



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

July 01, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Department of Health and Human Services (DHHS) Firewall Upgrade

On Sunday, July 11, 2021, the North Carolina Department of Information Technology (DIT) will migrate the Department of Health and Human Services (DHHS) agency firewall to a new firewall platform. Work is expected to begin at 6:00 a.m. and end at noon.

Intermittent network outages are expected for many applications during the first two hours of the maintenance window (6:00 a.m. to 8:00 a.m.) DIT will move all the existing firewall rules, access rules and network routes to the new firewalls during this process. No significant outages are anticipated; however, some VPN tunnels may need to be restarted as well as some database connections. The expectation is that each application team assess the possible impact to their environment(s) and plan accordingly.

DIT is requesting that **ALL** applications teams plan to test their applications on Sunday, July 11, 2021 starting at approximately 8:00 a.m. and ending by 10:00 am. A conference bridge has been established for all testers to use to report any issues encountered during testing after work has been completed. The dial-in number is 919-212-3144 and it will be opened starting at 8:00 a.m. on July 11, 2021. DHHS Information Technology Department (ITD) will evaluate the results of applications team testing to provide DIT with a go or no-go status by approximately 10:00 a.m. to allow time to back out firewall changes within the scheduled maintenance window.

To report post migration issues, Child Support agencies may open a ticket with the ACTS Help Desk by calling 1-800-405-9053. Other Department of Social Services (DSS) agencies may contact DIT Support by opening a ticket via the DIT Service Portal at URL:

https://ncgov.servicenowservices.com/sp_dit.

Sincerely,

Senior Director for Economic Security
North Carolina Child Support Director
CSS_21_34

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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