

We have been notified that Contra Costa County will experience a Microsoft O365 outage tomorrow, Saturday May 28, 2022 from approximately noon to 10 p.m. This is necessitated to update an authentication certificate. This outage will impact access to the following systems:

- Microsoft Outlook
- Microsoft OneDrive
- Microsoft Teams
- Microsoft O365 Web access
- Receiving and sending email on your iPhone/iPad/laptop

The following systems will also be unavailable, including maybe into next week.

- Ecotime
- TimestudyBuddy
- Cornerstone
- Fleet commander

At this time, we do not expect CalWIN, CWS/CMS or other systems to be impacted.

We are working with our DoIT colleagues to minimize the impact of this outage on our operations and our IT team will be monitoring the progress.

- ✍ **PLEASE NOTE** – you will not be able to send email or receive new email or access documents (unless they are already downloaded to your device) during this period. You may be able to write emails but instead of sending they will likely go to our Outbox and you will need to remember to send them later.
- ✍ **PLEASE NOTE** – you should complete your Ecotime timecard today if possible.
- ✍ **PLEASE NOTE** -- If you were planning to work this weekend, please consider the impact of this outage on your work. Please think through all confidentiality policies and procedures. We do not want to inadvertently compromise the privacy of our client's information. Printing documents before you leave today and/or forwarding documents to a different email address are not allowable except for certain instances. Please consult with your supervisor if you have any questions and they can provide you guidance and/or elevate your question.
- ✍ **PLEASE NOTE** – If you anticipate needing to communicate with any internal or external colleagues over weekend, make sure you have their phone numbers and they have yours. You will not be able to communicate during email or Teams during this outage. Although phone numbers already on your phone should be accessible, making sure you have the numbers as a back-up is a good idea.

This biggest impact is expected for our hotline colleagues in Child & Family Services and Adult & Aging Services. They have been notified and have activated their back-up procedures.

Although it is challenging when our systems are not available, it is important that our systems remain secure. The work this weekend is strengthening this security.