



# *Pay Pool Administrator Advisory*

2017-2

**Issue Date: February 07, 2017**

**Topic:** ALTESS Service Desk Monthly Maintenance Window (MMW) may impact your CAS2Net Session

**Discussion:** The ALTESS Service Desk Monthly Maintenance Window (MMW) is scheduled to begin Friday, March 3rd at 1730 EST, concluding on Sunday, March 5th at 0700 EST. Monthly maintenance allows ALTESS to accomplish the goal of providing the best possible service and support to your organization and ultimately to the Warfighter. It also enables CAS2Net to operate at peak performance, to comply with the most updated security measures, and to deliver a cost effective and sustained level of availability.

Please note that this does not mean CAS2Net will be unavailable through the entire scheduled maintenance; however, in order to effectively perform testing, fix issues, and to gather testing results, it will be necessary to allocate a window of time when system availability will be low. Please be aware that any anticipated downtime and details relevant to your system will be communicated one week prior to the ALTESS MMW by your Service Level Manager.

**Action:** None

Note: If you have any questions, please email La Tosha Headley at [latosha.headley@hci.mil](mailto:latosha.headley@hci.mil)