



Arkansas OCSE IT Migration to Total Web Enabled Application



Presented By:
Stan King

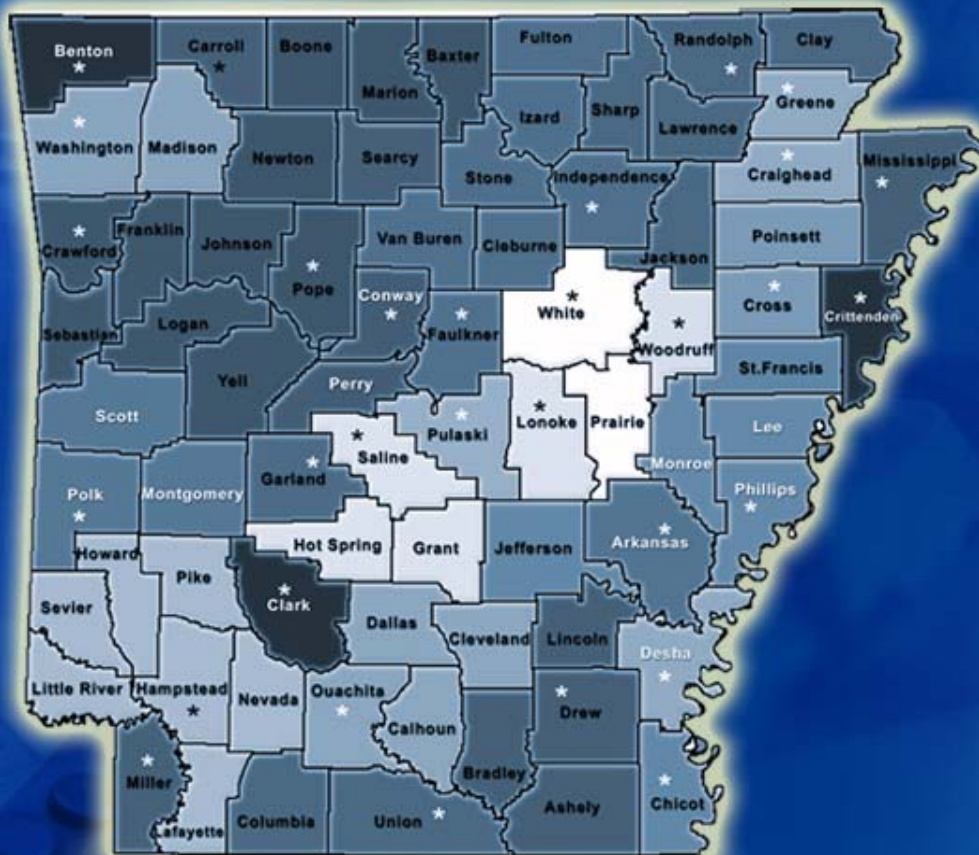
Information Systems Manager
Arkansas OCSE Information Systems

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OCSE Infrastructure Overview

