

# *Client Services Supporting the State of Indiana*



The Indiana Eligibility Modernization Project provides an opportunity for FSSA to upgrade the processes and infrastructure that support the delivery of SNAP (Food Stamps), TANF and Medicaid services to needy Hoosiers throughout the State. The purpose of the IEMP is to allow clients better and easier access to case data, multiple venues through which they can apply for benefits and more timely eligibility determinations once applications have been submitted. Further, IEMP provides a more efficient and effective infrastructure for case workers throughout the State and in the Central Office in Indianapolis to receive and process client information and to make eligibility decisions. RCR Technology has been involved since the project inception to design, architect, migrate, implement and support the systems and users of the systems that continue to serve Hoosiers across the State of Indiana. RCR Technology continues to serve as a central hub for technology and business needs while delivering a personalized touch when dealing with agency end users all contributing factors to the success of the project to date.

As a major component of the State of Indiana Eligibility Modernization Project, the RCR Technology team rolled out all necessary equipment to support the solution of a web-based application in a statewide user environment totaling over 4,000 workstations.

This effort involved receipt and inventory management. All machines were imaged prior to deployment with the appropriate agency-specific software and applications. Upon deployment to a new environment, users were migrated to the new network and domain. Onsite training and testing was performed to make sure that all users were fully functional—thus, lessening the impact on overall support required after deployment. This resulted in fewer helpdesk calls and a more efficient call handling end user experience

During implementation, the statewide scanning solution also was incorporated where documents could be electronically scanned into the document management system, therefore greatly reducing the amount of hard copies required to perform business operations. Front-line support of the scanning solution and other print management services were all handled through a one-stop support desk.

Other system integrations also were made during implementation—such as the VoIP telephony solution. This integration allowed users a desktop interface for IVR call routing and staff management in Regional Call Centers as well as the local offices.

Specific migration management opportunities were presented when the Prime vendor for the Project was disengaged. Logistical staff and network relocations, inventory control as well as datacenter and development environments also were encompassed during this transition.

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Culminating the finalization of the overall implementation brought forth the need for further integration with a managed print services supplier, user migrations as well as refresh operations throughout the State. This integration involved working directly with the equipment supplier, development of a network scan solution and network integration with the State of Indiana Office of Technology (IOT).

Management of two environments brought challenges in workstation, server and end-user security, which was managed via Group Policy and Active Directory encompassing both environments so that they would apply the necessary policies to both environments. Necessary modifications and management of policy also were necessary during network and environment 'assumption' from the outside vendor to bring the separate environment into State control.

- Initial Rollout & Migration of users from existing FSSA/DFR offices to Modernization platform.
  - o Replace User Workstations
  - o Installation of MFP Devices & Set up Scanning Functionality (Direct IP Printing)
  - o Installation of VoIP (I3) Solution & Pairing with workstations
  - o Migration of Users to CES domain & Network from that of State (FSSA)
  - o Data Migration (User)
  - o Regional Call Center (RCC) & Training Site Setup & Configuration
  - o Network Migration – From State Network to Modernization Network.
- CR33 Office Modifications
  - o Revisit currently deployed offices to deploy additional workstations & equipment
  - o Application Modifications
  - o Telephony Modifications
- IBM Disengagement
  - o Manage termination, migration and reconnection of network & telephony services (GigaMAN, PRIs, LAN/WAN) and supporting hardware
  - o Manage team relocation logistics to temporary location & back
  - o Inventory & Asset Control
  - o Staff Relocation to field offices
  - o System & Application Migrations (e.g. Lotus Notes to MS Office)
  - o PMO Datacenter Relocation & Sunset
  - o Site cleanup & closure
- Hybrid Rollout Implementation—Modification of Modernization platform
  - o Additional workstation deployment in existing offices (59 Counties)
    - Building & Floor plan layout consultation/Site Survey
    - Infrastructure modifications to accommodate
  - o Regional Call Center (RCC) Modification
- Expand Hybrid model to remaining offices
  - o System Migration from Lenovo to Dell
  - o OS Upgrade to Win7 from XP

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- Group Policy conversion and modification (Cross-Domain)
- Migration of Users Back to FSSA Domain from CES for Dell Workstation installs
- Network Printing Migration from Direct IP
  
- IKON Print Solution Integration
  - Creation of Auto Store Scan Solution (External Vendor Development)
  - Created Requirements and Implementation Model
  - Functionality Testing & Implementation
  - Scan Server Management

## **Application Deployments & Upgrades**

- Cúram
  - v4.5 (WFMS) to v5.2 (FACTS) Version Upgrade
- Interactive Intelligence (I3)
  - v2.4 to v3.0 Upgrade
    - Workstation Application Upgrades
    - Server Application Migration & Upgrades (I3)
- Adobe Acrobat Deployment & License Management (~500 units)
  - Additional Upgrades to Acrobat X (v10)
  - Group Policy Management for FACTS Application functionality

## **RCR Technology ability to respond to special projects**

Beginning with severe weather that hit Indianapolis in May 2008, the State of Indiana deployed various State agencies to supply emergency need to those areas devastated by the storms. Days later, heavy rains state wide caused widespread flooding statewide.

