Notice of Scheduled Maintenance – PSI True Talent™

PSI will be upgrading the infrastructure hosting the PSI True Talent™ system on **Sunday, September 13, 2020 starting at 12:01am Eastern Time (US).** This maintenance will take approximately twelve (12) hours, during which no access to the system will be possible, including testing, scheduling, or accessing test results.

IP Addresses

If your organization **does not restrict access** to known IP addresses or URLs, no action should be necessary on your part. However, if your organization **does restrict access** to the internet to only known IP addresses and URLs, you will need to update your "allow" list with the information in the table(s) below. We have included both the legacy IP addresses and the new IP addresses for your convenience.   At this time, we recommend adding the new IP addresses to your allow list but refrain from removing the legacy IP addresses until after the upgrade.

If you are unsure whether your organization restricts access or not, we recommend that you consult your IT department.

Important Dates	URL Availability
Before August 17, 2020	Only OLD UAT URL Available
August 17, 2020 – August 23, 2020	OLD & NEW UAT URL Available
After August 23, 2020	Only NEW UAT URL Available
September 13, 2020	Production Changes Complete

For organizations utilizing the PSI True Talent™ Business, PSI True Talent™ Enterprise, and/or AmIJobReady platforms:

Site	Old Production IP	New Primary IP	New Secondary IP	Ports
secure.vitapowered.com	209.43.7.1	206.53.244.20	205.159.128.20	443
tara.vitapowered.com	209.43.7.3	206.53.244.20	205.159.128.20	443
scripts.vitapowered.com	209.43.7.4	206.53.244.20	205.159.128.20	443
common.vitapowered.com	209.43.7.10	206.53.244.20	205.159.128.20	443
surveys.vitapowered.com	209.43.7.11	206.53.244.20	205.159.128.20	443
Identity.vitapowered.com	209.43.7.35	206.53.244.20	205.159.128.20	443
students.amijobready.com	209.43.7.45	206.53.244.21	205.159.128.21	443
admin.amijobready.com	209.43.7.45	206.53.244.21	205.159.128.21	443

For organizations using the Event Manager scheduling system:

Site	Old Production IP	New Primary IP	New Secondary IP	Ports
evm.vitapowered.com	209.43.7.2	206.53.244.20	205.159.128.20	443

For organizations sending/receiving files to our FTPS server:

Site	Old Production IP	New Primary IP	New Secondary IP	Ports
ftps.vitapowered.com	209.43.7.12	206.53.244.30	205.159.128.30	21, 22, 2121-2222

Testing Environments

We understand you might be working with PSI on an active project in UAT during this transition time. To accommodate current UAT projects and any testing with the new IP addresses, we are making both the OLD UAT and the NEW UAT environments available. Below you will find a table outlining the dates of availability for the UAT URLs and a listing of the different URLs as shown below in the table.

- The "Old URL" can continue to be used for existing UAT projects and will be retired on **August 23, 2020 @ 5 pm EDT.**
- The "New URL" can be used to conduct testing for the changes outlined within this document and moving forward.
- PSI True Talent™ functionality for Applicant Tracking System and 3rd Party Publisher integrations will be migrated to the "New URL" on **August 17th, 2020**. Before this date, please continue to test this type of functionality with the "Old URL".
- Testing of other aspects of the PSI True Talent™ system will work with both URL's as stated above.

Important Dates	URL Availability
Before August 17, 2020	Only OLD UAT URL Available
August 17, 2020 – August 23, 2020	OLD & NEW UAT URL Available
After August 23, 2020	Only NEW UAT URL Available

For organizations utilizing the User Acceptance Testing environments:

