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To: Debra LyonsDebra.Lyons@act.org
CC: Chris BaucomChris.Baucom@act.org
Date: 3/15/2013 5:58:43 PM
Subject: A message for State Partners



Date: March 15, 2013
From: Debra Lyons
Vice President, Community & Economic Development
Subject: Resolution of WorkKeys Internet Version Connectivity Issues

I am happy to report that the intermittent connectivity issues affecting WorkKeys testing and reporting in late December and early January have been resolved.

Our IT staff completed their root cause analysis and are preparing to deploy the "fix" intended to improve performance and double the capacity we previously had in place to support WorkKeys Internet Version processing. A brief maintenance session will be needed to install the additional equipment. That maintenance window is scheduled for 1:00 to 3:00 a.m. CT on Friday, March 22.

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 for your patience and understanding, and we appreciate your continued support of ACT workforce solutions.

Debra Lyons

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