



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

1985 Umstead Drive – 2512 Mail Service Center - Raleigh, N.C. 27699-2512
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Gary Fuquay, Acting Director
919-857-4019

June 16, 2003

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.

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

⇒ The systems are generally available after 12:00.

⇒ The systems will come down at 5:30.

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 (919-857-4019) or Robin Register at DSS at (919-733-7831).

Sincerely,

Gary Fuquay, Interim Director

Pheon E. Beal, Director
Division of Social Services

June 16, 2003

EIS, NCDOT, SCC1CICS, AND SCC4CICS AVAILABILITY FOR YEAR 2004

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