OCSE Field Offices in 1997



Numerous Small County Offices

State IV-D Offices

Contract Legal Offices

County Clerk Offices

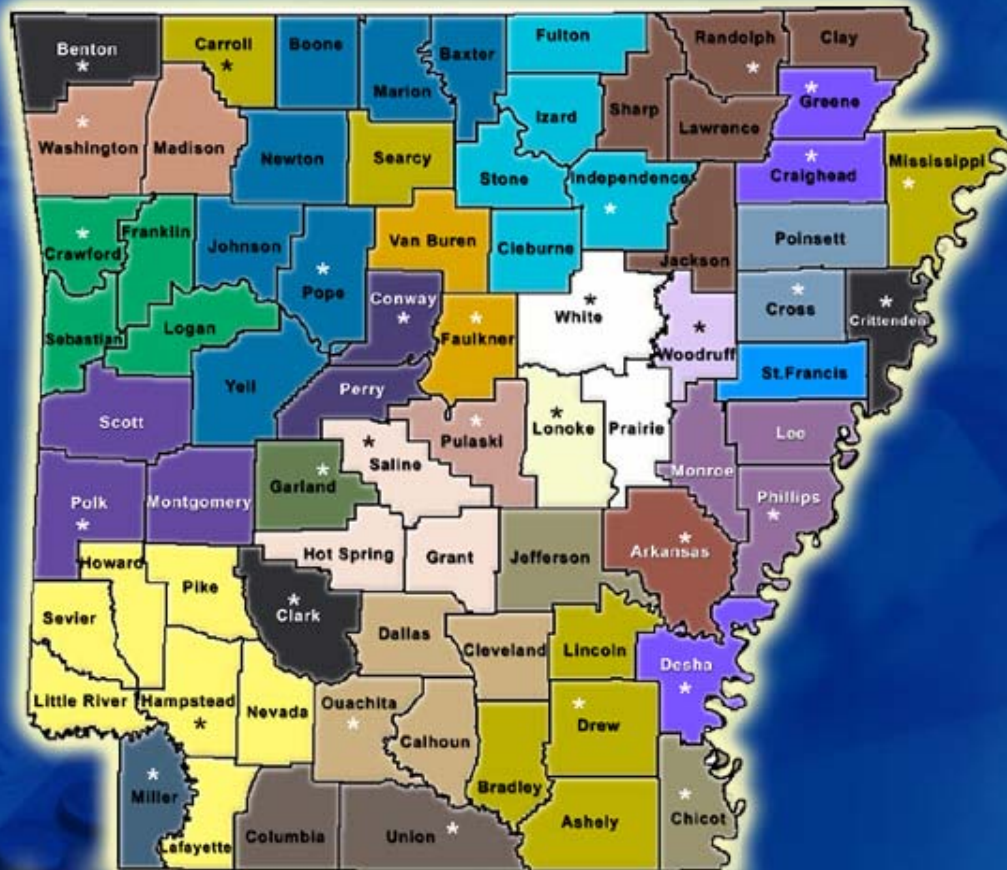
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OCSE Infrastructure Overview

OCSE Offices After Consolidation



Eliminated many of the smaller IV-D Offices

Eliminated all Contract Legal Offices

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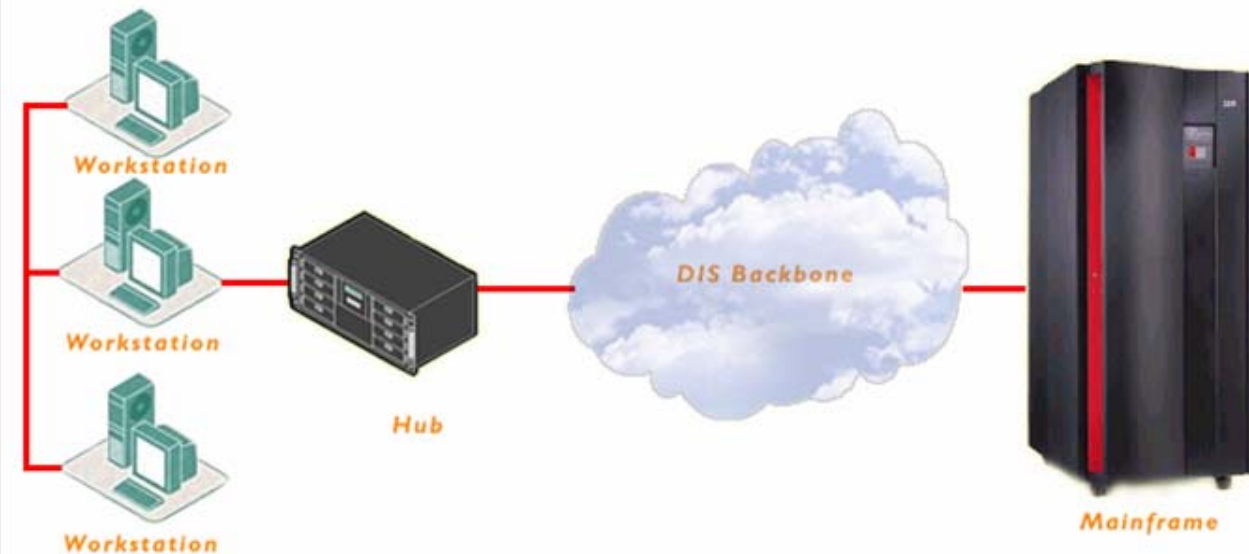