Old URL	Old IP	New URL	New IP	Ports
uat.vitapowered.com	209.43.7.16	secureuat1.vitapowered.com	206.53.244.22	443
evmuat.vitapowered.com	209.43.7.17	evmuat1.vitapowered.com	206.53.244.22	443
tarauat.vitapowered.com	209.43.7.18	tarauat1.vitapowered.com	206.53.244.22	443
scriptsuat.vitapowered.com	209.43.7.4	scriptsuat1.vitapowered.com	206.53.244.22	443
commonuat.vitapowered.com	209.43.7.24	commonuat1.vitapowered.com	206.53.244.22	443
surveysuat.vitapowered.com	209.43.7.25	surveysuat1.vitapowered.com	206.53.244.22	443
identityuat.vitapowered.com	209.43.7.36	identityuat1.vitapowered.com	206.53.244.22	443
studentsuat.amijobready.com	209.43.7.46	studentsuat1.amijobready.com	206.53.244.21	443
adminuat.amijobready.com	209.43.7.46	adminuat1.amijobready.com	206.53.244.21	443

Partner Integration Updates

(If your organization does not use the PSI True Talent™ APIs, you may skip this section)

For those organizations interacting with the PSI True Talent™ APIs, it is important to note that **the integration URLs will also be updated as part of this maintenance**. However, **the existing URLs will continue to work via redirect** through December 2020, so no immediate changes are needed on your part.

Please note, this only affects the Partner Integration APIs. The remaining components map as listed above.

UAT

Old UAT Partner Integration URL	Old IP	Ports
UAT.vitapowered.com/PartnerIntegration UAT.vitapowered.com/PartnerIntegrationSAML UAT.vitapowered.com/PartnerRestService UAT.vitapowered.com/PI.Oracle.API	209.43.7.16	443

New UAT Partner Integration URL	New IP	Ports
Integrationsuat1.vitapowered.com/PartnerIntegration Integrationsuat1.vitapowered.com/PartnerIntegrationSAML Integrationsuat1.vitapowered.com/PartnerRestService Integrationsuat1.vitapowered.com/PI.Oracle.API	206.53.244.22	443

Production

Old Production Partner Integration URL	Old IP	Ports
secure.vitapowered.com/PartnerIntegration secure.vitapowered.com/PartnerIntegrationSAML secure.vitapowered.com/PartnerRestService secure.vitapowered.com/PI.Oracle.API	209.43.7.16	443

New Production Partner Integration URL	New IP	Ports
integrations.vitapowered.com/PartnerIntegration integrations.vitapowered.com/PartnerIntegrationSAML integrations.vitapowered.com/PartnerRestService integrations.vitapowered.com/PI.Oracle.API	206.53.244.22	443

Frequently Asked Questions:

Q: Why is PSI doing this? What is changing?
A: PSI is upgrading the servers, firewalls, SAN, and other infrastructure that hosts the PSI True Talent™ platform. This upgrade modernizes our infrastructure, updates our operating systems, increases our storage capacity, and sets the foundation for greater scalability.

Q: Why was this time chosen perform the upgrade?
A: PSI monitors the PSI True Talent™ usage through the week. This date and time was chosen to impact the fewest number of clients and test takers.

Q: Why are you sending this notice to me, now?
A: We want to give you sufficient notice to update your firewall or "allow" list before the move.

Q: Will the PSI True Talent™ URLs be changing as part of this maintenance?
A: The production PSI True Talent™ URLs will not change as part of this maintenance. Only the associated IP addresses will be changed. However, in order to offer our clients greater flexibility, we are creating multiple user acceptance testing (UAT) tracks.   This change requires us to append a "1" to the host name for the legacy UAT URLs and retire the legacy UAT URLs.

Q: Will there be a follow-up email to let me know when the move is complete?
A: Yes, we will be sending out a follow-up email after the maintenance.

Q: I have an integration with PSI True Talent™. What IP address will the PSI True Talent™ services use to connect to my environment?

A: The PSI True Talent™ services will present from 209.43.61.46. This address will be used both for web services and for ftp/sftp/ftps uploads (if applicable to your integration). PSI True Talent™ presently presents from 209.43.60.14.

Q: I use the European based PSI True Talent™ system (https://eubusiness.panpowered.com).   Will I be affected by this upgrade?
A: No, this upgrade only affects the US based platforms and URLs listed above.

Q: I'm not sure which of the PSI True Talent™ systems I use, what should I do?
A: Please contact your PSI representative or PSI True Talent™ technical support. They will be able to guide you.

Q: My question is not on your list. Who do I contact?
A: Please contact your PSI representative if you have any questions.