Weekly PARCC Technology Updates
May 1, 2014

Purpose
The following communication was developed to help school and district technology coordinators prepare for and administer the Spring 2014 PARCC Field Test. Weekly technology updates will include technology information, implementation resources, hot topics, and troubleshooting guidance.

In this edition, you will find information regarding:
- CenturyLink Service Disruption
- New and Updated EOY Resources
- EOY Proctor Caching
- PearsonAccess Planned Maintenance
- Reminder EOY Quick Start Checklist
- Technology Forums and Q&A Webinars

CenturyLink Service Disruption
- On April 22\textsuperscript{nd}, there were intermittent disruptions to some of Pearson’s online testing services caused by network outages at CenturyLink, a company Pearson contracts with to deliver internet services. This disruption affected a large amount of internet traffic for CenturyLink users and customers, including Pearson, across the United States. CenturyLink identified the root cause of this network failure and fixed it that evening. Pearson’s assessment systems were fully operational by the morning of April 23\textsuperscript{rd}.
- As a precaution, Pearson implemented additional contingencies last week and activated an alternate path for internet traffic to Pearson’s systems from a separate internet service provider.
- For additional information, please visit:
  - http://www.pearsoned.com/a-message-regarding-pearsons-online-testing-services/#.U2DuR61dVH3

New and Updated EOY Resources
- As a reminder, PARCC has created a Quick Start Checklist to help schools that are new to the Field Test prepare for EOY CBT testing. This checklist includes both test administration and technology set up tasks and has been posted on the secure PearsonAccess Support page http://parcc.pearson.com/Support under Manuals and Documents or at PearsonAccess.com > Support > Manuals and Documents.
- The Infrastructure Trial Guide has been updated to incorporate feedback from the PBA Field Test Administration and is available on the PearsonAccess Support page http://parcc.pearson.com/Support under Manuals and Documents or at PearsonAccess.com > Support > Manuals and Documents.
EOY Proctor Caching

- The Proctor Caching window for EOY opened on April 30th. Proctor Caching accelerates the delivery of test content to students and reduces the amount of bandwidth required for electronic testing.
- For information regarding managing proctor caching within PearsonAccess, please view section 9.3.5 of the PearsonAccess User Guide. This document can be found at [http://parcc.pearson.com/Support](http://parcc.pearson.com/Support) under Manuals and Documents or at PearsonAccess.com > Support > Manuals and Documents.

PearsonAccess Planned Maintenance

- PearsonAccess will be unavailable starting at 9:00pm CT, Thursday, May 1st until 5:00am CT, Friday, May 2nd for a planned release deployment. Deployment of PearsonAccess schedule code updates and release of improved functionalities for all PearsonAccess clients. PearsonAccess users may experience periods of unavailability during Release Deployment windows.
- The PearsonAccess, TestNav, and System Maintenance Schedule can be found on the secure support page [http://parcc.pearson.com/Support](http://parcc.pearson.com/Support) under Technology Information or PearsonAccess.com > Support > Technology Information.

Technology Forums and Q&A Webinars

- Weekly Technology Forum/Technical Q&A webinars were held during the PBA testing window to answer questions from district technology staff regarding setup, best practices, or other district concerns. A recording of each weekly session can be found on the secure support page of PearsonAccess. PearsonAccess.com > Support > Training.
- To register for upcoming weekly webinars, please use the following links:
  - May 1st, 11AM CT/12PM ET
  - May 8th, 11AM CT/12PM ET
  - May 15th, 11AM CT/12PM ET
  - May 22nd, 11AM CT/12PM ET
  - May 29th, 11AM CT/12PM ET
  - June 5th, 11AM CT/12PM ET
PARCC Help Desk

- For more information regarding PARCC and the 2014 Field Test, please visit the PARCC website at http://www.parcconline.org/field-test.
- If you have questions regarding the administration of the PARCC Field Test, please contact Pearson’s PARCC Support Center: 1-888-493-9888 (open Monday through Friday, 6:00am to 8:00pm CT) or PARCC@support.pearson.com.
- For state policy questions, please contact your state field test contact.