OCSE Infrastructure Overview

Typical OCSE Office in 1997

Typical OCSE Field Office



Mainframe Based Application

Slow WAN Connections

TCP/IP Based Network

Pentium Class Computers

10baseT LANs

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OCSE Infrastructure Overview

Common Problems Faced by OCSE

- **Lack of a modern E-mail System**
- **Word Perfect and Office 97**
- **Terminal Emulation**
- **Old PCs that were prone to failure**
- **Outdated wiring**
- **Unmanageable HUBs**
- **IPDS printers**
- **Slow WAN Connections**
- **Lack of Network Security**
- **Lack of Virus Protection**

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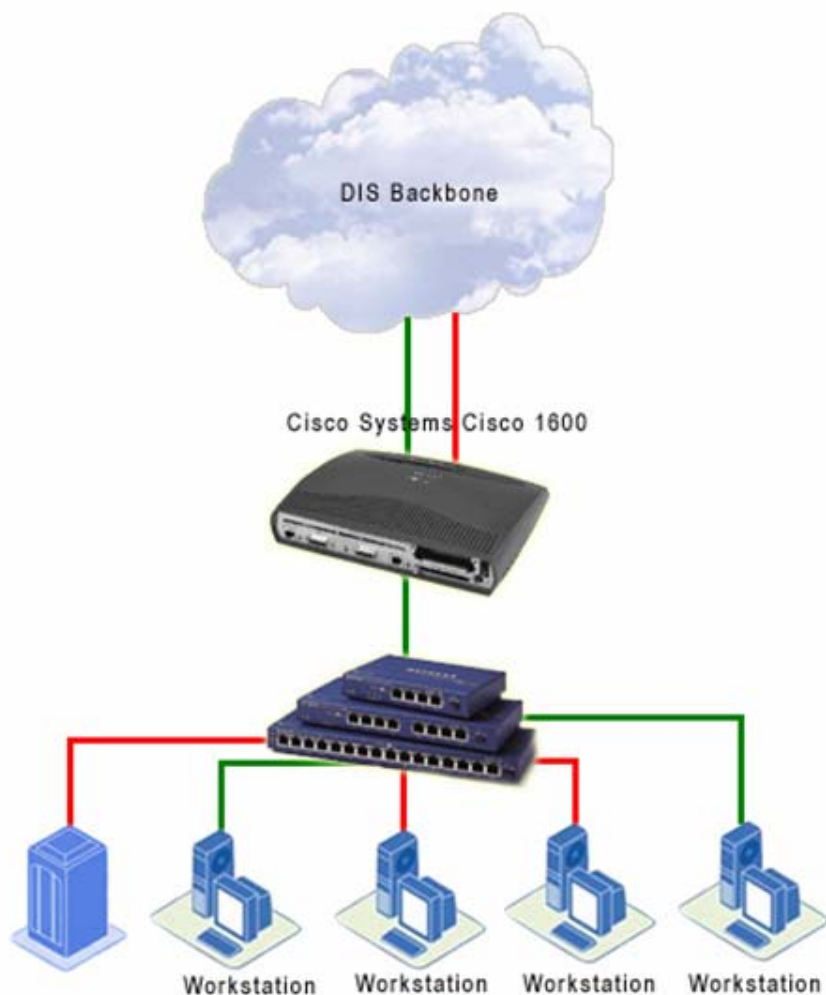




OCSE Infrastructure Overview

Typical OCSE Office Today

Typical OCSE Field Office



All Offices have a full T-1

Cisco Switches and Routers with ACLs

TCP/IP Based Network

100 Mbps Full Duplex LAN

File and Print Server

Pentium III Computers

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OCSE Infrastructure Overview

Field Office File and Print Servers



**Compaq Prosignia 740
File and Print Server**

DHCP Services

**TCP/IP based network
printers**

File Storage with backup

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OCSE Infrastructure Overview

