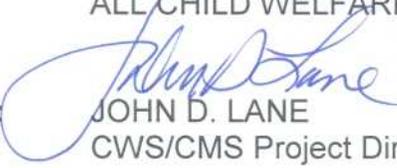**California Health and Human Services Agency**
Office of Systems Integration
P.O. Box 138014
Sacramento, California 95813-8014

Arnold Schwarzenegger
Governor

MEMORANDUM

TO: ALL COUNTY WELFARE DIRECTORS
ALL CHILD WELFARE SERVICES PROGRAM MANAGERS

FROM: JOHN D. LANE
CWS/CMS Project Director

DATE: JUNE 13, 2008

SUBJECT: CWS/CMS SERVER REFRESH PROJECT

PURPOSE:

Child Welfare Services/Child Management Services (CWS/CMS) is in the process of upgrading the computing infrastructure that supports the CWS/CMS application. The project will replace 326 servers located in county facilities throughout the state, with 189 more powerful, reliable and supportable devices. We will also be reconfiguring network components for Dedicated Counties to be consistent with current industry standards.

Impact to Co-Existent County users will be minimal; the downtime only consisting of the time it takes for users to reboot their computer. Dedicated County end user downtime will be up to four hours, to cover server installation and network re-configuration. The upgrade process for Dedicated Counties will require close involvement with county network and other technical staff, access to county facilities, and communication with end users. To facilitate the availability of county staff, the typical downtime window is from 2:00 p.m. to 6:00 p.m. on the scheduled day (reference the Implementation Schedule in Attachment A). We want to minimize disruption to your business operation, so please contact us as soon as possible if the scheduled migration date or time is a problem for your county. Upgrades can be scheduled for afterhours, but will require the continued on-site availability of various county facilities, technical, and user support staff.

The project has three phases: Preliminary Planning, Project Pilot, and Full Implementation.

The Preliminary Planning phase began over 18 months ago with project scoping, feasibility analysis, and submittal of project funding documents. County involvement in the project began in earnest in May 2007, when we notified counties we were beginning to work extensively with them to identify technical requirements on a county-by-county basis. Since that time we have been working with each county's single point of contact (SPOC) to identify issues, document requirements, optimize technical configurations, and plan project implementation. We have also been working through established forums such as regional county meetings and bi-monthly Technical Advisory Committee (TAC) meetings.

The Project Pilot began last month with pilot migration of nine volunteer counties, completing individual readiness activities for all counties, and finalizing the full implementation schedule. The Pilot Phase has been successful in streamlining transition procedures for both Dedicated and Co-Existent Counties.

Full Implementation will begin on June 23, 2008 and will continue through November 13, 2008. Attached is the implementation schedule for each county (Attachment A).

Throughout the project we will continue to work through established channels such as the SPOCs, county regional meetings, and bi-monthly TAC meetings. We will also be updating our website regularly to clarify any questions or issues that may arise.

We appreciate your patience and involvement as we implement this significant upgrade to the CWS/CMS technical infrastructure. If you have any questions or concerns, please contact Dare-a Spiegle, the State manager for this project, at (916) 263-1108.

Attachment

cc: Greg Rose, Acting Deputy Director, Children Family Services, CDSS
        Tom Burke, Acting CWS/CMS Branch Chief, CDSS
        Pat Micco, Information Technology Support Manager, OSI
        Meg Sheldon, Information Technology Associate, CWDA