

UIS Monthly Update | March 2016



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UNIVERSITY INFORMATION SYSTEMS

UIS March 2016

- Enterprise Services Update
- Projects Update



MARCH 2016

ENTERPRISE SERVICES UPDATE



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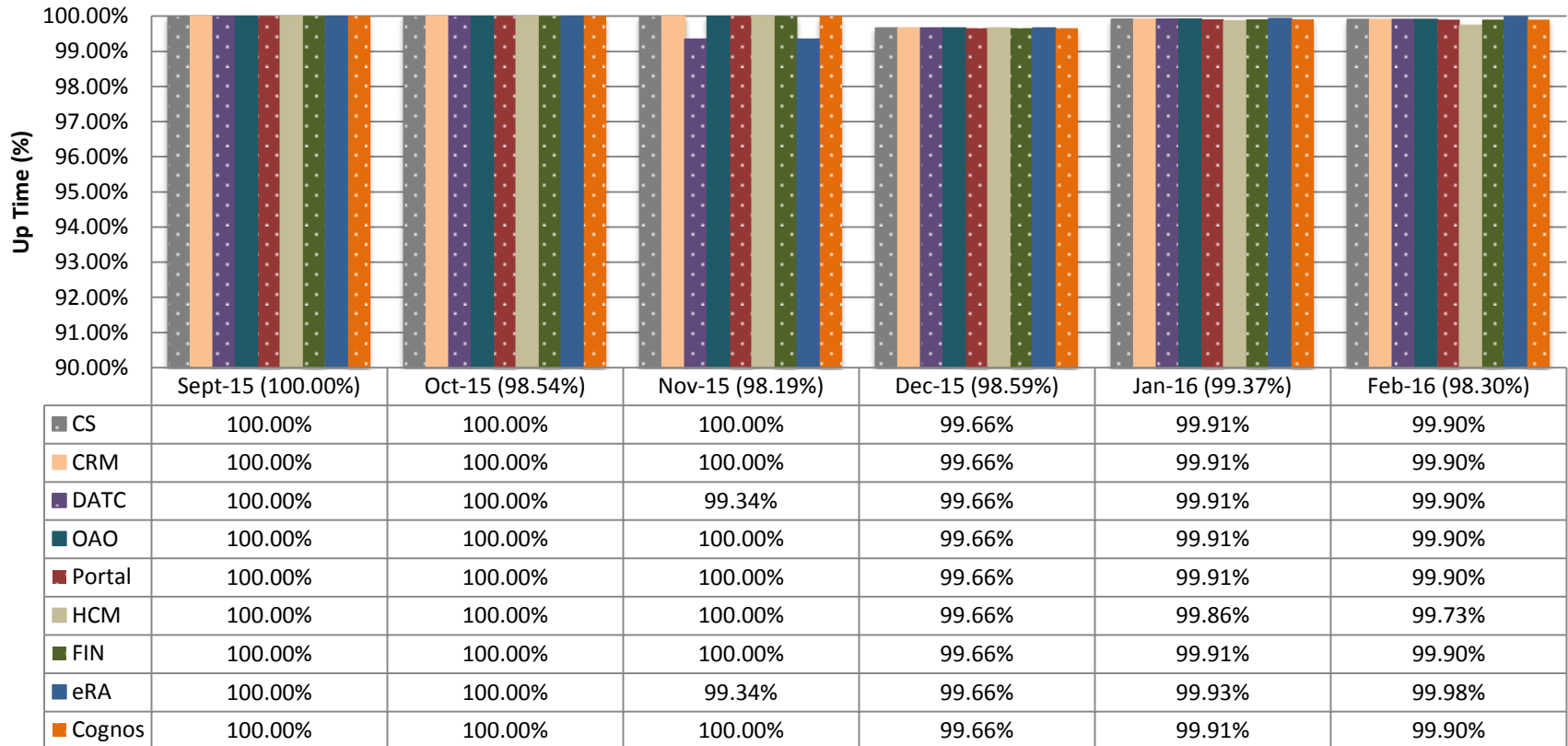
UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Reliability to End Users

