

# On-Line



The DHS Information Technology Newsletter

Volume 1, Issue 2

## Out With the Old, In With the New

It is with much anticipation and great excitement that I begin my position as Department of Health Services' (DHS) first Deputy Director for Information Technology. I am also very pleased to have an early opportunity to share my vision with all DHS staff through this newsletter.



The Department has made great strides over the past year in defining strategic goals for information technology and in elevating this discipline to the executive level of the Department. Along with my fellow Deputies, their technology staffs, and the newly formed Information Technology Services Division (ITSD), we will develop an enterprise architecture that will carry us into the next millenium. This architecture will be comprised of complementary communications components, common protocols, and computing platforms upon which we will build effective business applications to meet key program requirements. However, equipment and software will not be sufficient to make us successful. Our most important efforts will focus on utilizing our most valuable resource: skilled technology staff. Rather than competing resources, we will build core competencies or "centers of excellence" within the Department. We will concentrate on building the skills of staff in these centers through recruitment, retention and training, and commonly practiced evaluation techniques and/or certification. internally and with the global market for scarce technology

For the next eight months, I have three major goals. The **first** is to successfully complete the Year 2000 remediation effort for all the Department's mission critical information systems. This will enable us to abide by the Governor's Executive Order and it will ensure that our critical systems will operate after the century change. My **second**

goal is to continue and gain momentum on construction of the department-wide office automation infrastructure. This will involve moving forward with common desktop and server tools to allow all DHS staff and our external partners to exchange email, documents, files, and even services from their homes, offices, and other locations. My **third**, and perhaps most strategic goal, is to baseline the budget and services of ITSD and establish governance agreements with the program Divisions. These agreements will encompass workload prioritizing/tracking, resource allocations, IT policies and procedures, and service level agreements.

Accomplishing these three goals will be no small task. In addition to the support of my peers, I will be creating a strong management team within ITSD. The two main organizational units of the Division will be Applications Support and Infrastructure Support. Applications Support will concentrate on completing the Year 2000 effort, increasing the operational efficiency of currently supported applications, developing strategies for re-engineering applications that are based on old technologies, and implementing cooperative application development strategies to meet future program needs. Infrastructure Support will develop our enterprise architecture, implement office automation and develop our governance agreements. Jenny Barker and Rick Vagg are currently leading those two units respectively, and I plan to work very closely with them as a team to stay on track with all our goals.

I look forward to working with all of you,

*Bryan Gillygrass*

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## Feature Article



The Year 2000 (Y2K) Project at DHS is well on its way. The project has made some significant progress in the four project components since we last reported last January. The project currently has 55 contractors assisting the DHS staff in the remediation effort. The four project components are:

- **Centralized Information Technology (IT)** Our focus is on the 99 mission critical subsystems within the areas of MEDS, Paid Claims, and Public Health. A phased implementation approach is adopted to gradually convert the subsystems from March to December 1998. The team accomplished a major milestone in May when all 31 Paid Claims subsystems were remediated and released back to production. Altogether, 36 of the 99 subsystems have been remediated and tested to be satisfactory for Y2K readiness.
- **Decentralized IT** The project team has been working with the DHS program staff to develop remediation plans for the 32 mission critical subsystems that have been identified. The team is currently working on the DHS Y2K Readiness Guide and exploring alternatives to set-up testing environments for PC/LAN based systems.
- **Personal Computer** An initial inventory is under way with the support from the DHS program staff. As a rule of thumb, PCs with 386's or slower processors will need to be replaced. All other models will be tested for Y2K readiness.
- **Embedded Chips (Non-IT)** The Department is in the process of contacting providers, such as landlords, to

address the Y2K readiness issues. Walt Barr is currently on the Department of Information Technology (DOIT) Embedded Chips Task Force, and DOIT will publish a white paper to provide some guidance in this area in June '98.

The DHS Y2K Project Manager, Eileen Kennedy, is currently working closely with Executive Management to finalize the Budget Change Concept for FY 99/00 for funding augmentation. The next Program update meeting is scheduled for June 16, 1998 in the OB8 auditorium at 2:30 p.m. All interested parties are encouraged to attend.

