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   William W. Lawrence, Jr., M.D., Acting Director

Dempsey Benton, Secretary

October 30, 2007

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), and the Food Stamp Information System (FSIS) be available on weekends. In addition, there have also been requests for an advance schedule of system availability. In response to these requests, the Division of Information Resource Management (DIRM), the Division of Medical Assistance (DMA), and the Division of Social Services (DSS) have developed the attached schedule of system availability.

It is not possible to have these systems available every Saturday and Sunday because DIRM staff and Information Technology Services (ITS) perform system maintenance and implement system modifications on weekends. However, every effort has been made to provide for at least two Saturdays and Sundays each month.

This schedule is not applicable to the Low Income Energy Assistance Program System (LIEAP). We will notify you by a terminal message when LIEAP is available on weekends for keying.

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

=>   The systems are generally available after 10:00 am; however, the Friday night updates could take longer. If the systems do not permit access, then the update from Friday evening has not been completed.

In IMS, you will see the following message on your screen if the nightly updates have not finished: SYSTEM UNAVAILABLE - NIGHTLY UPDATE STILL RUNNING.

In EPICS, you will see the following message at the bottom of the CICS screen when the EPICS Menu FRO1 is disabled: DFHAC2008 XX-XX-XX XX:XX:XX CICSSCC4 Transaction FRO 1 has been disabled and cannot be used.

In FSIS, you will see the following message on your screen if the system is not available on Saturday or Sunday: ZDA00154 UNABLE TO ESTABLISH SESSION-REQSESS FAILED WITH SENSE 0801.

=> The systems will come down at 5:30 pm.

The following conditions will apply to the <u>Sunday</u> dates of system availability:
=> The systems are generally available after 12:00 pm.

=> The systems will come down at 5:30 pm.

It may be necessary for DIRM to withdraw a Saturday or Sunday availability date for release fixes, emergencies, etc. If a Saturday or Sunday must be withdrawn, we will notify you by terminal message as soon as possible. If an emergency occurs, it may not be possible to notify users in advance.
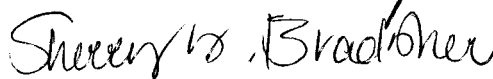
We hope that having the schedule in advance will be helpful.

Questions concerning the information in this letter may be directed to Division of Medical Assistance, Eligibility Information System Unit at (919) 855-4000 or Division of Social Services, Information Support Unit at (919) 733-8938.

Sincerely,

William W. Lawrence, Jr., M.D.

Sherry S. Bradsher, Director
Division of Social Services

FSCWS-86-07

October 30, 2007

**EIS, NCDOT, SCCICICS, SCC4CICS, AND OLV AVAILABILITY FOR
YEAR 2008**

SATURDAY 10:00 - 5:30	SUNDAY 12:00 - 5:30
JANUARY 12	JANUARY 13
JANUARY 19	JANUARY 20
FEBRUARY 9	FEBRUARY 10
FEBRUARY 16	FEBRUARY 17
MARCH 8	MARCH 9
MARCH 15	MARCH 16
APRIL 12	APRIL 13
APRIL 19	APRIL 20
MAY 10	MAY 11
MAY 17	MAY 18
JUNE 14	JUNE 15
JUNE 21	JUNE 22
JULY 12	JULY 13
JULY 19	JULY 20
AUGUST 9	AUGUST 10
AUGUST 16	AUGUST 17
SEPTEMBER 13	SEPTEMBER 14
SEPTEMBER 20	SEPTEMBER 21
OCTOBER 11	OCTOBER 12
OCTOBER 18	OCTOBER 19
NOVEMBER 8	NOVEMBER 9
NOVEMBER 15	NOVEMBER 16
DECEMBER 13	DECEMBER 14
DECEMBER 20	DECEMBER 21