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To: Debra LyonsDebra.Lyons@act.org  
Date: 2/1/2013 4:46:38 PM  
Subject: Validus Connectivitu Update Message to ACT State Partners

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Date: February 1, 2013  
From: Debra Lyons  
Vice President, Community & Economic Development  
Subject: WorkKeys Internet Version Connectivity Issue Update

I'm pleased to report that we have not had a single connectivity interruption in more than a week, and that our IT staff has discovered the root causes of the problems experienced earlier this month. Our technicians and engineers completed the testing phase on January 29 and have identified two root causes: one related to memory capacity and one related to processing efficiency. Both have been addressed and the resolution measures are in place. We are confident the changes we have made reduce the potential of a reoccurrence. We will continue to monitor performance closely. As before, 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](mailto:chris.baucom@act.org).

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