Pentium III based Computers



Standardized Operating System and Applications

Windows 2000 Professional

Microsoft Office 2000

Internet Explorer 6.0

McAfee Enterprise 7.0

Removed Administrative rights from users

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Services Provided



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Services Provided

Windows 2000 Based Domain



**Standardized Server
Operating Systems**

Windows 2000 Server

**Active Directory
Based Domain**

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Services Provided

8 TB Dell/EMC SAN

Dell/EMC Storage Area Network

Highly Available Storage Solution

Fiber based connectivity

Redundant Components

Expandable to over 54 TB



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Services Provided

Microsoft SQL Server 7

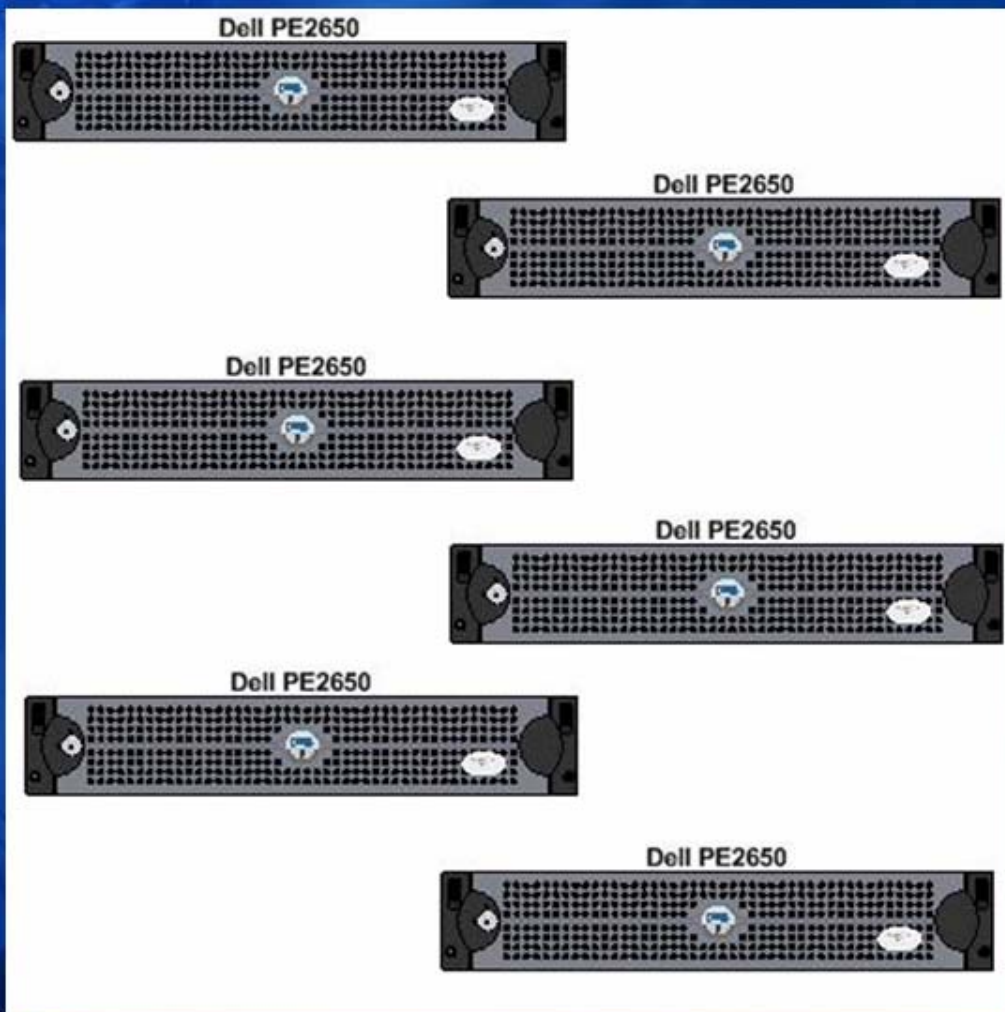
Microsoft Clustered SQL Servers

**Windows 2000
Advanced Server**

**2 Clusters for
Production in
Active/Passive Mode**

