September 16, 2011

Subject: Updated NC FAST Minimum PC Requirements and PC Recommendations

Dear County Director of Social Services:

This Dear County Director Letter (DCDL) contains an updated version of the minimum PC requirements and PC recommendations to use the NC FAST Case Management System. Requirements and recommendations were previously published in DCDL No. 11-0009, dated April 15, 2011.

NC FAST is a web-based system that is accessed from the user's PC through a web browser. The minimum requirements and recommendations are for the user's PC. NC FAST does **not require** the county to purchase any software or use servers to access NC FAST.

All software that NC FAST recommends should be checked for the most recent version to prevent any unnecessary security risks. Because these are recommendations and not requirements, each county has the option to choose the software version it will use. However, if the county does not use the most recent version, any security risks from using outdated software will be assumed by the county and not NC FAST.

The minimum PC requirements and PC recommendations are located on the following pages.

Minimum PC Requirements:

The following items identify the minimum conditions for a PC under which the NC FAST Case Management System is expected to run. These conditions may not be optimal. In order to optimize performance in your agency, you should meet all the minimum required conditions AND the recommended ones.

Firewall Ports	NC FAST will operate on HTTPS port 443 and HTTP port 80.
Internet Explorer Add-Ons and/or Plug-Ins	**Java Environment:** JAVA 1.6 JRE or higher must be used. This software may be downloaded at no expense to the county from the Internet. **Rich-Media Content Viewer:** Flash 10 or higher must be used. This software may be downloaded at no expense to the county from the Adobe website. **Graphics Viewer:** Adobe SVG Viewer 3.0 – 3.03 or higher must be used. This software may be downloaded at no expense to the county from the Adobe website. For a free download go to http://www.adobe.com/svg/viewer/install/mainframed.html.
Internet Access	An established internet connection
Internet Browser	Microsoft Internet Explorer 7.0, Service Pack 1 (SP1) or Microsoft Internet Explorer Version 8.0
Operating System	Microsoft Windows XP Service Pack 2 (SP2), or Microsoft Windows Vista
PDF Document Viewer	Adobe Acrobat Reader 10.0 or newer This software may be downloaded at no expense to the county from the Adobe website. For a free download go to http://www.adobe.com.
Screen Resolution	To support proper display of content in the NC FAST Case Management System, screen resolution must meet or exceed 1024 by 768.
Security	North Carolina Identity Management System (NCID) Account For state staff, if you do not already have an NCID register for one at: https://ncid.nc.gov/login/login.html. For county staff, the County Readiness Team will work with counties to address specific security matters and to ensure that each county user has an NCID in a timely manner.
Total Bandwidth	Required network bandwidth will likely be higher than bandwidth used for the Food Stamp Information System (FSIS). NC FAST has a rich user interface comparable to other popular web browser-based applications. Usage locations should plan for the capacity level of an active Internet user. NC FAST stresses that matters associated with bandwidth supply and allotment are entirely a local responsibility. The total bandwidth required for use of the NC FAST Case Management System can be calculated using the formula: *As a result of NC FAST's decision to implement the new version 6 of the Cúram product, the formula to determine bandwidth usage is not available at this time due to testing. When testing to determine this formula is completed, users will be notified as soon as possible in an updated DCDL.*

PC Recommendations:

Encryption	Workstation disk encryption is recommended. Refer to the State Office of Information Technology Services for the published minimum standards. Your agency's security control officer should have a copy of the State's Security Manual, which provides detail on this topic. Normal security and protection of browser-based applications are recommended. Refer to: https://www.scio.nc.gov/library/pdf/Full_Dec_manual_with_May_changes_and_August_Update_of_Chapter030801.pdf
Hard Drive	160 GB, 7200 RPM or faster
Internet Browser	Although the NC FAST Case Management System may be accessed successfully using other browsers, they are not supported should difficulties arise.
Network Adapter	Integrated Gigabit Ethernet (10/100/1000) Card/Wake on LAN
Operating System	Microsoft Windows XP Pro Service Pack 3 (SP3) **OR** Microsoft Windows Vista compatible/business class desktop **OR** Windows 7
Processor	Intel Core 2 Duo E8400 (3.06GHz, 1333FSB, 6MB) **OR** AMD Phenom 9600 (2.3GHz, 2M L2, 2M L3) or greater
Random-Access Memory (RAM)	2 gigabytes of RAM and whatever is necessary to support the local browser version.
Video Card	PCIe 128MB DVI and VGA compatible or greater

This information will also be posted on the revised NC FAST website **after October 1, 2011**. Refer to:
http://www.ncdhhs.gov/ncfast/countyreadiness/crDCDL.htm

If your county uses a non-traditional desktop environment (e.g., Citrix, VMWare, etc.) or is considering using one, please describe that environment in an email to Mark Barnhart, NC FAST Readiness Coordinator, at mark.barnhart@dhhs.nc.gov, no later than **October 31, 2011**. If you have questions, please call Mark at (919) 707-4157.

Sincerely,

Anthony Vellucci

NC FAST

cc: Michael Watson, NC DHHS, Deputy Secretary for Health Services
        Maria F. Spaulding, NC DHHS, Deputy Secretary for Long-Term Care and Family Services
        Dan Stewart, NC DHHS, Assistant Secretary for Finance and Business Operations
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