

## North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street • Raleigh, North Carolina 27603  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

June 1, 2005

**Dear County Director of Social Services:**

**SUBJECT: Changes in Information Technology (IT) Support**

This letter will cover two related changes in IT Support. The first concerns ITS support of the SNA Network. This is the old, proprietary IBM network that uses control units and dedicated data lines to connect county DSSs to mainframe computers in Raleigh. ITS has decided to retire the SNA Network. This decision is based on not only IBM's removal of the communication controllers from market but also AT&T's decision to withdraw marketing and support for the SNA leased line service at the end of 2005.

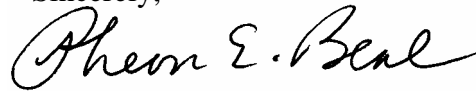
ITS will make every effort to replace and repair SNA equipment as long as agencies wish to use it, but there are no guarantees. SNA is destined for retirement, so it's important for counties to move completely to the State Internet Protocol (IP) network. That is also called the State Wide Area Network or the NC Integrated Information Highway. Networking Services (NWS) within the Division of Information Resource Management (DIRM) has initiated a project to assist county DSSs with migration. Glenn Dishman of NWS and Will Brown of DSS will be identifying and working with the affected counties.

We believe that most of the counties still on SNA are using it to print the 8590 Form from FSIS. There is an easy printing conversion to eliminate that need, although some counties may incur some additional costs for network printers. Other counties may have kept an SNA connection to serve as an emergency backup for their IP connection. Unfortunately, those will have to be dropped. The State IP network has been quite stable over time. On the few occasions when it has gone down, it has been repaired quickly.

The second, and closely related, change concerns State DSS support of state owned system printers in counties, many of which are used to print the 8590 form from the SNA network. We have had a maintenance contract for some years on these printers, which are all well past their expected useful life. At present, 48 counties are using these. A new contract for one final year will expire on June 10, 2006. We plan to stop system printer support completely at that time, so counties have a little over a year to move completely to network printing. In addition to the SNA migration issue, these printers are so old that it is doubtful that we could find a repair contractor after the current contract expires.

Please pass this letter along to your primary IT people. The State contact people can be reached as follows. Glenn Dishman, 919-855-3337 or [Glenn.Dishman@ncmail.net](mailto:Glenn.Dishman@ncmail.net) Will Brown, 919-733-8250 or [Will.Brown@ncmail.net](mailto:Will.Brown@ncmail.net)

Sincerely,

A handwritten signature in black ink that reads "Pheon E. Beal". The signature is written in a cursive, flowing style.

Pheon E. Beal

PEB:wsb

cc: Sarah Barham  
Local Business Liaisons  
Melinda Coleman

DIR-1-2005