

Team: Team 7

Inject Number: 5

Inject Duration: 8 Hours

Inject Start Date/Time: Sat, 21 Mar 2020 13:00:34 +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.

There are no scrubs/ revert snapshot for specific VMs during the qualifier. Teams may request tech support to end their reservation and start the entire system once again.

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.

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