



## QTSO MEMORANDUM

**MEMO**  
**NUMBER:** 2014-155  
**TO:** QIES State Coordinators  
**CC:** CMS Central and Regional Office Contacts  
**FROM:** Deb Jacobs, QIES Technical Support Office  
**DATE:** December 8, 2014  
**SUBJECT:** Issue Alert: QIES National System – December 8, 2014

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We are currently experiencing an outage of the QIES National system that is also causing intermittent issues with CASPER.

Support staff is working to identify and resolve the cause of the outage, and will provide related updates as more information becomes available. A follow-up memo will be sent as soon as more information is known or the issue is resolved.

We appreciate your patience during this time.

If you have any questions concerning this information, please contact the QTSO Help Desk at [help@qtso.com](mailto:help@qtso.com) or 1 (888) 477-7876.