Team: Team 8

Inject Number: 5

Inject Duration: 32 Hours

Inject Start Date/Time: Sat, 13 Feb 2021 15:01:05 +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.

Teams may not scrub/revert/snapshot any individual VM during this competition. Teams may request tech support to revert their entire system once again. Teams should not attempt a factory reset on the Palo Alto firewall. Request tech support to recover your firewall.

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 MWCCDC Consortium Director, or have their local judge contact the MWCCDC Consortium Director.

David Durkee
MWCCDC Consortium Director
c 440-488-0331

Thank you.

CIO