Using the initial model of the tornado assistance site in Indianapolis, the RCR Technology support team for the State of Indiana Eligibility Modernization Project was deployed to assist in site setup and configuration to issue Emergency Food Stamps to affected Hoosiers in Martinsville, Ind. The successes of the Martinsville location led to deployment to additional regions of the state's affected areas.

The RCR Technology team was charged with site location consultation, setup and configuration of these sites—often in remote areas capable of handling large crowds surpassing 2,000 applicants per day. Due to the remote nature of these sites, the need to quickly process applications and to issue such benefits, connected computer systems were essential.

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The team worked with various State agencies to accomplish the goals of providing connectivity, solution deployment and support during these operations. Once network connectivity was established, we began to bring other supporting Agencies such as FEMA, Department of Family Resources, among others online—providing continual support of operations for each site’s 7-day tenure for all participating agencies.

Various consultative tasks involving crowd flow and control, site layout planning and many ‘on-the-fly’ adjustments to make each site as efficient as possible. In the 2008 flood assistance campaign, over 21,000 Hoosiers were assisted.

A brief overview:

- Tornado Assistance—Indianapolis, Ind—May 2008
  - o Set up Tornado assistance center for issue of Emergency Food Stamps
  
- Indiana Flood Disaster Assistance—Statewide—June 2008
  - o Initial site setup in Martinsville, Ind. for areas affected by severe flooding.
  - o Included Site selection, configuration, isolated & remote satellite network, computer and printing setup for Hoosiers devastated by flooding
    - Emergency Food Stamps
    - FEMA Assistance & Application for Aid
    - Multi-Agency Setup, Support & Assistance
      - Indiana Dept. of Homeland Security (IHS)
      - Indiana State Police (ISP)
      - Red Cross
      - FEMA/SMA
      - BMV
      - Indiana Dept. of Insurance
    - Crowd Control & Flow
    - Process & Workflow Evaluation & Improvement
    - Assisted over 21,000 Hoosiers
  
- Southern Indiana Tornado Assistance—March 2012

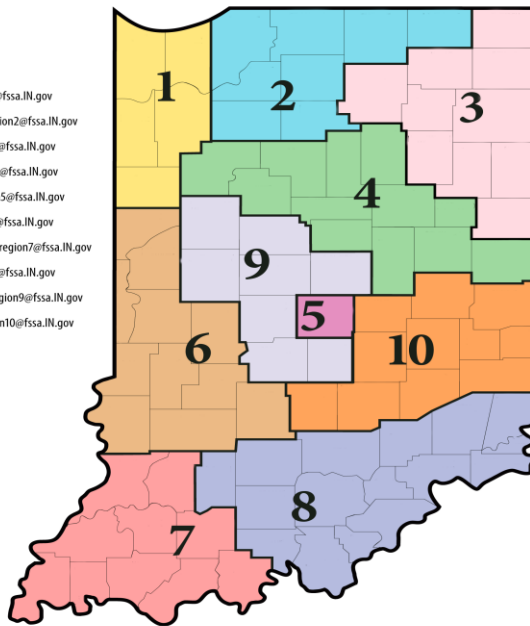
# Client Services Supporting the State of Indiana



to

RCR Technology  
staffing organization  
support FACTS  
Project:

- Region 1 (Lake): DFR.region1@fssa.IN.gov
- Region 2 (St. Joseph): DFR.region2@fssa.IN.gov
- Region 3 (Allen): DFR.region3@fssa.IN.gov
- Region 4 (Grant): DFR.region4@fssa.IN.gov
- Region 5 (Marion): DFR.region5@fssa.IN.gov
- Region 6 (Vigo): DFR.region6@fssa.IN.gov
- Region 7 (Vanderburgh): DFR.region7@fssa.IN.gov
- Region 8 (Clark): DFR.region8@fssa.IN.gov
- Region 9 (Tippecanoe): DFR.region9@fssa.IN.gov
- Region 10 (Wayne): DFR.region10@fssa.IN.gov



## FTE Locations:

3 FTE in Region 1

2 FTE in Region 3

5 FTE in Region 5 (located in RCR Technology downtown offices)

1 FTE in Region 7