**DSS ADMINISTRATIVE LETTER NO. PERFORMANCE
MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT 07-2013
DMA ADMINISTRATIVE LETTER NO: 02-13
DAAS ADMINISTRATIVE LETTER NO: 13-13
DCDEE ADMINISTRATIVE LETTER NO: 05-13
NEW NCID REQUIREMENT FOR CLIENT SERVICES DATA WAREHOUSE
(CSDW)
(July 30, 2013)**

TO: **County Directors of Social Services
County Security Officers
CSDW Users**

DATE: **July 30, 2013**

SUBJECT: **Authenticating NCID for Client Services Data Warehouse (CSDW)
Access**

I.   BACKGROUND

Beginning October 1, 2013, the CSDW will require the NCID as the user ID when
logging into the CSDW. Unless access has been updated to the NCID, users will no
longer have access to the system.

II.   AUTHENTICATING NCID PASSWORDS

   A.   Mapping Existing User IDs to NCID

   To map existing user IDs to valid NCIDs the NCID Administrator/Security
   Officer must take the following actions:

   1) Identify all individuals accessing the CSDW using the three reports below
      which are available in the CSDW under the DHHS Main Document/
      Security folder:

      a) **Security – List of DSS County Users** - shows county users of the
         PM/REM (Economic Services, Services Information System and Child
         Welfare) data;

      b) **Security – List of Child Care County Users** – shows county users of
         the Division of Child Development and Early Education systems data.

      c) **Security – List of NCPC and Smart Start Local Partnership Users**
         – shows NCPC and Smart Start Local Partnership users of the Division
         of Child Development and Early Education systems data.

> **Note: State Child Support will handle access to the Child Support data in CSDW. Counties will not have to complete this process for those users. However, adding the NCID in the e-IRAAF system mentioned in #5 below may be required.**

2) Individuals whose accounts are disabled are shown at the end of these reports. The disabled status indicates CSDW access has either been revoked for the user or the user has disabled his/her password. If the user requires CSDW access and is disabled due to a disabled password, the user should be listed on the spreadsheets along with his/her NCID. No action is required for disabled individuals who no longer need access.

   Once the reports have been run for the county, they must be downloaded into Excel. Enter the NCID for each user who has CSDW access in the last column of each report. See the sample spreadsheet attached for the correct format.

3) If a user does not have an NCID, the NCID Administrator must assign an ID, and the spreadsheets must be updated with the new NCID. Be sure the user logs in with the NCID and temporary password so the NCID will be activated. Otherwise, these individuals will be unable to access the CSDW.

4) The three updated Excel spreadsheets should be password protected and emailed to Andy Raby at Andy.Raby@dhhs.nc.gov by the due date listed below. Please make sure your county name is listed on each report.

Excel Spreadsheets due for these counties by August 26, 2013		
Alexander	Gates	Pamlico
Alleghany	Graham	Pasquotank
Anson	Granville	Pender
Ashe	Greene	Perquimans
Avery	Hertford	Person
Bertie	Hoke	Polk
Bladen	Hyde	Richmond
Camden	Jackson	Stanly
Caswell	Jones	Stokes
Chatham	Lee	Swain
Cherokee	Macon	Transylvania
Chowan	Madison	Tyrrell
Clay	Martin	Warren
Currituck	McDowell	Washington
Dare	Mitchell	Watauga
Davie	Montgomery	Yadkin
Franklin	Northampton	Yancey

Excel Spreadsheets due for these counties by September 9, 2013		
Alamance	Halifax	Rockingham
Beaufort	Harnett	Rowan
Brunswick	Haywood	Rutherford
Burke	Henderson	Sampson
Cabarrus	Iredell	Scotland
Caldwell	Johnston	Surry
Carteret	Lenoir	Union
Cleveland	Lincoln	Vance
Columbus	Moore	Wayne
Craven	Nash	Wilkes
Davidson	Onslow	Wilson
Duplin	Orange	
Edgecombe	Pitt	
Gaston	Randolph	

Excel Spreadsheets due for these counties by September 23, 2013		
Buncombe	Forsyth	Robeson
Catawba	Guilford	Wake
Cumberland	Mecklenburg	
Durham	New Hanover	

