

UIS Updates

UIS Monthly Update | May 2016



University of Colorado

Boulder | Colorado Springs | Denver | Anschutz Medical Campus

UNIVERSITY INFORMATION SYSTEMS

UIS May 2016

- Enterprise Services Update
- Projects Update

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ENTERPRISE SERVICES UPDATE



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UNIVERSITY INFORMATION SYSTEMS

Enterprise Services Issues – April ‘16

Service impact less than 30 minutes unless noted

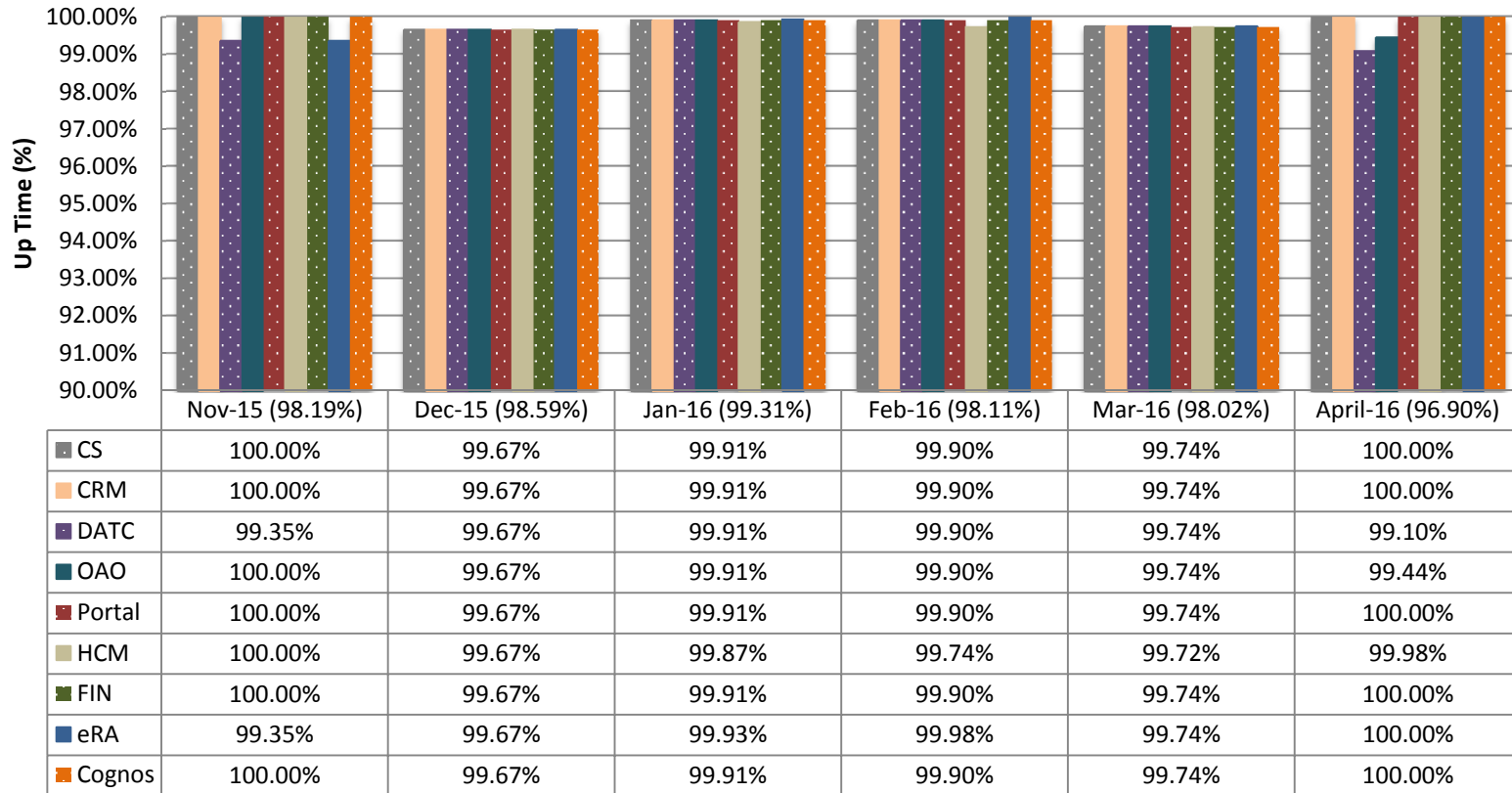
	Date	Issue	Root Cause	Resolution	Mitigation	Seen Before
1	4/5 4/6 4/12 4/14 4/19 4/21	DATC – Stuck webserver threads (average impact 1 hour)	A webserver consumed the maximum amount of database connections to the DTCPRD database. Because of this, new connections through this server were intermittently denied, causing an application branded ‘Page Not Found’ error to be presented to the user.	The webserver was removed from VIP and restarted, clearing all database connections.	We believe that EUE was causing the situation to occur. We’ve disabled complex EUE runs that log into the application and have not had an outage since.	No
2	4/12	Xperson Issue (4 hours)	The Identity management team was troubleshooting an issue with X-person that runs on the SOA servers. These servers were once used to run OAO as well. When the SAO servers were re-booted the old OAO projects on the servers came back on-line and brought down OAO.	The SOA servers were brought back down and OAO was brought back up.	All of OAO projects have been removed from the SOA servers.	No
3	4/18	HCM INVALID_CHARACTER_ER R bug	Another occurrence of the known INVALID_CHARACTER_ERR bug reported on 2/9/2016.	Affected web server was removed from the VIP and restarted.	Oracle reports this bug will be patched in the July 2016 CPU patch.	Yes

