

**From:** [Jenkins, Becky - Division of Enterprise Data](#)  
**To:** [All State KSIS Contacts](#)  
**Subject:** RE: KSIS Notification: Infinite Campus Outage Affecting State Edition and Districts on Eastern Server - UPDATE  
**Date:** Thursday, August 14, 2014 9:37:59 AM

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Services have been restored. If you are still experiencing an issue with Infinite Campus, please submit a support case or contact Campus Support at 1-888-461-2004.

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**From:** Jenkins, Becky - Division of Enterprise Data  
**Sent:** Thursday, August 14, 2014 8:24 AM  
**To:** All State KSIS Contacts  
**Subject:** KSIS Notification: Infinite Campus Outage Affecting State Edition and Districts on Eastern Server

KSIS Contact:

Infinite Campus and KDE are investigating the cause of an outage affecting State Edition and some school districts on Eastern servers. This impacts all districts trying to use the Student Locator to enroll students or requesting/releasing records electronically through the records transfer process. **Please do not create new student records for students enrolling in your district who have been previously enrolled in a Kentucky school district.** This creates duplicate student records that will cause data quality issues and require record cleanup.

An update will be sent as soon as more information is available.

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