



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

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

May 12, 2009

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

SUBJECT: Transition of Responsibility for Information Technology Infrastructure to County-Operated Child Support Enforcement Offices

As the Automated Collections and Tracking System (ACTS) was implemented, the State assumed responsibility for Information Technology (IT) infrastructure for County-Operated Child Support Enforcement (CSE) Offices. The Division of Social Services (DSS) CSE and the County-Operated CSE Offices have been engaged in ongoing communications about transitioning the responsibility for IT infrastructure to the counties. The IT infrastructure needs of Counties were discussed in IV-D committee meetings dating back to February 2007 and in subsequent meetings throughout 2008 and up to March 2009. Further communication about the CSE's intent to transfer this responsibility to County-Operated Offices was included in the County Budget Estimates for SFY 2008-09 and SFY 2009-10. To ensure a smooth transition, we wanted to provide additional information regarding the transition of IT infrastructure responsibility to the County-Operated Offices beginning in State Fiscal Year 2009-10.

Effective July 1, 2009, County-Operated CSE Offices will assume responsibility for ongoing maintenance and support of their IT equipment and services, which includes both infrastructure support and financial responsibility. This includes personal computers (desktops and laptops), printers, software (licenses and maintenance support), servers, switches, networking related costs (i.e., T1 lines, routers, etc.), and infrastructure operations and maintenance. In addition, counties who decide to continue to use email and calendaring services provided by the NC Office of Information Technology Services will assume responsibility for payment for these services.

Ownership of servers, switches and other IT equipment purchased by DSS CSE that the County-Operated Offices are currently using will be transferred to the counties. The counties are responsible for transferring such equipment from the State network to the county network as well as assuming financial and ongoing service support. The Division of Information Resource

May 12, 2009

Management (DIRM) will no longer provide infrastructure support effective July 1, 2009. For the County-Operated CSE Offices that currently receive desktop, laptop, and network printers support through the Department's Seat Management contract, the equipment, including hardware and software (i.e. Attachmate, MS Office, etc) will be transferred to the County-Operated CSE Offices. The counties will assume financial responsibility for the maintenance of software that is transferred.

A chart is attached (Attachment I) that summarizes the current year expenditures for network connectivity, Novell maintenance, email and calendaring services, and Microsoft Client Access Licenses to provide you with a frame of reference for the potential impact to your county.

Pursuant to the American Recovery and Reinvestment Act of 2009, counties will be allowed to match their Child Support Enforcement Federal Incentive match funds for the time period October 1, 2008 through September 30, 2010. This should allow counties the opportunity to build in the necessary funding to support automation costs of County-Operated CSE offices.

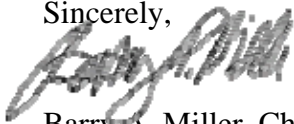
If you have questions regarding the use of Child Support Enforcement Federal Incentive Match, please contact your LBL representative and/or your CSE Program Consultant.

Please be aware that counties receive confidential data from different agencies such as the Internal Revenue Service (IRS) and Social Security Administration (SSA); therefore, the counties must comply with IRS and SSA regulations. The DHHS Privacy and Security Office has summarized compliance requirements in a document attached (Attachment II) to this memo.

If you have an IT related question, please contact the DHHS Customer Support Center at (919) 855-3200/Option 2, or via email to DHHS.Customer.Support.Center@ncmail.net.

CSE 04, 2009

Sincerely,



Barry A. Miller, Chief
CSE Section

Attachments

cc: Maria Spaulding, DHHS Deputy Secretary for Long Term Care and Family Services
Dan Stewart, DHHS Assistant Secretary for Finance and Business Operations
Karen Tomczak, DHHS Chief Information Officer
Laketha Miller, DHHS Controller
Sherry Bradsher, DSS Director
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