



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
(919) 855-4000

Michael F. Easley, Governor
Dempsey Benton, Secretary

Tara R. Larson, Acting Director

December 15, 2008

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), the Food Stamp Information System (FSIS), OLV, and SCC4CICS be available on weekends. In addition, there have been requests for system availability after 5:30 p.m. on weekdays.

The capability to extend the legacy systems beyond the normal 5:30 p.m. on weekdays timeframe is the result of the recent implementation of several infrastructure upgrades by the Office of Information Technology Services (ITS). These upgrades have decreased the time needed to complete nightly legacy batch processing. However, the Division of Information Resource Management (DIRM) will go to a "limited" support service level after 5:30 p.m. Monday through Friday. Limited support means that DIRM will provide on-call support, but that resolution is not guaranteed until the next business day. The extended online availability will change DIRM's IT Customer Support services to 7:00 a.m. to 7:30 p.m. Monday through Friday.

Therefore, effective December 15, 2008, the following systems will be available from 7:00 a.m. until 7:30 p.m. Monday thru Fridays except for state holidays:

Adult Protective Services

Automated Collection and Tracking System (ACTS)
Central Registry System including Central Registry Fatalities
Child Placement Payment System
Common Name Data Services (CNDS)
DAAS Aging Resource Management System (ARMS)
Eligibility Information System (EIS)
Employment Programs Information System (EPIS)
Enterprise Program Integrity Control System (EPICS)
Food Stamp Information System (FSIS)
Foster Care Facility Licensing
Low Income Energy Assistance Program (LIEAP)
NCFAST Online Verification System (OLV)
NCFAST Service Delivery Interface (SDI)
Services Information System (SIS)
Web Identity Role-based Management System (WIRM)

For weekend availability, DIRM, the Division of Medical Assistance (DMA), the Division of Social Services (DSS), and the Division of Aging and Adult Services (DAAS) have developed the 2009 advance schedule of weekend system availability for EIS, EPICS, FSIS, OLV, and SCC4CICS. It is not possible to have system availability every Saturday and Sunday because DIRM staff and ITS perform system maintenance and implement system modifications on weekends.

The weekend schedule is not applicable to the Low Income Energy Assistance Program System (LIEAP). You will be notified via a terminal message when LIEAP is available on weekends for keying.

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

=> SCC4CICS and OLV are available from 7:00 a.m. until 5:30 p.m. EVERY Saturday.

=> IMS (EJALOGON), SCC1CICS (FSIS), NCDOT are available as indicated on the attached schedule and are generally available after 10:00 a.m.; however, the Friday night updates could take longer. If the system does not permit access, the update from Friday evening has not been completed and the following messages display.

In IMS, the following message displays if the nightly updates have not finished:
SYSTEM UNAVAILABLE – NIGHTLY UPDATE STILL RUNNING.

In EPICS, the following message displays at the bottom of the CICS screen when the EPICS Menu FR01 is disabled: DFHAC2009 XX-XX-XX XX:XX:XX CICSSCC4 Transaction FR01 has been disabled and cannot be used.

In FSIS, the following message displays if the system is not available on Saturday or Sunday: CICSSCC1 TRANSACTION ERIZ HAS BEEN DISABLED AND CANNOT BE USED.

=> The systems are brought down at 5:30 p.m.

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

=> SCC4CICS, OLV, IMS (EJALOGON), SCC1CICS (FSIS), NCDOT are available as indicated on the attached schedule and are generally available after 12:00 p.m.

=> The systems are brought down at 5:30 p.m.

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

If you have questions concerning the information in this letter, contact the Division of Medical Assistance, Eligibility Information System Unit at (919) 855-4000 or Division of Social Services, Information Support Staff at (919) 733-8938.

Sincerely,

Tara R. Larson

Sherry S. Bradsher, Director
Division of Social Services

Dennis W. Streets, Director
Division of Aging and Adult Services

AFS-23-2008
PM-REM-09-2008

EIS, EPICS, FSIS, AND NCDOT AVAILABILITY FOR YEAR 2009

(SCC4CICS and OLV are available from 7:00 a.m. – 5:30 p.m. EVERY Saturday and on the Sundays and times indicated in the schedule below)

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 14	MARCH 15
MARCH 21	MARCH 22
APRIL 11	APRIL 12
APRIL 18	APRIL 19
MAY 9	MAY 10
MAY 16	MAY 17
JUNE 13	JUNE 14
JUNE 20	JUNE 21
JULY 11	JULY 12
JULY 18	JULY 19
AUGUST 8	AUGUST 9
AUGUST 15	AUGUST 16
SEPTEMBER 12	SEPTEMBER 13
SEPTEMBER 19	SEPTEMBER 20
OCTOBER 10	OCTOBER 11
OCTOBER 17	OCTOBER 18
NOVEMBER 14	NOVEMBER 15
NOVEMBER 21	NOVEMBER 22
DECEMBER 12	DECEMBER 13
DECEMBER 19	DECEMBER 20