From: Conner, Dede - KDE Division Director
Sent: Friday, July 19, 2024 7:52 AM
To: All State KSIS Contacts
Subject: KSIS ALERT: Campus Service Interruption

KSIS Points of Contact: Please see message below from Infinite Campus. Your site may be up and operational, but the issue is impacting our State Edition site and other Campus customers. This impacts use of student locator and enrolling new students. We ask that you wait until we confirm system is fully operation to enroll any new students or request records transfer.

To: Infinite Campus Users

ISSUE ALERT:

Infinite Campus is aware that one of our vendors, Crowdstrike, is experiencing issues causing a widespread outage that is impacting access to Campus resources. Until the issue is resolved, access to the Infinite Campus application may be unavailable or intermittent. We appreciate your patience and understanding as we work diligently to resolve this issue. We will let you know as soon as service is restored, or when additional information is available.

FIX:

The Infinite Campus Managed Services and Infrastructure teams are actively working to get all services back online.

A follow up notice will be sent when service has been restored.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Support at 1-888-461-2004.

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The Infinite Campus Support Team
~Committed to Doing the Right Thing

Infinite Campus, Inc.
4321 109th Ave NE
Blaine, MN 55449
Campus Support 1-888-461-2004 (for Authorized Support Contacts)