

Team: Team 12

Inject Number: 5

Inject Duration: 8 Hours

Inject Start Date/Time: Sat, 16 Nov 2019 15:00:49 +0000

From: CIO

To: IT Staff

Subject: Technical Support

Technical support may be needed to remediate issues that involve faults with the underlying system. Participants should not use tech support to address problems that may be addressed via their own resources. Participants should be aware that some systems are not configured correctly, and that it is part of the competition for teams to fix these problems. Tech support is intended to address serious problems that may arise with a particular VM, such as failure to boot, or hangs indefinitely.

Technical support may also be used to request a snapshot of a VM back to its original state. Snapshots may incur a penalty.

Teams should also be aware that tech support response time may not be immediate, and is contingent on the number of requests and state of the competition environment. Typically tech support can respond within 20 minutes. Note also that snapshots can suffer from additional delay, possibly several minutes, to boot. Teams should also be made aware that the original state of any VM reverts back to original, possible faulty configurations and vulnerabilities.

If Tech support issues that are not addressed within 20 minutes, teams should contact the competition manager,

David Durkee
c 440-488-0331

Thank you.

CIO