



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

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS
Wayne E. Black
Division Director

September 27, 2013

**RE: Client Services Data Warehouse
(CSDW) Upgrade**

Dear County Director of Social Services:

The Client Services Data Warehouse (CSDW) has been available to your organization for many years. One of the goals of the CSDW is to provide ongoing support to each data warehouse user. Effective October 28, 2013, the current version of the CSDW Query Tool is being upgraded. The newest version is Business Objects XI R4. There are many enhancements with the latest version of the CSDW Query Tool with 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 will migrate all personal, inbox, and corporate documents that existed as of **October 18, 2013**. Any documents created between October 18, 2013 and October 25, 2013 will not be migrated to the new version. If you build new queries or make changes to existing queries between October 18, 2013 and October 25, 2013 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.

I. TRAINING TOOLS

Several tools have been developed to assist in the migration process:

- User Guide - available by clicking on the User Tools and Information link from the Login Page and then clicking on Business Objects R4 Launch Pad User Guide in the User Guides area of the web page.
- Business Objects migration training cheat sheet - available by clicking on the User Tools and Information link from the Login Page and then clicking on Business Objects R4 Launch Pad Cheat Sheet under User Guides.
- Training videos – available by clicking on the links under Business Objects R4 Video Training on the User Tools and Information page in the Training area of the web page.
- The Help Desk – telephone number and link are available from the Login Page in the Contact Us area. Staff is available to assist with any migration issues.

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.

Performance Management/Reporting & Evaluation Management Section
www.ncdhhs.gov • www.ncdhhs.gov/dss
Tel 919-527-6260 • Fax 919-334-1052

Location: Hargrove Building, Dix Campus • 820 S. Boylan Avenue. • Raleigh, NC 27603
Mailing Address: 2415 Mail Service Center • Raleigh, NC 27699-2415
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II. SYSTEM REQUIREMENTS

Below are the system requirements for accessing the new Business Objects Query Tool:

Operating Systems

1. Windows XP SP3 Professional
2. Windows Vista SP2 (32 or 64 bit)
3. Windows 7 SP1 (32 or 64 bit)

Minimum Screen Resolution

Screen resolution of [1024] x [768] is recommended.

Minimum Hardware Requirements

2.0 GHz Pentium 4-class processor
2 GB RAM

Hard disk space availability (with English language only) for full release installs

2.0 GB for SAP Business Objects/Crystal client install

Supported Browsers and Browser OS: Microsoft Windows

Browsers

Firefox 18 or later
IE 6.0 SP2 / SP3
IE 7.0
IE 8.0
IE 9.0
IE 10.0 (no issues found during testing as yet)

Sun Java JRE

Java Runtime Environment (JRE) Sun 1.7.0_40 or later (1.6.0_45 works but is out of public support by Oracle)

Checking Sun Java JRE

1. Bring up the control panel.
2. Go to Programs and Features.
3. Look for Java version that is installed and make sure it is 1.7.0_40 or later. If your Java version is not correct, you will need to contact your system administrator to have it installed.

III. LOG-IN INFORMATION

In order to log in to Business Objects XI R4, you will now use your NCID along with your NCID password. You will no longer use the user name from the previous version. You will also need to make sure that the Authentication field on the log in page is set to LDAP.

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

Once you get logged into the new version of the CSDW Query Tool, there are several action items that need to be completed immediately. Use the BO XI R4 Training modules for assistance. 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 tables 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, XLSX, PDF, or TXT.
7. You can print documents.
8. You can send documents to other individuals.

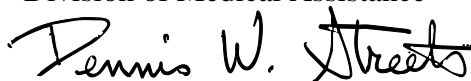
If you have any questions about the information contained in this letter, please contact the Help Desk at 919-855-3200, option 2.

Sincerely,



Wayne E. Black, Director
Division of Social Services

Carol H. Steckel, MPH, Director
Division of Medical Assistance



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



Robert W. Kindsvatter, Director
Division of Child Development and Early
Education