5) An e-IRAAF may need to be completed to update the NCID for individuals. To expedite this process, menu option, 05, has been added to the e-IRAAF menu. Select Option 05 from the Information Request Access Auth Menu. Press enter to display the next screen.
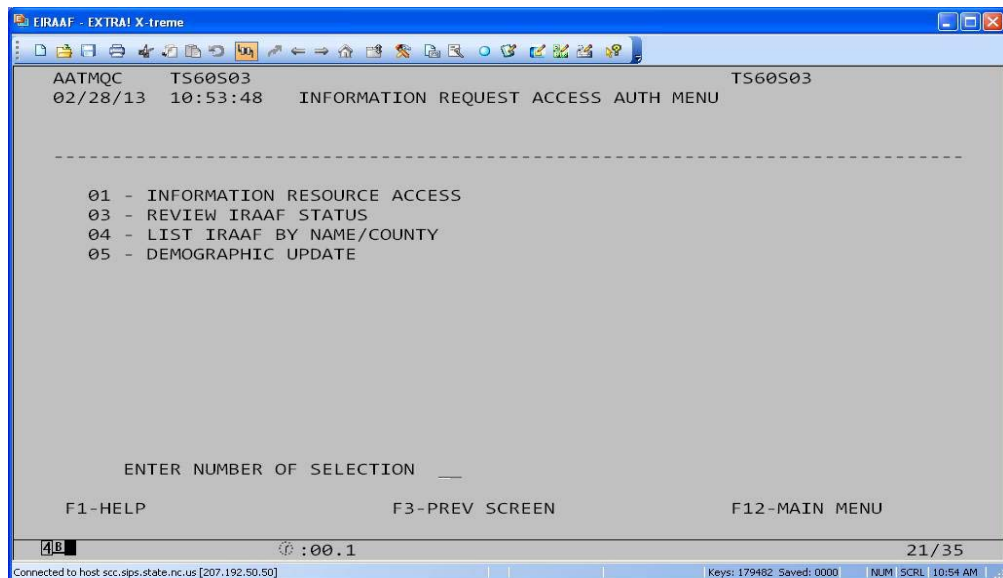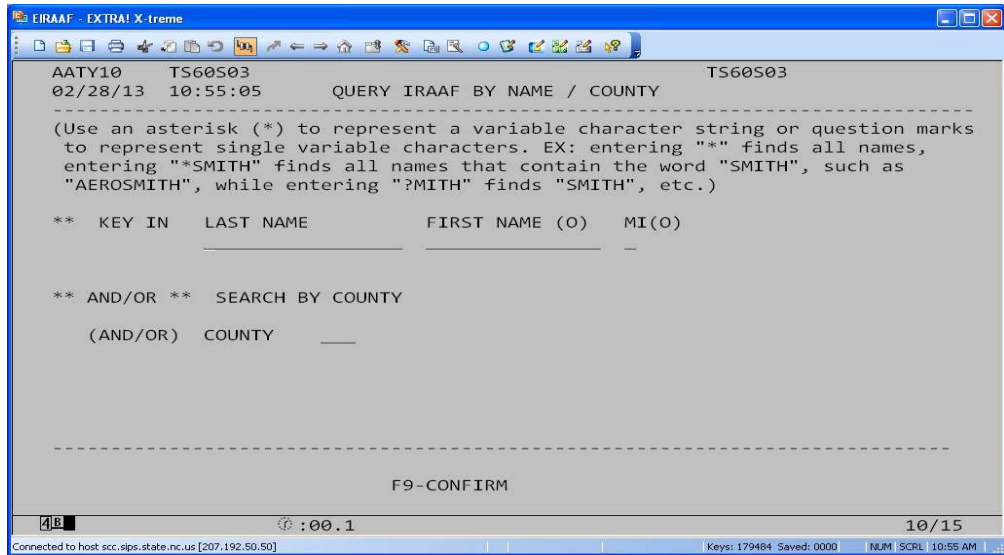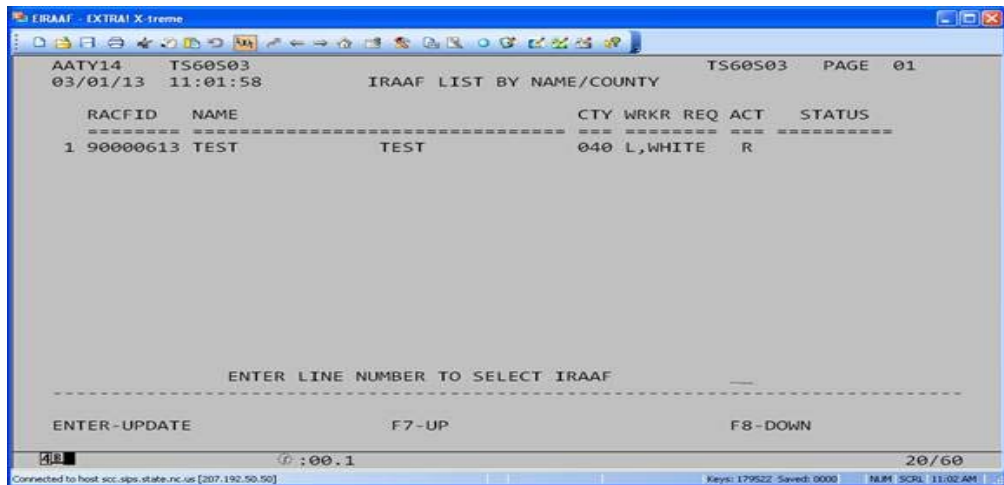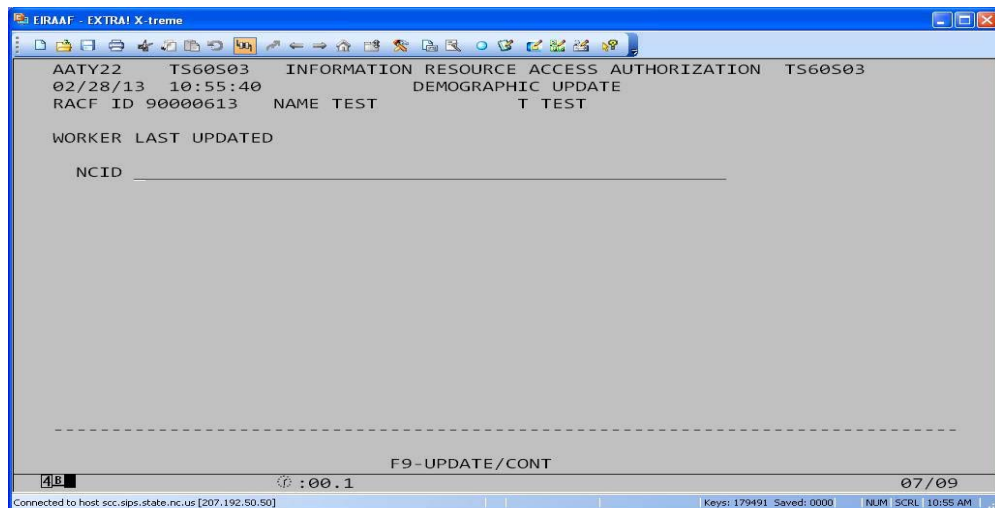
Enter either the name or county number in the appropriate fields and press F9 to confirm and display the next screen.

