

OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

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| LOCAL COMMISSIONERS MEMORANDUM |
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OTDA-4037EL (Rev. 11/98)

Transmittal No: 99 LCM-35

Date: November 08, 1999

Division: Human Services
Application Service
Center

TO: Local District Commissioners
Temporary Assistance Directors
Food Stamp Directors
HEAP Liaisons
WMS Coordinators
Medicaid Directors
Services Directors
Child Support Enforcement Coordinators
Finance Directors

SUBJECT: Y2K Millennium Weekend Systems Verification

ATTACHMENTS: Attachment I - Y2K Millennium Weekend Systems
Verification Checklist
Attachment II - Help Desk Phone Numbers
(Attachments available on-line)

The Office of Temporary and Disability Assistance (OTDA), the Office of Children and Family Services (OCFS), and the Human Services Application Service Center (HSASC), in their continuing effort to ensure Year 2000 (Y2K) readiness in Local Districts, have developed a plan for reviewing and verifying Production systems during the Millennium Weekend. Though State computer systems are Y2K ready, with Legacy applications Y2K compliant and in Production since late 1998, it is important to check those systems during the Millennium weekend to determine whether unexpected problems occur, and, if so, to provide lead time to report and correct those problems.

THIS IS NOT A TEST. Users will be accessing live Production data, and any information entered will be retained in the system.

Reminder: All 24 by 7 application systems (i.e., CONNECTIONS, KIDS, NYC WMS Inquiry) will be available per their normal schedules.

The Y2K Millennium Weekend System Verification plan provides Local District staff access to Production systems on Saturday, January 1st, 2000 from 9am until noon. This is similar to other Saturdays when systems are "up", with these exceptions:

- o Access to systems, including on-line update capability where applicable, will end at noon rather than at 5pm.
- o Upstate Districts can use BICS to process emergency Food Stamps and PA benefits for availability on Saturday afternoon and process voids for single issues and recurring benefits.
- o Help Desks at the State level will be staffed and ready to accept problem reports from users.
- o The Human Services Application Service Center (HSASC) will be adequately staffed to react quickly to problem reports.

Attachment I - Y2K Millennium Weekend Systems Verification Checklist identifies the application systems and other functionality that Local District staff should verify on Saturday morning, 1/1/2000. It is important to note that the three-hour time period should be used to exercise systems as Local District staff normally would do on any workday. Users should sign on to check connectivity to the mainframe, and then enter and inquire on cases according to normal procedures. Exercise the systems as much as possible during the three-hour "window of opportunity", using a variety of case types and maintenance actions. Take note of any unexpected results, especially in date related fields (e.g., case authorization period, MA coverage dates, subsystem dates).

To prepare for the Millennium Weekend Systems Verification activity, Local District staff should identify an appropriate mix of cases on Thursday and Friday, December 30th and 31st, that would be used on Saturday, January 1st, for the Y2K activity. Those cases should be "saved" for processing on Saturday, rather than entering them during the normal workweek. It is also suggested that BICS overnight requests be entered on Thursday, December 30th, and accessed on Saturday morning.

Local District staff should report problems promptly to the State Help Desks using the same phone numbers that are used during normal hours (refer to Attachment II - Help Desk Phone Numbers). Help Desk coverage during the 9am to noon time period on Saturday will enable users to report problems, which will be given to HSASC staff for timely resolution. Problems related to signing on (connectivity, terminal security, network) and applications should be reported to the appropriate Help Desk(s) as soon as possible. Local District staff should also use their PCs and e-mail systems on 1/1/2000, and report problems to the OA Help Desk.

We will be using system broadcasts (i.e., GIS messages, OFIS Link SYSTEM Bulletin Board messages) to notify you of problems that have been reported and other Millennium news.

VERIFICATION CHECKLIST

The attached Verification Checklist should be utilized to prepare for and conduct system verification activities on Saturday, January 1, 2000.

HELP DESK PHONE NUMBERS

The attached list of Help Desk Phone Numbers should be distributed to staff who will participate in the Y2K Millennium Weekend system verification activities.

Refer questions about this LCM to Rhoda Kratenstein, Y2K Project Manager, at 518-473-1662 or via e-mail.

