



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 Buell, Secretary

Nina M. Yeager, Director

September 25, 2001

Dear County Director of Social Services:

County departments of social services have often requested the Eligibility Information System (EIS) 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.

Availability of EPICS and the Energy system will be addressed in a separate letter since different technical teams are responsible for those systems. We will send a schedule of their availability as soon as the dates can be determined.

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 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 If a Saturday or Sunday must be withdrawn, we will notify you by terminal message as soon as possible.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 Suzanne Marshall at DSS at (919-733-7831).

Sincerely,

Nina M. Yeager, Director

Pheon E. Beal, Director
Division of Social Services

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EIS, DOT, SCC1CICS, AND SCC4CICS AVAILABILITY FOR YEAR 2002

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