Select the appropriate line number and press F9 to display the next screen.

Enter the NCID User ID and press F9, to update

6) Counties will be notified once the spreadsheets have been processed. Users will be required to access the CSDW using their NCID.

7) In the future, an e-IRAAF submitted for CSDW access must contain the individual's NCID. This will prevent missing users who may have been given CSDW access after the Security Reports were completed.

B. EXPIRATION OF NCID PASSWORDS

Once the user is notified that the password is expiring, the user must use the NCID portal (https://ncid.nc.gov/) to change the password. A password used in the NCID system at any time in the past can not be reused.

NCID access may be disabled if the account has been inactive for at least 12 consecutive months.

III. IMPLEMENTATION

Effective October 1, 2013, all CSDW users must access the system using their NCID and password.

If you have questions concerning the new NCID requirements for the CSDW, please contact DSS Information Support at 919-527-6270.

Sincerely,

Wayne E. Black, Director
Division of Social Services

Carol H. Steckel, MPH, Director
Division of Medical Assistance

Dennis W. Streets, Director
Division of Aging and Adult Services

Ron Byrd, Section Chief
Division of Child Development and Early Education

PM-REM-AL-07-2013

Attachment

HB:rr

cc: Carolyn Perry, DIRM
       Dale Suggs, DIRM
       Victor Carr, DIRM
       Jo Ann Frazier, DIRM