

From: Gravett, Beth - Division of Operations and Services
Sent: Wednesday, February 19, 2014 1:19 PM
To: All State CIOs; All State CIITS Primary Contacts; All State CIITS Secondary Contacts
Cc: KETS Engineers; Horne, Maritta - Division of Enterprise Data
Subject: KETS Service Advisory - CIITS

Please be advised that a recent issue has been reported to the CIITS helpdesk regarding the Caseload Manager functionality in CIITS. Users may be seeing caseloads from outside of their school displaying in the Caseload Manager tool. The reported issue does NOT display actual observation data and observations can still be completed in the system as normal. The Pearson Schoolnet team is currently working to resolve the issue as quickly as possible. A communication will be sent to all districts as soon as a resolution is in place.

In the interim, if you need to add a teacher onto your observation caseload, please complete the form at the following link: <http://tinyurl.com/PGESIissuesReport>. Need Help: 1-855-435-7459, email ciitshelp@schoolnet.com