



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient Services EIS

801 Ruggles Drive – 2501 Mail Service Center · Raleigh, N.C. 27699-2501
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Mark Benton, Interim Director
919-855-4000

June 1, 2005

Dear County Director of Social Services:

County departments of social services have often requested the Eligibility Information System (EIS), the Enterprise Program Integrity Control System (EPICS), and the Food Stamp Information System (FSIS) be available on weekends. In addition, there have also been requests for an advance schedule of system availability. In response to these requests, the Division of Information Resource Management (DIRM), the Division of Medical Assistance (DMA), and the Division of Social Services (DSS) have developed the attached schedule of system availability.

It is not possible to have these systems available every Saturday and Sunday because DIRM staff and Information Technology Services (ITS) perform system maintenance and implement system modifications on weekends. However, every effort has been made to provide for at least two Saturdays and Sundays each month.

This schedule is not applicable to the Low Income Energy Assistance Program System (LIEAP). We will notify you by a terminal message when LIEAP is available on weekends for keying.

The following conditions will apply to the Saturday dates of system availability:

⇒ The systems are generally available after 10:00 am; however, the Friday night updates could take longer. If the systems do not permit access, then the update from Friday evening has not been completed.

In IMS, you will see the following message on your screen if the nightly updates have not finished: SYSTEM UNAVAILABLE - NIGHTLY UPDATE STILL RUNNING.

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In EPICS, you will see the following message at the bottom of the CICS screen when the EPICS Menu FR01 is disabled: DFHAC2008 XX-XX-XX XX:XX:XX CICSSCC4 Transaction FR01 has been disabled and cannot be used.

In FSIS, you will see the following message on your screen if the system is not available on Saturday or Sunday: ZDA00154 UNABLE TO ESTABLISH SESSION-REQSESS FAILED WITH SENSE 0801.

⇒ The systems will come down at 5:30 pm.

The following conditions will apply to the Sunday dates of system availability:

⇒ The systems are generally available after 12:00 pm.

⇒ The systems will come down at 5:30 pm.

It may be necessary for DIRM to withdraw a Saturday or Sunday availability date for release fixes, emergencies, etc. If a Saturday or Sunday must be withdrawn, we will notify you by terminal message as soon as possible. If an emergency occurs, it may not be possible to notify users in advance.

We hope that having the schedule in advance will be helpful.

Questions concerning the information in this letter may be directed to Jonnette Earnhardt at DMA (919-855-4000) or Robin Register at DSS at (919-733-8938).

Sincerely,

Mark T. Benton, Interim Director

Pheon E. Beal, Director
Division of Social Services

June 1, 2005

EIS, NCDOT, SCC1CICS, SCC4CICS AND OLV AVAILABILITY FOR YEAR 2006

SATURDAY 10:00 - 5:30	SUNDAY 12:00 - 5:30
JANUARY 7	JANUARY 8
JANUARY 14	JANUARY 15
FEBRUARY 11	FEBRUARY 12
FEBRUARY 18	FEBRUARY 19
MARCH 11	MARCH 12
MARCH 18	MARCH 19
APRIL 8	APRIL 9
APRIL 15	APRIL 16
MAY 13	MAY 14
MAY 20	MAY 21
JUNE 10	JUNE 11
JUNE 17	JUNE 18
JULY 15	JULY 16
JULY 22	JULY 23
AUGUST 12	AUGUST 13
AUGUST 19	AUGUST 20
SEPTEMBER 9	SEPTEMBER 10
SEPTEMBER 16	SEPTEMBER 17
OCTOBER 14	OCTOBER 15
OCTOBER 21	OCTOBER 22
NOVEMBER 11	NOVEMBER 12
NOVEMBER 18	NOVEMBER 19
DECEMBER 9	DECEMBER 10
DECEMBER 16	DECEMBER 17