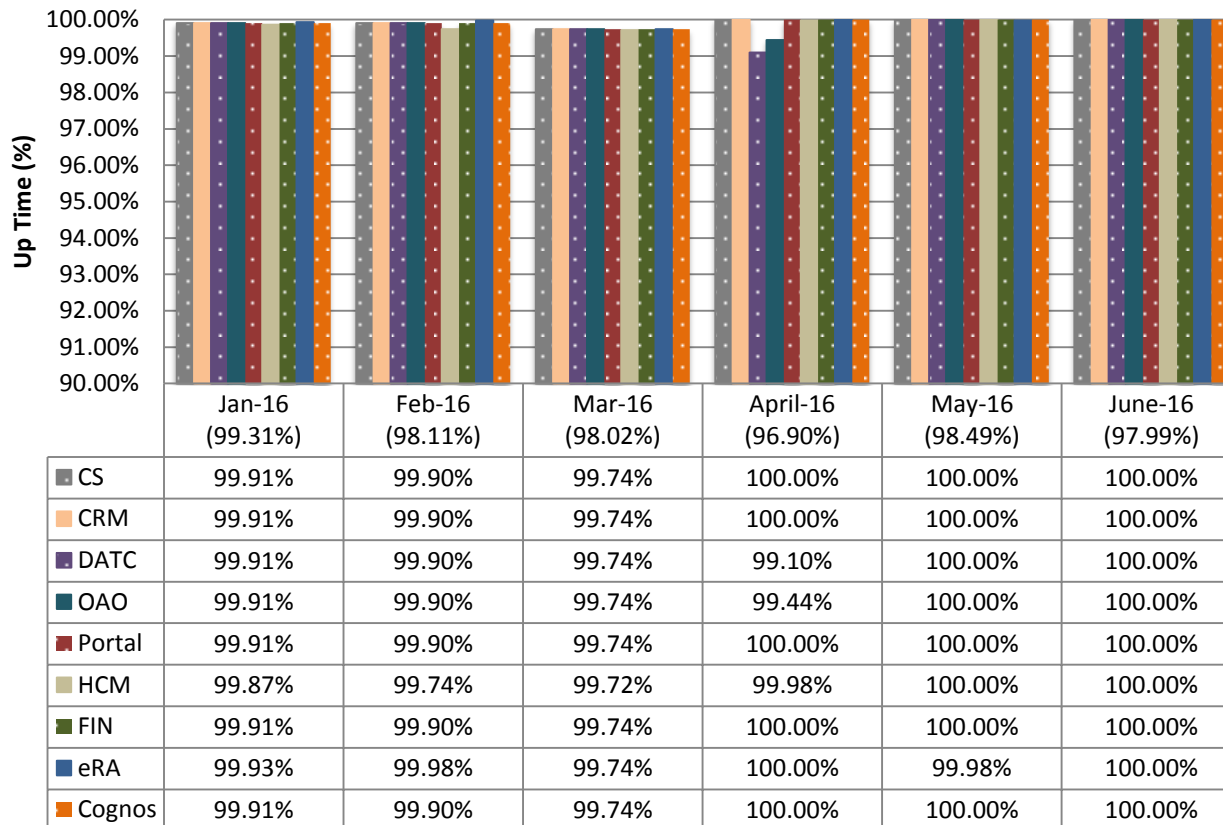
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# Enterprise Services Reliability to End Users