**1 Cluster for
Development
Active/Passive
Mode**

**Redundant Fiber
Connections to SANS**

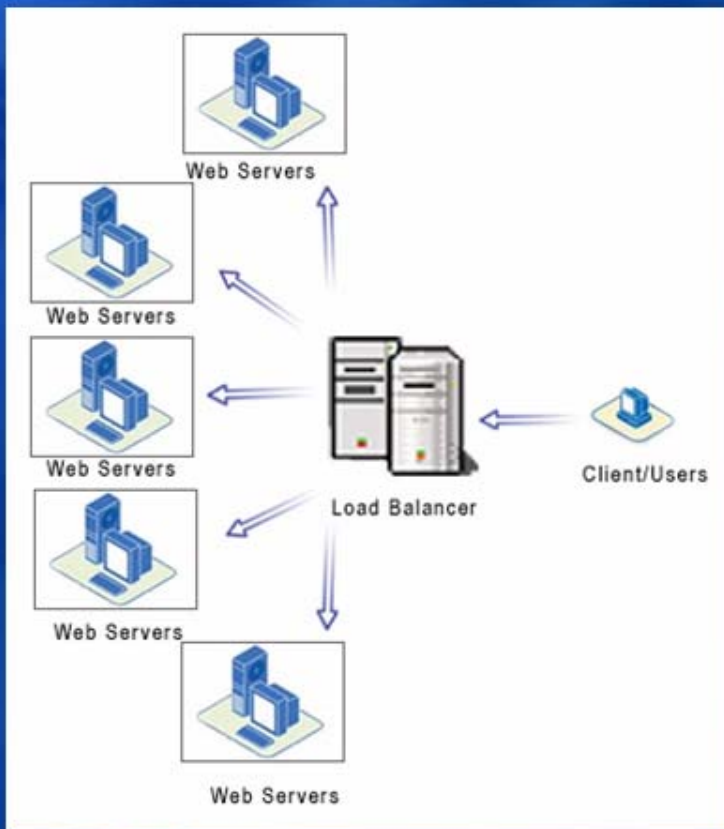


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Services Provided

Web Farm



**Provides Web Services
for the ARCSIS
Application**

Dual Local Directors

5 Web Servers

**Windows 2000 Server
and IIS**

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Services Provided

Microsoft Exchange Server



Microsoft Exchange Server 2000

Provides Service for over 1000 users

Restrict e-mail based upon content and size

Spam Filtering

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Services Provided

Automated Voice Response System (AVR)



**Provides 24 Hour Access
to Payment Information**

**Process nearly 50,000
calls a month**

Customizable Application

**Utilizes 2 T-1 Lines,
provides for 48
simultaneous calls**

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Services Provided

Internet Security and Acceleration Server (ISA)



