UIS Service Reliability and Project Updates
| November 2018
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

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## Enterprise Services Issues – Oct ‘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>10/9</td>
<td>Slowness in Campus Solutions</td>
<td>Campus Solutions web servers stopped responding due to hogging threads.</td>
<td>A rolling reboot of web servers was completed.</td>
<td>Monitoring is in place to alert UIS of this behavior.</td>
<td>Y</td>
</tr>
<tr>
<td>10/23</td>
<td>Emergency Production Maintenance (2 hours)</td>
<td>Enterprise Portal web servers would stop responding due to a heap memory issue.</td>
<td>A patch from the vendor was applied.</td>
<td>Monitoring is already in place to alert UIS of this behavior.</td>
<td>N</td>
</tr>
</tbody>
</table>
October 2018

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