

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



October 3, 2011

EBLAST

TO: IV-D DIRECTORS

SUBJECT: CSE HOSTING TRANSITION ** REVISED SCHEDULE **

On Monday October 17th, the Department of Child Support Services (DCSS) will complete the CSE production system data center hosting transition. The transition will move the CSE system from the IBM hosting center to the California Technology Agency's, Office of Technology Services (OTech) hosting center. This is the final step of this year-long project which has already moved some portions of the CSE system to OTech.

To accommodate the transition, **the CSE system will not be available from Friday, October 14th at 12:00 pm (noon) until Monday October 17th at 7 a.m.** This scheduled system downtime is necessary to allow DCSS, IBM, and OTech the time to copy, move and validate the production CSE system before resuming production services on Monday.

During the outage, CSE online and batch services will not be available including central scan. ECSS IVR will operate in a CSE system down mode which will allow calls to be routed to DCSS and the local child support agencies (LCSAs). The State Disbursement Unit Collections Engine and Disbursement Engine applications will be available to view collection and disbursement information.

DCSS has conducted many tests and cutover dry runs to help assure the transition process is sound. The testing and dry runs have included validations of network connections from each LCSA, timings of activities, and user validation activities.

Further communications will be sent out to LCSA operations and technical contacts to coordinate transition activities. If you have any questions or concerns regarding this matter, please contact Anthony Blue at (916) 464-5299 or Anthony.Blue@dcss.ca.gov.

Sincerely,

GAIL OVERHOUSE
Project Director, CCSAS Project and Procurement Office