



Department of
Job and Family Services

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

May 25, 2012

To: Public Children Services Agency Directors
Private Children Services Agency SACWIS Users
SACWIS Coordinators

From: Jennifer Justice, Deputy Director
Office of Families and Children

Subject: SACWIS Upgrade

Please be advised the SACWIS team is moving forward this weekend with the system migration onto the new platform. As most of you know, this means new hardware, middle ware and software will be leveraged to support Ohio SACWIS. The upgrade enables SACWIS to be fully supported and provides additional opportunities to eventually improve performance and usability. Thank you for your help and support (especially to counties who are reviewing/entering data during Memorial Day) as we complete this critical project. Please take time to review the schedule, risk mitigation strategies and expected impact to ensure local staff members are fully informed.

SACWIS Platform Upgrade Schedule:

- **The AIX/WAS7NRT environment will be taken down at approximately 12 noon today (May 25th) to enable state staff to initiate crucial clean-up readiness tasks for the upgrade cutover. The new AIX/WAS7 Ad Hoc environment will continue to be available until 11:00 p.m. tonight.**
- **SACWIS will be in Read-Only Mode from 6:00 a.m. Saturday, May 26th, through 5:00 a.m. Monday, May 28th.**
- **SACWIS will be completely unavailable for one hour (5:00 a.m. and 6:00 a.m.) on Monday, May 28th.**
- **State staff will conduct an initial smoke-screen test review of the new Production environment from 6:00 a.m. to 7:00 a.m. on Monday May 28th. Although the new environment will be live, we are asking that formal review/use of the system by counties begin at 7:00 a.m.**
- **The new SACWIS Production environment will be available "live" to all county staff from 7:00 a.m. to 12:00 noon on Monday May 28th. This review period is an organized opportunity for SACWIS staff and counties to validate data and process functions in the new production environment. Counties should exercise normal business functions (process investigations; search data; complete case plans; enter home studies; run reports and process/disburse payments, etc.). Users should access the environment using the same url:**

<https://sacwis.ohio.gov/sacwis/login.do>. Assuming no major performance problems are identified, the new production environment should remain available to all county staff after the 12 noon formal review time period.

- Problems/Issues should be reported to the SACWIS Help Desk during the organized review period (7:00 am through 12:00 noon on Monday, May 28th). After 12:00 noon, problems should be reported to Production Control, 1-800-686-1580, Option 2.

Risk Mitigation Strategies:

- The first few days following cut-over are sensitive, the team will be assessing how the new environment responds to normal usage patterns and workloads. While some performance issues are to be expected, counties should utilize back-up documentation during this sensitive time period.
- If significant problems occur (the system is not operational for extended periods), the team will move back to the old environments which would take approximately 8 hours.
- Throughout the first week of data migration, the team will be continually monitoring performance.
- Upgrade Status updates can be accessed throughout the Memorial Day weekend by calling 1-800-686-1561.
- Performance updates will be provided, as necessary, in the days/weeks immediately following the cut-over.

Expected Impact:

- Counties may notice values in drop down boxes are sorted differently in the new environment. This issue is more the result of the way values are coded in the current environment rather than an indication of issues in the new environment. Should staff identify this issue, please report specific examples to the SACWIS Help Desk.
- Most counties are successfully pulling data from the new ad hoc and near real time environments. A few counties are experiencing unique/county specific issues. State staff members are working with county staff at this time to resolve issues and will be assessing impact/resolution status throughout the day. If you experience problems with accessing or pulling data from these environments, please contact the SACWIS Help Desk.
- Preliminary testing activities reveal online reports and form templates are running as expected in the new environment, however should users experience poor performance and/or errors, notify the SACWIS Help Desk. The team will take immediate action to correct issues. As noted in earlier communications, the new environment will offer longer-term opportunities to leverage new features to improve persistent online report performance

problems. These longer-term enhancements should be in production during August and September.

- **As the team will be monitoring performance and taking corrective actions as issues occur, time to synchronize functions and test performance could impact local users. The SACWIS message board and SACWIS live user group lists will be utilized to issue communications should these issues occur.**