

STATE OF ALASKA

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

OFFICE OF CHILDREN'S SERVICES

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<http://hss.state.ak.us/ocs/nutri/WIC/Default.htm>

Reply to: **All Local Agencies Memorandum No-06-18**

Date: May 08, 2006

Information- X

Policy-X

TO: X-LA WIC Coordinators
X-Satellites

Action- X

FROM: Kathleen Wayne
State WIC Program Manager

Routine (hard copy only) - X

Urgent (fax and hard copy)-

SUBJECT: **Update Timelines for Computer Connectivity for New and Relocating WIC Clinics**

This memo provides clarification on timelines regarding computer connectivity at new and relocating WIC clinics. Local agencies must secure permission from the state office before any WIC computer can be moved from its current location. There is considerable cost associated with such moves at the state and local agency levels.

The following details the steps involved in establishing and/or relocating computer connectivity: State WIC staff will need approximately two months from the time we are notified of the actual move date to begin the process to establish computer connectivity. For instance, if a local agency notifies us on May 15th that their clinic is scheduled to be moved July 15th to another location (room #, building contact, street address, etc.) we would be able to have their WAN circuit moved on July 15. Their WAN circuit would be moved on the day they move their clinic, with minimal or no perceptible down-time. There are many parties involved in establishing computer connectivity for a new clinic or for the relocation of an existing clinic:

1. ITS – Network Services
2. ETS – State-wide Enterprise Technology Services
3. GCI and possibly ACS
4. The local telephone provider (sometimes)
5. The local building owner
6. The WIC Clinic staff

Once Network Services (Thor Ryan or James Pietan) enters a request with ETS, along with appropriate WIC account codes to pay for the connection and related work, ETS signs off on the work, prepares modifications to the State network, and submits the order to GCI/ACS. The assigned party calls the State or Grantee and works with them to gather any additional info. If the move date changes, the State or Grantee provides the new date to the assigned party directly

ACS/GCI, or a subcontractor, provides the telephone/network connection by identifying the closest building near the new WIC clinic. Local WIC staff is notified and the switch or single computer in the clinic is hooked up to the appropriate network drop. This is the simplified process, there is other work going on in the background to enable this transition to occur.

During the relocation, the local agencies can continue to provide services while waiting for computer connectivity to be established. For example, a Local Agency can continue to certify clients, print checks, etc... from a server and/or laptop during the two-month lead-time. However, during the transition, the Local Agency will not be able to:

1. Synchronize its database with ANCSSTATE for the monthly reports
2. Transfer clients (agencies not connected to the WAN tend to generate many duplicate clients because they cannot transfer.)
3. Receive remote-control help from the ITS Help Desk
4. Receive anti-virus updates, windows patches, CSA updates, and other automated help
5. Transmit MOV orders to Fred Meyers

Again, we emphasize the importance of providing the state office at least two months notice that a local agency is moving clinic site(s). This allows IT staff to begin the process with Network Services but note ETS/GCI/ACS/Local Phone Company/Building Owner can only be notified and mobilized when an actual move date has been provided.

Finally, please remember to send us the new address in order to update the WIC clinic directory.

Please call me at 465-8636 if you have any questions concerning this memorandum.