

From: Debra Lyons <Debra.Lyons@act.org>
To: Debra LyonsDebra.Lyons@act.org
CC: Chris BaucomChris.Baucom@act.org
Lori BaldwinLori.Baldwin@act.org
Date: 1/23/2013 5:17:13 PM
Subject: WorkKeys Connectivity Issue Update



Date: January 23, 2013
To: ACT State Partners
From: Debra Lyons
Vice President, Community & Economic Development
Subject: WorkKeys Connectivity Issue Update

In my message to you on Friday, I promised to send further updates on how we are addressing the WorkKeys Internet Version connectivity issues experienced in recent weeks. We are making progress, and are working toward resolution.

ACT technicians and engineers continue their efforts to diagnose the root cause and identify the remedy. Here is the good news to date:

Zero interruptions occurred on Tuesday or Wednesday, January 22 or 23. The changes we have implemented thus far appear to be contributing to the improved performance reliability we are experiencing.

Today we are testing a planned deployment of additional memory which we believe will contribute to solving the connectivity issue. *Therefore, while we execute this deployment, no WorkKeys Internet Version testing should be scheduled from 11 p.m. CT tonight until 4 a.m. CT tomorrow, Thursday, January 24.*

We will continue to monitor performance closely as we identify the underlying cause. Once our IT team is confident they have done so, and a resolution has been declared, I will be pleased to share the news with you.

If you have specific questions, I encourage you to call Chris Baucom at 404-231-1952 x7222, or send an e-mail to chris.baucom@act.org.

We thank you again for your continued patience and understanding.

Debra Lyons
VP-Community & Economic Development
Workforce Development Division
ACT
Phone: 319-541-0258
Email: debra.lyons@act.org
www.workreadycommunities.org