

**From:** Conner, Dede - KDE Division Director  
**Sent:** Wednesday, September 9, 2020 7:02 AM  
**To:** All State KSIS Contacts  
**Subject:** FW: KSIS Notification: Connection Issues Update

Infinite Campus provided the following late yesterday.

Update:

A number of Campus Cloud and Campus Cloud Choice districts experienced network slowdowns today, returning to normal around 12pm CST. Campus hosted services were also impacted during this period. We have identified the primary source of this bottleneck as a firewall in one of our data centers and we believe it has been resolved for tomorrow. Identifying this problem took longer than normal as several ISPs around the country and locally for Campus had their own outages and slowdowns. In addition, distance learning is greatly affecting usage patterns.

We will be closely monitoring individual district resource needs and will allocate increased hardware to ensure a responsive product. If you submitted a case with us today, please follow up with us tomorrow via a case note to let us know that your problem is resolved or if there is more that we can do to assist. We appreciate your patience and understanding as this was a more complex issue than normal given the extended variables affecting different districts.

**From:** Conner, Dede - KDE Division Director  
**Sent:** Tuesday, September 8, 2020 12:53 PM  
**To:** All State KSIS Contacts  
**Subject:** KSIS Notification: Connection Issues Update

Update from Infinite Campus below....

CAMPUS UPDATE 11:28AM CDT

We are actively investigating the slowness & outage reports. There are many inconsistencies as we attempt to ascertain the source or sources of the problem. We know that many districts are starting back to school today, and understand the frustrations that these connectivity issues bring. We are working hard to pinpoint where the issue lies so that all districts can function normally.

**From:** Conner, Dede - KDE Division Director  
**Sent:** Tuesday, September 8, 2020 10:42 AM  
**To:** All State KSIS Contacts  
**Subject:** KSIS Notification: Connection Issues

KSIS POCs: See information below from Infinite Campus.

## **Campus Support**

### **ISSUE ALERT:**

At this time, we're seeing districts reporting connectivity issues with Infinite Campus. Campus Managed Services is currently investigating the cause of this issue and more information will be shared once we know more. If your district is experiencing an issue, please submit it as a critical case so that your issue can be investigated and included if it is part of this issue. A follow up call is not needed at this time.

### **The Infinite Campus Support Team**

*~Committed to Doing the Right Thing*

*Please note: The Infinite Campus Notifications mailbox is UNATTENDED. If you have a question or response specific to a case, please logon to the [Infinite Campus Support portal](#).*

Infinite Campus, Inc.

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**Campus Support 1-888-461-2004 (for Authorized Support Contacts)**