

## **Upcoming UIS Maintenance Alert: Production Systems Maintenance from 6 a.m. to 11:59 p.m. Sunday, December 18.** <sup>[1]</sup>

November 15, 2022 by [Employee and Information Services](#) <sup>[2]</sup>

**Description:** Most university production services will be unavailable during a **18-hour window** on **Sunday, December 18** for scheduled maintenance.

Production windows affect systems with real-time data that is available to students, staff and faculty.

**Timing:** **6 a.m. to 11:59 p.m. Sunday, December 18**

**Impact:** Most production services will be unavailable throughout the maintenance window.

**Unavailable systems:** [25Live/Lynx](#) <sup>[3]</sup> | [Campus Solutions](#) <sup>[4]</sup> | [Campus Solutions Mobile Application](#) <sup>[5]</sup> | [Central Information Warehouse \(CIW\)](#) <sup>[6]</sup> | [Concur](#) <sup>[7]</sup> | [Constituent Relationship Management \(CRM\)](#) <sup>[8]</sup> | [CU-Data](#) <sup>[9]</sup> | [CU Marketplace](#) <sup>[10]</sup>

[25Live/Lynx](#) is a room scheduling application used by CU campuses. [Campus Solutions](#) is the primary component of CU Student Integrated Systems (CU-SIS). It encompasses many functions directly related to student administration, faculty workload and course management. [Campus Solutions Mobile Application](#) or [Campus Mobile](#) is a collection of eight mobile applications that serve our four campuses via Android and Apple mobile operating systems. Each campus has branded their mobile apps to their specifications. The mobile applications expose [Campus Solutions' Student Center](#) via mobile device, formatting content appropriately. [Central Information Warehouse \(CIW\)](#) is CU's system-wide centralized data repository for information sourced from administrative systems. [Concur](#) The [Concur Travel & Expense System \(Concur\)](#) is the university's system for booking official employee travel, requesting cash advances, requesting reimbursement and reconciling procurement card and travel expenses. [Constituent Relationship Management \(CRM\)](#) [PeopleSoft \(CRM\)](#) is the primary tool to send recruitment communications to prospective students and applicants for CU campuses. [CU-Data](#) The [CU Reporting System \(CU-Data/CU Reporting/Cognos/Motio/Data Stage\)](#) is a robust tool offering standardized business intelligence reports to assist with analysis and presentation of data contained in the [Central Information Warehouse \(CIW\)](#). [CU Marketplace](#) The [CU Marketplace](#) is the university's official procurement-to-pay system. The software is used by CU to create and approve purchase requisitions, place purchase orders, receive goods and services and process invoices.

Degree Audit and Transfer Credit (DATC)Degree Audit and Transfer Credit (DATC)  
The Degree Audit and Transfer Credit (DATC) system tracks academic progress  
toward graduation. It evaluates CU and transfer courses to a specific academic program.  
[11] | Enterprise PortalEnterprise PortalEnterprise Portal is the main point of entry for self-  
service applications for students, faculty and staff. It is sometimes called CU Resources,  
MyCUInfo, myUCCS Portal or CU Access. [12] | eRA InfoEd applicationeRA InfoEd  
applicationInfoEd is an electronic research portal system used to manage the research  
lifecycle, from start to finish. [13] | eRAeRAThe Electronic Research and Administration  
(eRA) system automates processes the university uses to apply for research grants and  
other funding. The interface with HCM shares information related to payroll, benefits and  
other activities. [14] (interface with the HCM system only) | FINFINThe PeopleSoft  
Finance System (FIN) is a Web-based application that allows CU employees to perform  
the tasks needed to manage financial information. [15] | HCMHCMHuman Capital  
Management (HCM) software is used for core human resources, payroll and benefits,  
and other HR-related activities. [16] | HireRightHireRight Background ChecksHireRight's  
background check solution is integrated with CU Careers to run background checks for  
finalists in the hiring process. [17] | International Tax NavigatorInternational Tax Navigator  
The International Tax Navigator application is used for tax treaty administration and  
annual 1042-S tax reporting for international employees, students and vendors. [18] | ImageNow  
| Integration GatewayIntegration GatewayIntegration gateway is a platform  
that manages the receipt and delivery of messages passed among systems through  
PeopleSoft Integration Broker. [19] | LegalFiles  
| LinkedIn LearningLinkedIn Learning  
LinkedIn Learning provides an online library of nearly 25,000 instructional videos  
covering the latest software, creative and business skills. [20] | My LeaveMy Leave  
My Leave is used to collect, review and approve employee time and leave information.  
[21] | OnBaseOnBaseOnBase is a document management solution that secures business  
content in a centralized, secure location that is easily accessed from any device or  
location. [22] (direct access and Unity Client) | ParchmentParchmentParchment is a  
digital credential service, allowing learners, academic institutions, and employers to  
request, verify and share credentials. [23] | Peoplesoft Elasticsearch (PES)Peoplesoft  
Elasticsearch (PES)Peoplesoft Elasticsearch (PES) provides a secure and user-friendly  
search functionality for pages and components within PeopleSoft applications. [24] | Phire  
PhirePeopleSoft's Phire Architect tool automates file and application migrations and  
helps manage application development change requests. [25] | Secure File Transfer  
ProtocolSecure File Transfer ProtocolThis system used for the transfer of computer files  
between a client and server on a computer network. [26] | SharePointSharePoint  
SharePoint is a web-based collaborative platform that integrates with Microsoft Office. It  
is primarily a document management and storage system, but the product is  
configurable and usage can vary substantially among different teams and departments.  
[27] | Skillsoft  
| SunapsisSunapsisThe Sunapsis application is used by campus  
International Education and Admissions offices to report and track foreign national  
students and scholars from around the globe and help keep them engaged in learning at  
CU. [28] | TeamMateTeamMateTeamMate Audit is a comprehensive audit management  
system designed to help auditors and audit department leadership manage all aspects  
of the audit process. [29] | Terminal ServersDeveloper Terminal Server Services  
Developer terminal server services is remote desktop access to specific servers allowing  
multiple developers access for the purpose of doing development work. [30] | TTO Portal?  
| Web Peformance MonitoringWeb Performance MonitoringAutomatically monitors web-  
based internal and external applications for performance issues, such transaction  
responsiveness, speed and bottlenecks, to ensure optimal performance for end users.

