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 to End Users
Assuming 24x 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 – Feb ‘18

*Service impact less than 30 minutes unless noted*

<table>
<thead>
<tr>
<th>Date</th>
<th>Issue</th>
<th>Root Cause</th>
<th>Resolution</th>
<th>Mitigation</th>
<th>Seen Before</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/12 (32 min)</td>
<td>Some employees were unable to view the CU Resources tab.</td>
<td>A January maintenance patch was missed and not applied to production.</td>
<td>Patch was applied to production.</td>
<td>A step was added to the maintenance work plan to verify all patches are applied to production.</td>
<td>N</td>
</tr>
</tbody>
</table>
March 2019

UIS PROJECT PORTFOLIO UPDATE
UIS Project Portfolio

• Real time project information can now be found on the UIS website:
  – https://www.cu.edu/uis/project_portfolio

• Please use this website as your source for UIS project information

• Questions on a project? Please email us at help@cu.edu