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

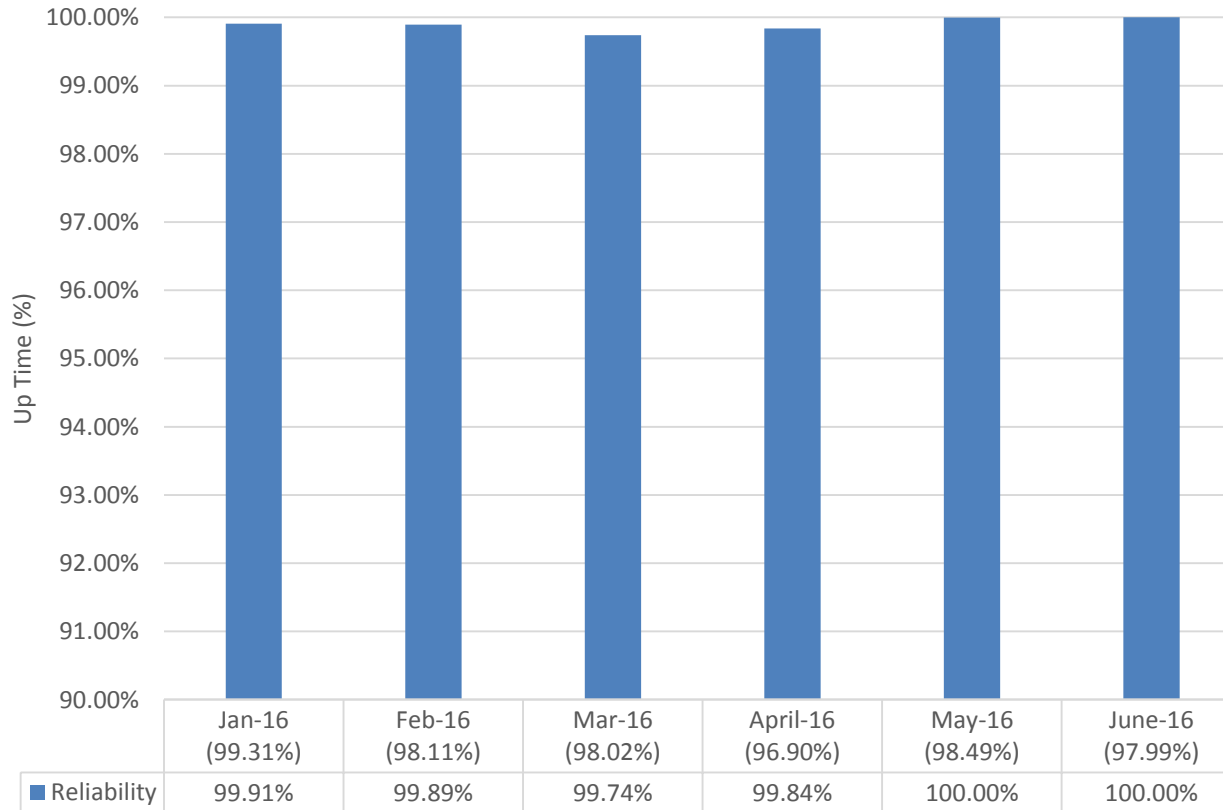


1. Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.



# Enterprise Services Reliability to End Users

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



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



# Enterprise Services Issues – June '16

*Service impact less than 30 minutes unless noted*

Date	Issue	Root Cause	Resolution	Mitigation	Seen Before	



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# UIS PROJECT PORTFOLIO UPDATE



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Project Name	Objective	% Complete	Projected End Date
<b>Level 1 Projects</b>			
PS CRM: PeopleTools 8.54 Upgrade with PUM Catchup  <i>Level 1 Project</i>	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.	100%	6/2016
HR Open Enrollment  <i>Level 1 Project</i>  Status Color = <b>Green</b> 	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.	97%	7/2016
FIN Fiscal Year End  <i>Level 1 Project</i>  Status Color = <b>Green</b> 	The Fiscal Year End project supports the primary activities associated with the three closes, feeds to the State and preparation processes for the 2017 fiscal year.  Since the 9.2 upgrade, this will be the first fiscal year end close cycle so additional testing and development is required for this year.	66%	7/2016
Fall 2016 Semester Startup  Status Color = <b>Green</b> 	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. Variance note: All campuses begin on the same day, August 22 <sup>nd</sup> , this fall.	13%	8/2016









Project Name	Objective	% Complete	Projected End Date
Cherwell Phase 2 <i>Level 1 Project</i> Status Color = <b>Green</b> 	Replacement of multiple ticketing/service request tools by one tool Cherwell will allow UIS to provide a more consistent approach to service management forming repeatable processes, consistent customer touch points, and transparency through metrics. Objectives include: Customer Front-End Portal, CMDB pilot, UIS-wide processes for incident, service request, SDLC, and change management, and ITSM-related metric.	10%	8/2016
Sensitive Data Search Tool Implementation <i>Level 1 Project</i> Status Color = <b>Green</b> 	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.	67%	7/2016
Security Upgrade: Firewall and Segmentation – Part A Status Color = <b>Yellow</b> 	Move all UIS-managed applications to the new Network Segmentation, improving the data center network security through additional segmentation and intrusion prevention. Part A = Development Host Migrations only. Excludes QA and Production migrations	63%	7/2016
Portal Tools 8.55 Upgrade <i>Level 1 Project</i> Status Color = <b>Green</b> 	Through the upgrade of the Portal Tools version from 8.54 to 8.55 along with the application update to version 9.1, UIS ensures this service remains in support while improving portal stability. This project will also explore through proof of concept work the possibility of removing dependencies on the CU content server. In summary, this project provides the foundation for future initiatives to deliver a more modern user experience for those who use the Portal across the University.	3%	10/2016



Project Name	Objective	% Complete	Projected End Date
<b>Level 2 Projects</b>			
Active Directory Design  <i>Level 2 Project</i>  Status Color = <u>Green</u> 	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.	88%	<del>10/2015</del> <del>1/2016</del> <del>5/2016</del> 7/2016*  *Based on further review, the work related to replacing Office Communicator's Instant Message application (part of original scope) necessitated additional requirements and associated hours of effort. A CR was approved to extend the timeline to include this revised work detail
Advancement Integration  <i>Level 2 Project</i>  Status Color = <u>Green</u> 	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	35%	<del>6/2016</del> 9/2016*  *Due to technical issues with the pilot migrations which caused a delay in tasks, the timeline of work for the downstream migrations was revised and coordinated with Advancement offices. This revision resulted in a September completion date.
eRA ESA Re-Implementation  <i>Level 2 Project</i>  Status Color = <u>Green</u> 	<ul style="list-style-type: none"> <li>-Reimplement the faculty integration using new extract processes and the delivered eRA stored procedures</li> <li>- Reimplement the certification integration using new extract processes and the delivered eRA stored procedures</li> <li>- Implement the department integration between PeopleSoft and eRA using new extract processes and the delivered eRA stored procedures</li> </ul>	27%	10/2016

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Project Name	Objective	% Complete	Projected End Date
<p>MDM Transition to Enterprise Data Quality</p> <p><i>Level 2 Project</i></p> <p>Status Color = <u>Green</u> </p>	<p>This project is foundation building for Enterprise CRM and Identity Management expansion into loosely affiliated populations (prospects, alumni, affiliated institutions, etc) and for future efforts to better understand our constituent base.</p> <p>Improved matching capability of person data can be used to merge duplicate person records and allow for onboarding new sources of Person data into MDM</p>	<p>6%</p>	<p>11/2016</p>

