
From: CalTAC <CalTAC@info.ets.org>
Sent: Thursday, March 28, 2019 8:44 AM
To:
Subject: ELPAC and CAASPP System Update--TOMS Unavailable



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Dear LEA CAASPP Coordinator or LEA ELPAC Coordinator:

On Wednesday, March 27, Educational Testing Service (ETS) experienced unexpected network issues which resulted in unplanned downtime for both the CAASPP Test Operations Management System (TOMS) and ELPAC TOMS. I apologize for the inconvenience and issues this has caused with testing.

Impact to ELPAC

- For the Summative ELPAC, Listening tests that were in progress at the time of the unplanned downtime will need to be rescheduled. Steps for resuming audio playback for test examiners can be found on page 31 of the [2018–19 Summative ELPAC Test Administration Manual](#).
- For the Initial ELPAC, the Local Scoring Tool (LST) scoring activities can resume.
- Please note that ELPAC TOMS has planned downtime beginning 5 p.m. on Friday, March 29, and will be available on Monday, April 1, by 8 a.m.

Impact to CAASPP

- The test delivery system was not affected by the unplanned CAASPP TOMS downtime and should have proceeded normally.
- CAASPP TOMS will continue to be unavailable as part of its planned downtime this weekend. CAASPP TOMS is scheduled to be available again on Monday, April 1, by 8 a.m. Changes to student test assignments or accessibility changes will be processed as normal when CAASPP TOMS resumes.

The network issues also caused a short unplanned downtime of the CAASPP Portal and ELPAC Portal. Both portals came back online by late afternoon.

Thank you for your patience as we resolved these issues. ETS is taking steps to help prevent this issue from occurring in the future.

Questions regarding this issue should be directed to the California Technical Assistance Center by phone at 800-955-2954 or by email at caltac@ets.org.

Sincerely,

Mary Anne J. Arcilla
Interim Executive Director
CAASPP and ELPAC Programs
Websites: <https://www.elpac.org/> and <http://www.caaspp.org/>

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