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## ASMM & ONCC Daily Report 03/26/14 - Alert Level- 3

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[Support@evtf.org](mailto:Support@evtf.org)

To: Apps.Director, Tech. Services, Helpdesk,

Calls: 4 Resolved: 4 (NUR Print lists issue, Locked EDM Record, Status Bd. Access, Password Reset)

Errors: 5 Resolved: 4 Open: 1 (Interface- LR15 to State Reporting Agency behind 2 days)

(PHA lock cleared; C,D,J Segments CPU hitting 100% ; LPR w/39 jobs; MIS Scheduled reports running for 6+ hrs.- (Passport & GHX Downloads)

Explanation of Alert Levels:

- 0- Nothing found or to report
- 1- Common errors or conditions found, documented and this is just an FYI
- 2- IT Staff have items to address during normal business hours
- 3- IT Staff attention required ASAP
- 4- IT Staff have been paged and URGENT response is needed at the facility

Please see attached

Thank you