- Septimus Kwong



On May 18, the Y2K Project Team hosted a celebration of some recently completed milestones. Congratulations to the staff pictured above, who worked to complete the Paid Claims Systems, which has now been put back into production! Parts of Public Health and MEDS have also gone back into production.

### What's on the Web

Traveling out of town to a meeting and want to check the road conditions before you leave? Want to find out if a particular vendor is listed in CMAS (California Multiple Award Schedule)? Looking for a new job or a training class offered by HWDC (Health & Welfare Data Center)?

There is one place that has the answer to all these questions and many more. The URL is <http://intranet.cahwnet.gov>. This web site is maintained by HWDC and is packed with useful information. An on-line copy of SAM (California's State Administrative Manual) will also be available here soon.

If you have found a web site that you think your DHS coworkers could benefit from, let us know. Maybe your name could be in the next issue of On-Line.

## INFORMATION CORNER

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Internet address: <http://intranet/online/onlindex.htm>

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# OASIS Update

As the fiscal year comes to a close, the Office Automation Systems and Internet Services Section (OASIS) is looking back at its accomplishments and mapping out its future. We have come far in our effort to provide an integrated set of Information Technology (IT) tools to every DHS employee. Our successes have been numerous:

- ✓ Development, initiation and completion of a Pilot Project for the use of Microsoft Exchange as the common Electronic Mail for DHS.
- ✓ Production phase of the transition to Microsoft Exchange. There are currently 430 Exchange users at DHS, and OASIS is currently assisting DHS Programs as they plan to bring Exchange up, including the Director's Office, Budget Section, Legal Office, Payments Systems, Information Technology Services Division, Chronic Disease, Radiologic Health, and Audits and Investigations.
- ✓ Ongoing development of an IT infrastructure that will support up to 5000 users on Microsoft Exchange.
- ✓ Selection of a software vendor (Network Associates/McAfee and Associates) for the provision of a Consolidated Help Desk and Asset Management function.
- ✓ Development of a consolidated plan for the expansion

of the DHS Internet, the continued development of the DHS Intranet and the continued development and enhanced availability of Internet access and protocols for its use.

- ✓ Development of a plan for a DHS Virtual Private Network that will allow for secure remote access.
- ✓ Procurement of replacement servers and personal computers for DHS programs.
- ✓ Provision of tools and training to DHS Internet Coordinators.

OASIS has accomplished a great deal in a short time, but our greatest challenges lie ahead. Most key in those challenges is the replacement of Martin La Fon as Project Manager. Talent is all too much in demand, and as such, Martin has accepted an offer with the Department of Information Technology (DOIT) to lead the Statewide Electronic Commerce Project. Until a new Project Manager is hired, Martin will remain involved with assisting the OASIS staff as we document the necessary tasks to be accomplished in the coming fiscal year to continue the DHS vision for Information Technology.

- Anthony Souza



Your DHS Internet site offers more than just departmental homepages. Below is a list of some of the services offered that you may not be aware of:

- ▶ On-line applications - The first of which will be the DHS Vital Statistical Query System.
- ▶ On-line forms - Soon many department forms will be accessible on-line in PDF format.
- ▶ Publications & Press Releases - A comprehensive list

of fact sheets and Press Releases from the Office of Public Affairs and a list of health related publications.

- ▶ Health Warnings - An up-to-date posting of any DHS issued health warnings.
- ▶ Health Related Sites - A thorough listing of many health related sites found on the world wide web.

