

## MEMORANDUM

TO: All Locations

FROM: Information Technology Services (ITS)

SUBJECT: **SUPPORT SERVICES CALL TRACKING INTERRUPTION**

Between the hours of 6:30 a.m. to 10:00 a.m. this morning, Monday, November 15, 2004, Support Services experienced problems with the district's call tracking system. As a result, all call detail information that was logged during this time period was lost. If you called Support Services during this time period, (6:30 a.m. to 10:00 a.m.), to report a hardware or telephone problem and the problem has not been resolved, *you must call Support Services at 305-995-3705 (0) to report the problem again.* If your problem was resolved during your initial call, **do not** call again.

We apologize for any inconvenience. For additional information, you may contact Support Services at 305-995-3705 (0).