Total Reliability Across Service Lines

Assuming 24x7 including Holidays

Excluding Planned Maintenance Windows

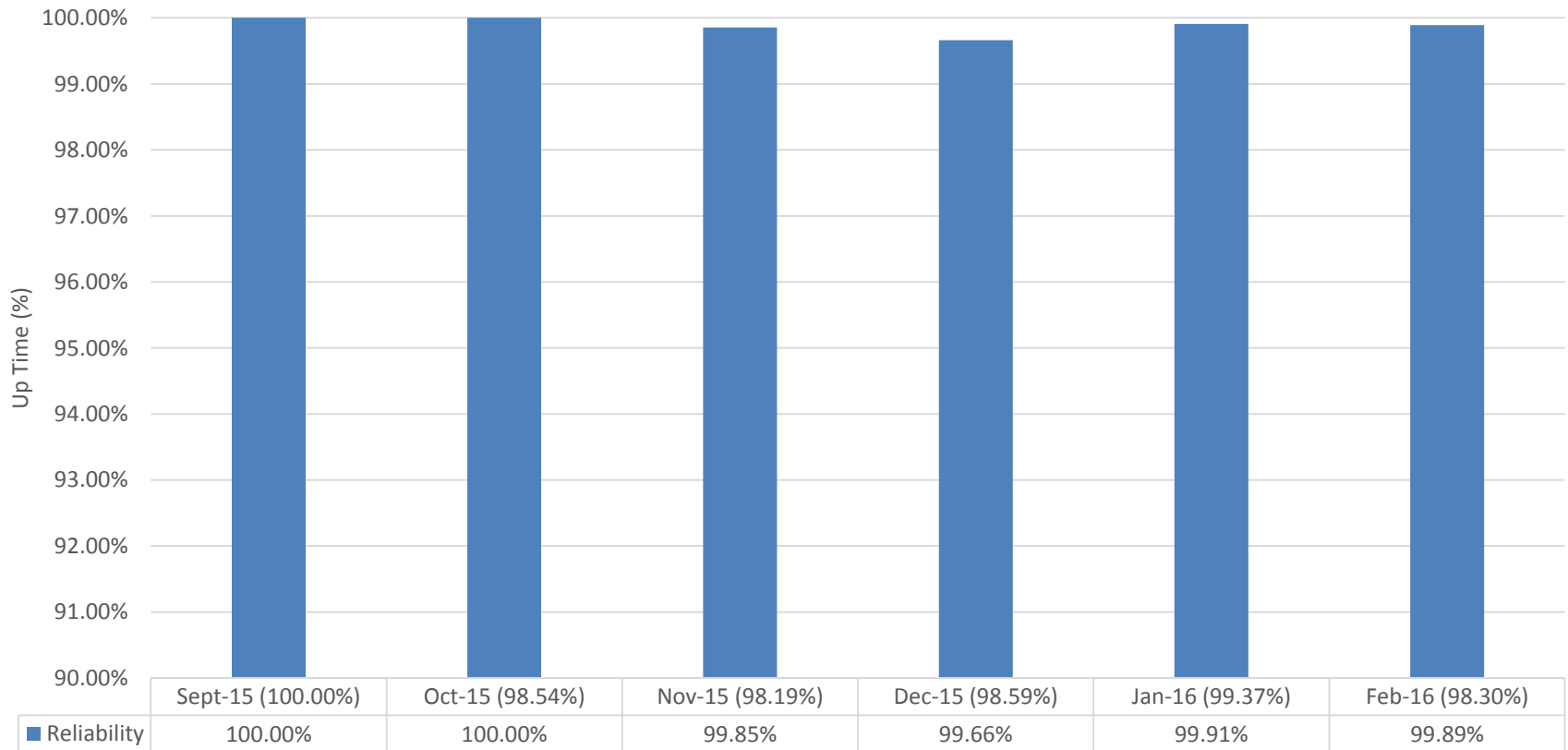


Percentages in parentheses represent aggregate availability across all services, including planned maintenance and unplanned outages.



Enterprise Services Reliability to End Users

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



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



Enterprise Services Issues – February ‘16

Service impact less than 30 minutes unless noted

	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	2/5	W2's not accessible (1 hour, 10 min)	The target URI for this year's W2 is different than last year's due to the HCM v9.2 upgrade.	Added a new rule in the firewall to make W2s accessible from outside of the network.	We have added a rule to the firewall so that it will allow all newly created W2s in future	No
2	2/9	HCM web server issue	One of the HCM webservers stopped taking requests and started showing an INVALID_CHARACTER_ERR error in the logs.	The impacted web server was removed from the VIP, restarted put back in place.	An SR with Oracle was opened and is still under analysis. An alert was created to notify UIS whenever this error shows up in the logs so that it can be pro-actively addressed.	No
3	2/13	OSB Outage	OSB server #1 was inadvertently restarted during a planned pause of constituent sync messages. This caused a brief outage in processing of JMS messages which include login processes.	The server was brought back up as quickly as possible and validation of downstream systems was conducted.	Continuous improvement initiate underway to ensure production application maintenance is source-controlled and scripted.	No



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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 <i>Level 1 Project</i>	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	90%	10/2015 2/2016 5/2016
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.	27%	6/2016
HR Open Enrollment <i>Level 1 Project</i>	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.	25%	7/2016
Phire Migration Tool 10.2.05 Upgrade <i>Level 1 Project</i>	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.	75%	4/2016

Project Name	Objective	% Complete	Projected End Date
Level 2 Projects			
Active Directory Design <i>Level 2 Project</i>	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.	72%	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 <i>Level 2 Project</i>	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	20%	8/2016
eRA 13.808.01E Upgrade <i>Level 2 Project</i>	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.	81%	3/2016 4/2016* Due date extended by one month based on show stopper technical issues being worked by the vendor and UIS.
UCB DOJ Accessibility Remediation <i>Level 2 Project</i>	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.	80%	4/2016

