



March 18, 2008

## **Samsung Online Training Center (LMS) will be down from April 7, 2008 through April 14, 2008**

Samsung Technical Certification Department would like to inform all Samsung Dealers and Distributors that because of the overwhelming increase in the number of technicians taking our online courses, we are upgrading the **Learning Management System (LMS)**.

The LMS 7.6 version will provide new features, such as Internet Explorer 7.0 support that has been requested by many technicians, along with many enhancements to improve system performance and reliability.

Samsung's IT department and LMS' Professional Services must work on converting the existing database, installing and configuring the new software, analyzing load balancing and therefore estimate that this process will take 7 days, from April 7<sup>th</sup> to April 14<sup>th</sup>, 2008. During this period you will not be able to log in or take any online courses.

**The LMS system will be up and functional on April 15<sup>th</sup>, 2008 at 9:00 a.m. CST.**

We apologize for the inconvenience and the interruption of your training, and we also thank you for your cooperation as we improve our systems to deliver better courses.

If you have any questions regarding this notice, please contact your Regional Sales Manager or BCS Training Department at 972-801-6105.

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