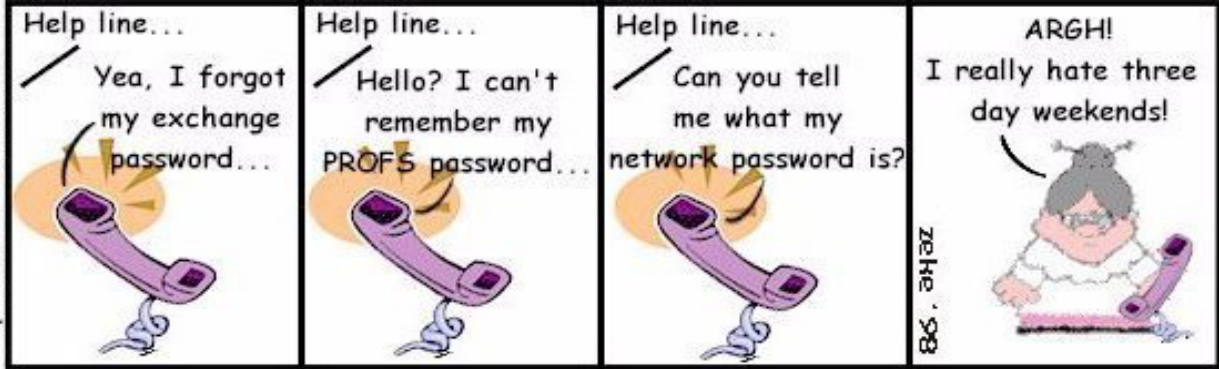
### WHAT DID YOU SAY?

Have you visited an interesting (work-related) web site lately? Has your program implemented a successful IT project? Is there an IT service or product you would like to know more about? If so, please email any questions or comments to us at: [online@dhs.ca.gov](mailto:online@dhs.ca.gov) We would love to hear from you. You can also visit us online at: <http://intranet/publications/online/onlindex.htm>

# Bits 'n' Pieces



http://welcome.to/dotCOM



## DHS Hotline Phone Numbers

ACLAIMS .....	657-1551
CATS .....	653-1724
MCH/MDL .....	657-0472
INTERNET .....	657-1010
MEDS/IEVS .....	657-1010
PASS .....	657-1066
PC .....	657-1010
PROFS .....	657-1010
WIC .....	324-1860
ACLAIMS - Automated Certification & Licensing Administrative Information Mgmt. Systems	
CATS - Common Application Transactions System	
IEVS - Income and Eligibility Verification System	
MCH - Maternal and Child Health	
MDL - Microbial Disease Lab	
MEDS - Medi-Cal Eligibility Data System	
PASS - Personnel Administrative Services System	
WIC - Women, Infants, and Children	

## NETIQUETTE

**Netiquette** refers to internet etiquette. Just as any society has its form of etiquette our rapidly growing on-line community also has its very own rules of etiquette. Below are some netiquette tips and a list of some sites where you can find out more about this important topic.

### Some basic rules:

- Rule 1. Remember to be human
- Rule 2. Adhere to the same standards of behavior online that you would follow in real life.
- Rule 3. Know where you are in cyberspace.
- Rule 4. Respect other people's time and bandwidth.

### Netiquette sites:

- <http://www.albion.com/netiquette/book/index.html>
- <http://www.fau.edu/rinaldi/net/index.htm>
- <http://psg.com/emily.html>

## Word Search



- AUTOCORRECT** - A feature that will automatically correct many common typing, spelling, and grammatical errors.
- CELL** - A box in a table formed by the intersection of a row and a column.
- CLIP ART** - Art created in an external application that can be pasted into a document for presentations.
- CLIPBOARD** - An area used to temporarily store cut or copied information. The clipboard contents are erased when new information is placed on the clipboard or when the computer is shut down.
- FONT** - A complete set of all the characters (letters, numbers, punctuation and symbols) of a particular typeface.
- OBJECT** - An item within a document that can be cut, copied, pasted, resized, moved, colored, and edited.
- OFFICE ASSISTANT** - A type of online help that you use to focus your search for help topics related to a particular phrase or questions.
- OUTLOOK** - A desktop information management program that helps you communicate with others and organize information. You can manage your schedule, send and receive email, organize your contacts, and track your tasks and daily activities.
- WIZARD** - A tool that guides you through the process of creating a document. Your document is set up automatically, based on your responses to questions.