



Department of
Job and Family Services

John R. Kasich, Governor
Michael B. Colbert, Director

May 21, 2012

TO: Public Children Services Agency Directors
Private Children Services Agency Directors
SACWIS Coordinators

FROM: Jennifer R. Justice, Deputy Director

SUBJECT: Statewide Automated Child Welfare Information System (SACWIS)
Infrastructure Upgrade

As we approach Memorial Day weekend, many of you are actively working with us to ensure the successful migration of existing data onto the new SACWIS infrastructure. At this time, the team continues to actively work towards the Memorial Day cutover time frame. If unexpected problems occur this week, we have until Thursday, May 24th, to cancel the weekend migration.

- **Finalizing Access to Near Real Time and Ad Hoc Report Environments:**
If your county utilizes customized report tools (aside from the Business Intelligence Channel), please ensure you have connected and pulled data successfully from these environments. **If you have not, please contact Iroabuchi Arum at (614) 387-8891 or iroabuchi.arum@jfs.ohio.gov or contact Vish Chandramouleeswaran at (614) 387-8693 or vish.chandramouleeswaran@jfs.ohio.gov.**
- **SACWIS in Read-Only Mode:**
SACWIS will be in Read-Only mode from 6:00 a.m. Saturday, May 26th, through 5:00 a.m. Monday, May 28th
- **SACWIS Infrastructure Status Phone Line Updates:**
Regular status updates can be accessed by calling 1-800-686-1561.
- **SACWIS will be Completely Unavailable for One Hour Monday Morning:**
From 5:00 a.m. until 6:00 a.m. on Monday, May 28th, SACWIS will not be available at all to allow the team to switch the production URL from Oracle 9i to AIX Oracle 11g.
- **Memorial Day Data Review and Focused Application Use:**
State staff will do an initial smoke screen test review from 6:00 a.m. to 7:00 a.m. on Monday, May 28th. The SACWIS Team and participating counties will then review and utilize SACWIS in the new production environment from 7:00 a.m. to noon. Unlike deployment testing, the review and use of SACWIS during this time is live in production.

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County staff should utilize SACWIS as they normally would to process investigations, search data, case plans, financial and other child welfare data. While some performance issues may be encountered, essential functions should operate similar to current functionality. **Problems/issues should be reported to the SACWIS Help Desk. Additional state staff will be working during the 7:00 am to noon hours to review issues and assist with resolution. After 12:00 noon, problems should be reported to Production Control, 1-800-686-1580, Option 2.**

- **Sensitive Time Periods:**

While SACWIS will not be utilized by all users during Memorial Day, the holiday is targeted as an initial sensitive review period to identify any glaring or unanticipated problems. The first full business day after data migration (Tuesday, May 29th) will be another sensitive time period as the new environment responds to the typical number of daily users and processes. **Counties are encouraged to utilize back-up documentation methods during sensitive time periods.**

- **Risk Mitigation and Assessment:**

The SACWIS team will be communicating with counties throughout the first week of data migration. Assessments of performance and functionality will occur during the Memorial Day holiday (Monday, May 28th) and (Tuesday, May 29th) and each day thereafter. **Should significant and unexpected problems occur, SACWIS will migrate back to the original environment, which would take approximately 8 hours to complete. Counties and Private Agencies will be notified through the Live County Call list should this occur.**

- **Alternative Cutover Date Scenarios:**

While the team continues to work toward the Memorial Day cutover time frame, should unexpected issues occur this week, an alternative cutover date will be selected. Based upon informal/initial county feedback, an alternative 2-day cutover scenario would likely occur in June during a regular weekend. Should this occur, counties will be notified as soon as possible and included in discussions to finalize the new cutover target date. **As the migration process is interactive and problems could occur throughout critical points, communication of an alternative cutover scenario could occur as late as Thursday evening, May 24th.**