John A. Johnson
Commissioner
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and Family Services

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Y2K MILLENNIUM WEEKEND SYSTEMS VERIFICATION CHECKLIST

SYSTEM: Terminal Security

- o Sign on using the terminal network

SYSTEM: WMS (Non-Services)

for Upstate Case Types 11, 12, 16, 17, 31 and 32 and
NYC Case Types FA, SNFP, SNCA, SNNC, and NPAFS:

- o Register an Application, and do app/reg maintenance
- o Complete full data entry
- o For NYC, do eligibility transactions, data entry, and transmit the batches
- o For NYC, perform Worker Case update
- o Perform Undercare Maintenance which includes a date change
- o Close a case
- o Calculate and store a budget
- o Check opening, open/close (Upstate only), denials, closed case maintenance, reactivations, recerts, recert closings
- o Perform inquiry
- o For NYC, also check NYCWAY, EVR and Domestic Violence subsystems

for MA Cases types 20 and 22,

- o Register an Application
- o Complete full data entry
- o Perform Undercare Maintenance which includes a date change
- o Close a case
- o Enter a budget
- o Test the subsystems (Principal Provider, Restriction/Exception, PCP, and Pay-In)

SYSTEM: BICS

- o Access the Reports that were generated from Thursday's Overnight requests.
- o Use BICS Inquiry.

SYSTEMS: Services systems (WMS Services and CCRS) and interfaces

- o Prepare for the system verification by updating a foster home using CONNECTIONS on 12/30/99. On Saturday, 1/1/2000, verify that it has been brought over to CCRS and BICS.
- o Make sure WMS is up and running.
- o Process a new authorization if available. If not, perform zero maintenance on several cases. Where possible, POS lines should be entered with dates that span 1999 to 2000.
- o Perform opening, maintenance, recertification and closing on several WMS cases.
- o Perform inquiry on several cases, especially authorization dates and POS dates. Compare the 2000 system with the 1999 rosters produced as part of the Y2K Contingency Plan.
- o Verify that cases entered in WMS have come over to CCRS. Enter CCRS activities and service plans. If there are no activities to be added, several should be added and then contra'd.

SYSTEM: CSMS

- o Use the system for on-line inquiry and updates

SYSTEM: ASSET\$

- o Use ASR Case ID, Respondent ID, Client ID, Respondent SSN and Client SSN searches. For any case with an account, export the money transactions to Excel.
- o Use UDocs to generate a set of Interstate Documents for a case that requires a referral to another state. Use CSMS terminal emulation to verify that the status record was generated.
- o Use Internet Explorer to access the Electronic Resource System at <http://sdssnet5/assets/>

SYSTEM: AUTOMATED CLAIMING SYSTEM

- o Login to the Windows NT network. Open the Automated Claiming System (ACS) application.
- o Inquiry: Execute a net record inquiry against the June 1999 RF2 package.
- o Initial Entry: Initiate entry of a December 1999 RF2 claim.
- o Check In: Perform a Check In of the December RF2 claim package to the Central site server.

SYSTEM: InfoOFIS/OFIS Link

- o Sign on to get connected to the host.
- o Review document on Drive W (host).
- o Review your on-line calendar, make an entry for a January, 2000 date.
- o Review document on Drive C. Create a new document, and then modify it.
- o E-mail a document, and check DAYFILE.

SYSTEM: MS Exchange/Outlook

- o Access your In-Mail and other folders on the server.
- o Create a message and mail it. Check your Sent Items folder.
- o Access your Calendar and make an entry for a January, 2000 date.

SYSTEM: MS Word

- o Create a new document, save and then modify it.
- o Check the document's creation date.

HELP DESK PHONE NUMBERS

UPSTATE LEGACY WMS Upstate, BICS, CBIC, MMIS	800-342-3010
WMS/NYC	212-383-1881
AFIS	800-480-6331
CSMS	518-402-3558
ASSET\$	800-759-3832
Services Legacy CCRS, WMS Services	800-342-3727
CONNECTIONS	800-759-3832
AUTOMATED CLAIMING SYSTEM	800-242-0723
ENTERPRISE HELP DESK OA/PC problems	800-242-0723
Network problems	800-342-3115
DOL	800-345-5911