[31]

**Available 1800 Grant and Production services:** [1800 Grant File and Print Services](#)  
[1800 Grant File and Print Services](#)The file and print services at the CU System office at  
[1800 Grant St.](#) [32] | [1800 Grant VDIs](#)[1800 Grant VDIs](#)Virtual desktop infrastructure (VDI)  
is virtualization technology that hosts a desktop operating system on a centralized  
server in a data center. [33] | [1800 Grant Phones](#)[1800 Grant Phones](#)The phone system  
used at the CU System office at 1800 Grant St. [34] | [Cherwell](#)[Cherwell](#)[Cherwell Service](#)  
[Management](#) is a platform that enables delivery of efficient services, allows for the  
automation of business processes and workflows, and service desk functionality. [35] |  
[cu.edu email](#)[cu.edu email](#)The email system used at the CU. [36] | [Law Toolbox](#)[Law](#)  
[Toolbox](#)[Law Toolbox](#) is an integration into Microsoft Office that automates deadlines and  
rule changes. [37] | [Microsoft Teams](#)[Microsoft Teams](#)[Microsoft Teams](#) is cloud-based  
team collaboration software that is part of the Office 365 suite of applications. The core  
capabilities in Microsoft Teams include messaging, calling, video meetings and file  
sharing. [38] | [Tableau Servers](#)[Tableau Server](#)A Tableau Server hosts and holds all  
shared Tableau workbooks, data sources and related data, keeping files secure and  
protected. The server enables users to publish and share data. This service would be  
provided to all approved university faculty and staff. [39] | [Wired and Wireless network for](#)  
[1800 Grant](#)[Wired and Wireless network for 1800 Grant](#)The wired and wireless internet  
network at the CU System office at 1800 Grant St. [40] | [VPN](#)[VPN](#)Virtual Private Network  
(VPN) is a connection method used to add security and privacy to private and public  
networks. [41]

All non-production services will be available. Non-production maintenance windows affect the testing and development versions of CU's production systems to allow for development.

**Not sure if you use these systems?** Visit the [UIS Glossary](#) [42] for details on each application.

Thank you for your cooperation as we complete this necessary maintenance work. Please reach out to the UIS Service Desk with questions at 303-860-HELP (4357) or [help@cu.edu](mailto:help@cu.edu) [43]

### **Upcoming maintenance:**

- See the [Business Calendar](#) [44] for future maintenance window dates and times.
- Visit the [UIS Maintenance Matters Blog](#) [45] for detailed information on upcoming UIS maintenance and how it affects you.

[production](#) [46], [planned maintenance](#) [47], [Campus Solutions Maintenance](#) [48], [HCM](#) [49]

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