

Managed Services Weekend On-Call

Last Modified on 10/22/2022 10:46 am CDT

The following expectations/responsibilities have been established for Managed Services weekend on-call work:

- Managed Services weekend on-call person's main responsibility is to respond to a critical outage. A district should call the Support number and select option 8. The district will receive a return call within 60 minutes.
 - Non critical (anything other than a district outage) issue calls will be handled during normal business hours Monday - Friday, 6:00am - 6:00pm CST/CDT.
 - Update and refresh requests should be submitted via Campus Community or a case if the district is not auto update approved. Updates will be completed on the date and time requested or on the next business day (please see our policies page regarding updates).
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