



## North Carolina Department of Health and Human Services Division of Social Services

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Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Michael F. Easley, Governor  
Dempsey Benton, Secretary

Sherry S. Bradsher  
(919) 733-3055

October 5, 2007

### **Re: Client Services Data Warehouse (CSDW) XI Migration Upgrade**

Dear County Director of Social Services:

#### **Attention: CSDW Users County Security Officers**

The Client Services Data Warehouse (CSDW) has been available to your organization for several years. One of the goals of the CSDW is to provide ongoing support to each data warehouse user. Effective November 30, 2007, the current version of the CSDW Query Tool is being retired by the vendor, Business Objects. Therefore, Business Objects will no longer support any customers who use this version. DHHS has purchased the current supported version of the Business Objects Query Tool. This is a significant upgrade as the new version of the CSDW Query Tool provides enhanced functionality over the old version.

For the past few months the CSDW Team has been working to migrate all of the existing users, security, universes, and documents. The team migrated all personal, inbox, and corporate documents that existed as of September 6, 2007. It is now time for user migration to begin.

During the user migration period which will take place between now and November 30, 2007, both the old version of the query tool and the new version of the query tool will be available. This allows for an adjustment period to transition from the old version to the new version and for you to become familiar with the differences between the two versions. However, it is strongly recommended that you begin using the new version of the query tool as soon as possible. If you build new queries or make changes to existing queries in the current version of the tool, it is your responsibility to build them in the new version as well. There will be no further migration of queries from the old version. After October 31, 2007, new State Sanctioned Queries will be published in the new version only.

#### **TRAINING:**

Several tools have been developed to assist in the migration process. A Business Objects XI User Guide has been developed and is available by clicking on the User Tools and Information link from the Login Page and then clicking on DHHS CSDW User's Guide in the Users Guide area of the web page. Migration training materials have been developed as well. These are also

available by clicking on the User Tools and Information link from the Login Page and then clicking on BO XI Training in the Training area of the web page. The Help Desk is also available to assist with any migration issues. The Help Desk number and a link are available from the Login Page in the Contact Us area. Please take time to read through each of the training modules. This will help you become familiar with the new terminology and the new look and feel of the CSDW Query Tool. Information regarding ongoing training will be forthcoming.

## **SYSTEM REQUIREMENTS:**

### **Hardware:**

1. P3 700 Mhz
2. 1GB RAM

### **Operating Systems:**

1. Windows 2000 SP4
2. Windows XP SP1 or SP2

### **Internet Browsers:**

1. Internet Explorer 6.0 SP1 or SP2
2. Internet Explorer 7.0
3. FireFox 2.0.0.6

### **Sun Java JRE:**

Java Runtime Environment (JRE) 5.0 Update 12

### **Checking Sun Java JRE:**

1. To check the Sun Java JRE, open Internet Explorer.
2. Click on the Tools Menu and select Internet Options.
3. Select the Advanced tab and scroll down. Look for Use JRE 1.5.0\_12 for <applet>. If you find it, make sure the box is checked. If you do not see it, you will need to contact your system administrator to have it installed.

## **LOG-IN/USER ID AND PASSWORD:**

The login for the new Query Tool can be found at <http://www.csdw.dhhs.state.nc.us/>.

Your CSDW User ID has not changed. However, your password has been reset. Please contact your local security officer for the new password. The password reset will only be valid for 45 days. At the end of 45 days, your login ID will be revoked and you will have to go through your local security officer to be reset. If you have a password problem, contact your local security officer. The security officer will contact the Help Desk for assistance.

## **IMPORTANT EIGHT STEPS REQUIRED BEFORE YOUR MIGRATION IS COMPLETE**

Once you get logged into the new version of the CSDW Query Tool, there are several action items that need to be completed as soon as possible before November 30, 2007. Use the BO XI Training modules for assistance. Please contact the Help Desk if you have any issues at (919)-855-3200, option 2.

Verify the following items in the new version of the CSDW Query Tool:

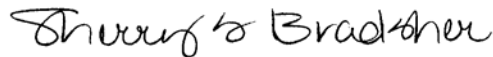
1. You have access to the same universes, inbox documents, personal documents and corporate documents that you currently have in the old version.

2. You can run and edit queries from My Folders/Favorites and/or My Folders Inbox and/or Public Folders.
3. If you build queries from scratch, make sure that you can access each available universe(s) and table to create a new query.
4. You can create a New Folder and save a document into it.
5. You can save queries in the Shared Folders area in Public Folders. You should not be able to save queries in the other public folders.
6. You can export to XLS, CSV, or PDF.
7. You can print documents.
8. You can send documents to other individuals.

Please begin using the new version of the CSDW Query Tool as soon as possible. Remember that after November 30, 2007, you will not be able to access the old version. If you have not taken the time to evaluate the 8 steps listed above by November 30 and you have problems with any documents, the CSDW team will not be able to help you.

If you have any questions about the information contained in this letter, please contact the Help Desk at 919 855-3200, option 2.

Sincerely,



Sherry S. Bradsher

William Lawrence, M.D.  
Acting Director, Division of Medical Assistance

Dennis Streets  
Director, Division of Aging & Adult Services

SSB:RR

**PM-REM-08-2007**