North Carolina Department of Health and Human Services
Division of Information Resource Management
North Carolina Families Accessing Services through Technology (NC FAST) Program
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April 15, 2011

Subject: NC FAST Update and Minimum System Requirements and System Recommendations

Dear County Director of Social Services:

This Dear County Director Letter (DCDL) contains an updated version of the minimum system requirements and system recommendations for implementing the NC FAST Case Management system. The initial requirements and recommendations were previously published in DCDL No. 09-0031, dated November 6, 2009.

All software that NC FAST recommends should be checked for the most recent version to prevent any unnecessary security risks. Because these are recommendations and not requirements, each county has the option to choose the software version it will use. However, if the county does not use the most recent version, any security risks from using outdated software will be assumed by the county and not NC FAST.

The minimum system requirements and system recommendations are as follows:

Bandwidth

> *Required:* Required network bandwidth will likely be higher than bandwidth used for the Food Stamp Information System (FSIS). NC FAST has a rich user interface comparable to other popular web browser-based applications. Usage locations should plan capacity level of an active Internet user. The Department stresses that matters associated with bandwidth supply and allotment are purely, completely and entirely a local responsibility.

> The total bandwidth required for use of the NC FAST Case Management system can be calculated using the formula:

> *As a result of NC FAST's decision to implement the new version 6 of the Curam product, the formula to determine bandwidth usage is not available at this time. However, testing to determine this formula will be completed this summer and will be distributed at the completion of this testing.*

> Refer to: http://www.ncdhhs.gov/ncfast/hottopics/cmminreqs.html

Personal Computer

> *Required:* Screen resolution, to support proper display of content in the NC FAST Case Management system must meet or exceed 1024 by 768.

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Recommended: Use of Internet Explorer (IE) 8 is recommended. Although the NC FAST Case Management system may be accessed successfully using other browsers, they are not supported should difficulties arise.

Recommended: Work station disk encryption is recommended; refer to the State Office of Information Technology Services for the published minimum standards. Your agency's security control officer should have a copy of the State's Security Manual, which provides detail on this topic. Normal security and protection of browser-based applications are recommended. Refer to:
https://www.scio.nc.gov/library/pdf/Full_Dec_manual_with_May_changes_and_August_Update_of_Chapter030801.pdf

Desktop Software

Required: To view documents such as PDFs, Adobe Acrobat Reader 6.0 or higher must be used. This software may be downloaded at no expense to the county from the Adobe website.

Add-Ons and/or Plug-Ins for Internet Explorer

Required: Shockwave Flash 10 or higher must be used. This software may be downloaded at no expense to the county from the Adobe website.

Required: JAVA 1.6 or higher must be used. This software may be downloaded at no expense to the county from the Internet.

Required: Adobe SVG Viewer 3.0 – 3.03 or higher must be used. This software may be downloaded at no expense to the county from the Adobe website.
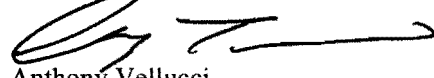
Firewall Ports

Required: NC FAST will operate on HTTPS port 443 and HTTP port 80.

Desktop Random Access Memory (RAM)

Recommended: The Department recommends both (a) 2 gigabytes of RAM and (b) whatever is necessary to support the local browser version.

Thank you for your attention to this matter. If you have questions, please contact Mark Barnhart, NC FAST Program Readiness Coordinator, at (919) 707-4157, or mark.barnhart@dhhs.nc.gov.

Sincerely,

Anthony Vellucci

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Location: 3724 National Drive • Camden Building • Raleigh, NC 27612
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NC FAST Doc ID: 11-0009