

From: Debra Lyons <Debra.Lyons@act.org>  
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

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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](mailto:chris.baucom@act.org). We thank you for your patience and understanding, and we appreciate your continued support of ACT workforce solutions.

**Debra Lyons**  
**VP-Community & Economic Development**  
3355 Lenox Road Suite 320  
Atlanta, Georgia 30326  
Office: 404.231.1952  
[www.workreadycommunities.org](http://www.workreadycommunities.org)

