



North Carolina
Department of Health and Human Services
Division of Medical Assistance
Recipient Services EIS

1985 Umstead Drive – 2512 Mail Service Center - Raleigh, N.C. 27699-2512
Courier Number 56-20-06

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Gary Fuquay, Acting Director
919-857-4019

June 16, 2003

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.

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In EPICS, you will see the following message at the bottom of the CICS screen when the EPICS Menu FR01 is disabled: DFHAC2008 XX-XX-XX XX:XX:XX CICSSCC4 Transaction FR01 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.

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

⇒ The systems are generally available after 12:00.

⇒ The systems will come down at 5:30.

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 Jonnette Earnhardt at DMA (919-857-4019) or Robin Register at DSS at (919-733-7831).

Sincerely,

Gary Fuquay, Interim Director

Pheon E. Beal, Director
Division of Social Services

June 16, 2003

EIS, NCDOT, SCC1CICS, AND SCC4CICS AVAILABILITY FOR YEAR 2004

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