**Increased Security from
Web Based Viruses**

**Improved Performance
with Web Caching**

**Ability to Restrict Access
to questionable sites**

Internet Usage Reporting

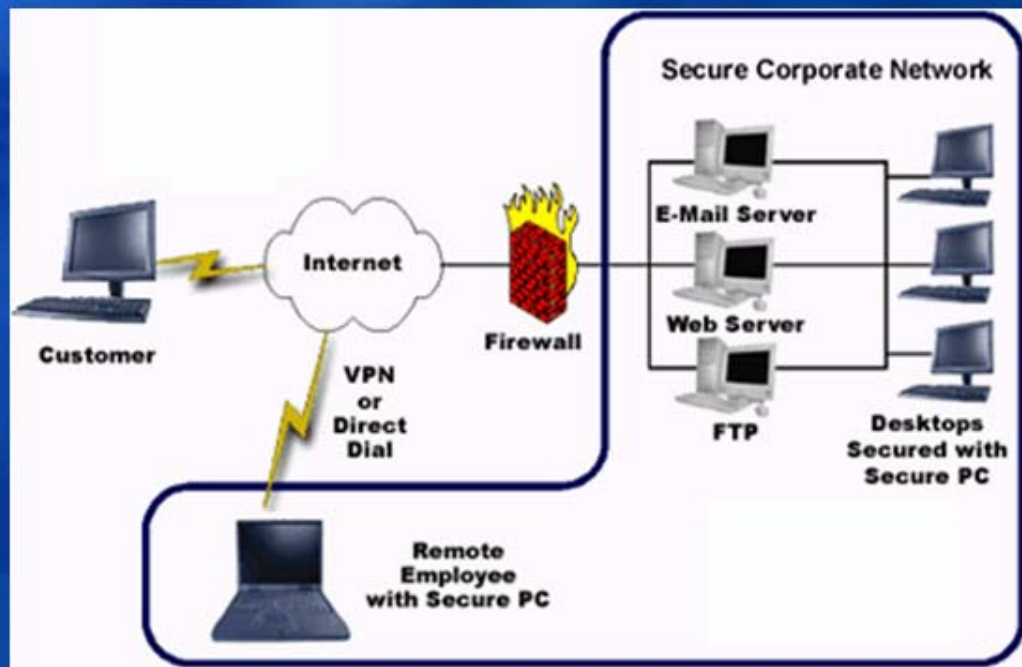
LanGuard

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Services Provided

Security and Monitoring



Utilize Redundant Cisco PIX Firewalls

Intrusion Detection System (IDS)

Access Lists on each county router

Restrict direct access to all SQL Servers

Monitor and log all network activity

Utilize Cisco Works

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Services Provided

Virus Protection and Software Updates



McAfee Enterprise 7.0

Installed on all servers and workstations

Automatically updates to latest DAT files daily

Operating System and Application Updates are configured to use Microsoft Windows Update Services (WUS)

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ARCSIS Architecture

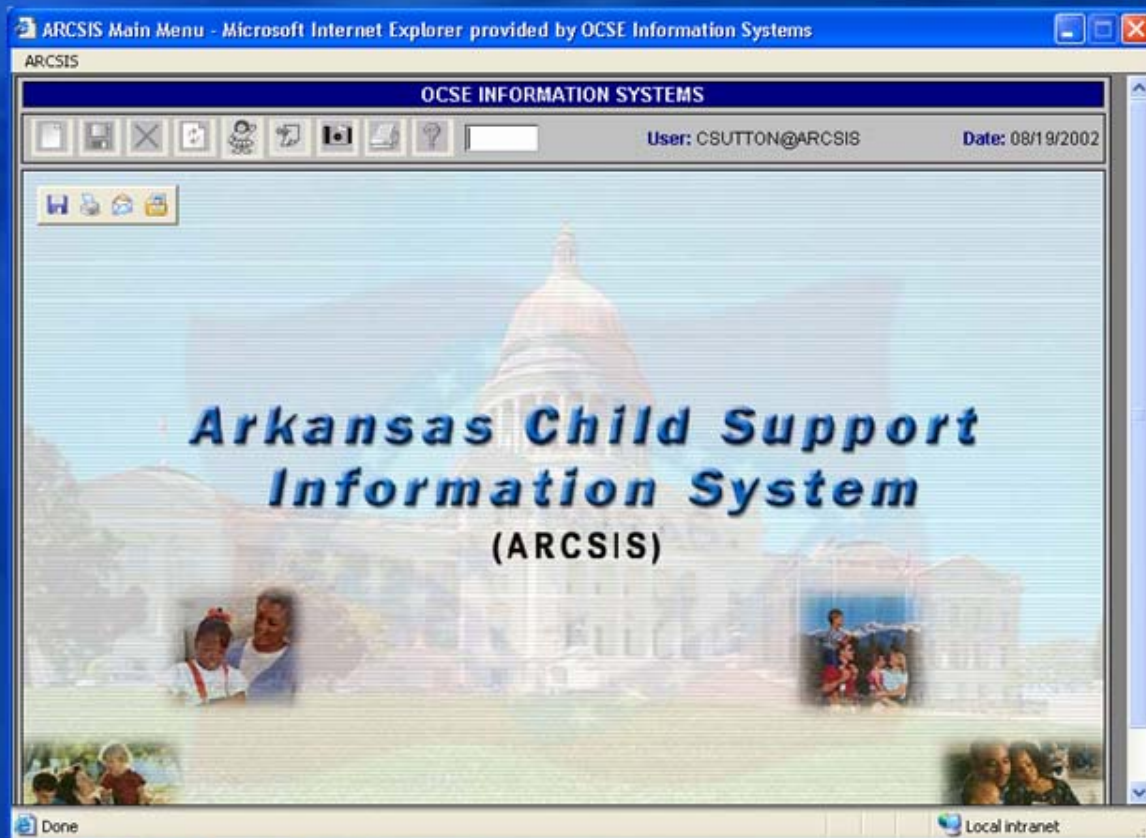


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ARCSIS Architecture

Arkansas Child Support Information System (ARCSIS)