Enterprise Services Reliability to End Users

Total Reliability Across Service Lines

Assuming 24x7 including Holidays

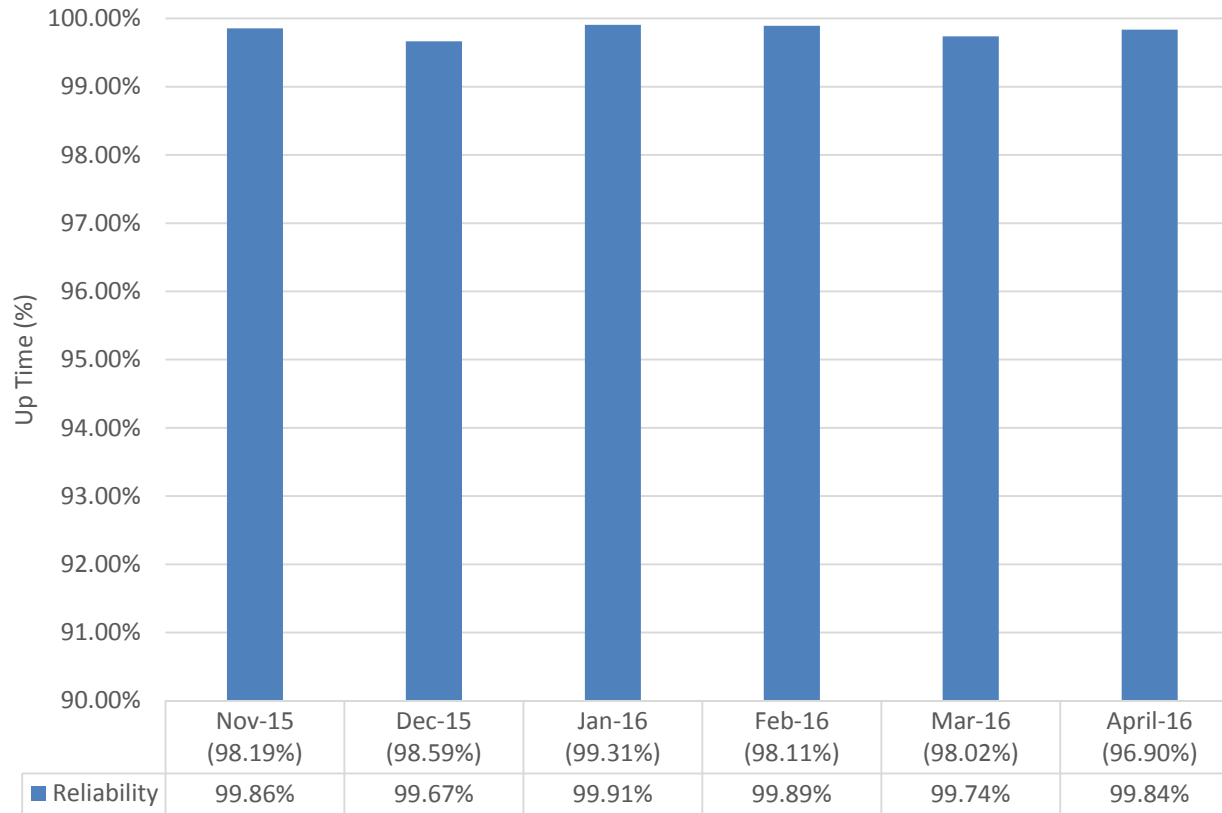
Excluding Planned Maintenance Windows



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.

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UIS PROJECT PORTFOLIO UPDATE



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Project Name	Objective	% Complete	Projected End Date
Level 1 Projects			
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.	56%	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.	83%	7/2016
Sensitive Data Search Tool Implementation <i>Level 1 Project</i>	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.	45%	7/2016

Project Name	Objective	% Complete	Projected End Date
FIN Fiscal Year End <i>Level 1 Project</i>	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.	15%	7/2016
CS Bundle 41 <i>Level 1 Project</i>	Recurring maintenance project of the Campus Solutions Application to ensure regulatory compliance, applying of critical patches, and implementation of new features.	55%	6/2016
Cherwell Phase 2 <i>Level 1 Project</i>	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.	2%	8/2016
HCM Regulatory Patches May 2016 <i>Level 1 Project</i>	Regulatory updates are applied to ensure that CU is compliant with core HCM functionality. Objectives include: applying selectively adopted patches from PUM017, complete all technical and functional testing (including payroll), updates to all core documentation related to this patch.	40%	5/2016

Project Name	Objective	% Complete	Projected End Date
Level 2 Projects			
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.	100%	3/2016 4/2016* Due date extended by one month based on show stopper technical issues being worked by the vendor and UIS.
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.	86%	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	28%	8/2016