Better user interface

Faster development and migration

Less expensive to operate

Utilizes the latest technologies

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ARCSIS Architecture

BEFORE IMPLEMENTATION

Unable to track unidentified or misposted payments online.

Only able to view arrears as TANF and NONTANF.

Poor audit trail at the receipt level

Users had to use multiple screens to see case history etc.

Limited help screens and poor navigation techniques was not user friendly.

AFTER IMPLEMENTATION

Payments sent to ARCSIS have images, including any attachments sent.

Able to view arrears as PAA, TAA, CAA, UDA, UPA.

Clear audit trail for all receipts.

Now this information can be viewed at a high level or detail level and all on one screen.

Online help and extra navigation techniques including sticky data offer extra help to the user



ARCSIS Architecture

Standards – Help and Lookup

The screenshot shows a web browser window titled "OBLE - Microsoft Internet Explorer provided by OCSE Information Systems". The page content includes a header "OCSE INFORMATION SYSTEMS OBLE - OBLIGATION ENTRY" and a user interface with fields for Case ID, Status, Type, County, Worker ID, EST Type, Action, Interstate IND, Recovery IND, Docket ID, Order ID, and Date. A "Functional Help -- Web Page Dialog" window is open, displaying "OBLE Functional Help" with a description: "THE OBLE SCREEN IS USED TO ADD OR VIEW AN OBLIGATION. [Click here for more information.](#)" Below this is a table with columns for Control Name, Description, and Instructions.

Control Name	Description	Instructions
CASE ID	<ul style="list-style-type: none">NINE (9) DIGIT CASE IDENTIFICATION NUMBER.	<ul style="list-style-type: none">ENTER CASE IDINVALID CASE IDCASE STATUS IS NOT OPENENTER REQUIRED FIELD(S)RECORD NOT FOUNDCASE/MEMBER ID CHANGED - INQUIRE BEFORE SELECTINGKEY CANNOT BE CHANGED

Functional Help

Field Level Help

Look Up

Look up with in Help

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ARCSIS Architecture

Screen Navigation

DWIZ-Distribution Wizard - Microsoft Internet Explorer provided by OCSE Information Systems

ARCSIS

Case Management > OCSE INFORMATION SYSTEMS
 Case Summary > DISTRIBUTION WIZARD
 Financial Management > Age Billing Subsystem > DISTRIBUTION OVERRIDE
 IV-A Interface > Collections
 NOTE > Disbursement
 System Security And Support > Distribution
 Close > Order And Obligation >

User: YEBI@ARCSIS Date: 08/15/2002

MHTO DOVR IVAL NFEE CFEE OVAD

Distribution

Check RCP

Welfare 0.00

OBAA OFFST Recovery 0.00

OBLE Tax/OFFST Recovery 0.00

OBLM Fee Recovery 0.00

ODBT OVRPY Assessed 0.00

SADL Recover Offset

SADT

	PAA	TAA	CAA	UPA	UDA
SLOG					
SORD	0.00	0.00	0.00	0.00	0.00
SORL	0.00	0.00	0.00	0.00	0.00

	Case ID	Obligation ID	Type	CS						
Owed	336202505	CS 90337096 J 0500000	M	20.00						
<input checked="" type="checkbox"/> APPL	336202505	CS 90337096 J 0500000	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Owed	336202505	CS 90337096 S 0500000	M	100.00	1806.50	0.00	0.00	0.00	0.00	0.00
<input checked="" type="checkbox"/> APPL	336202505	CS 90337096 S 0500000	M	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Payor 60337096 PURIFOY NANCY G

Window Type Menu

Button on Screen

ICON Click

Right Click Menu

Fast Path

Grid Row Click

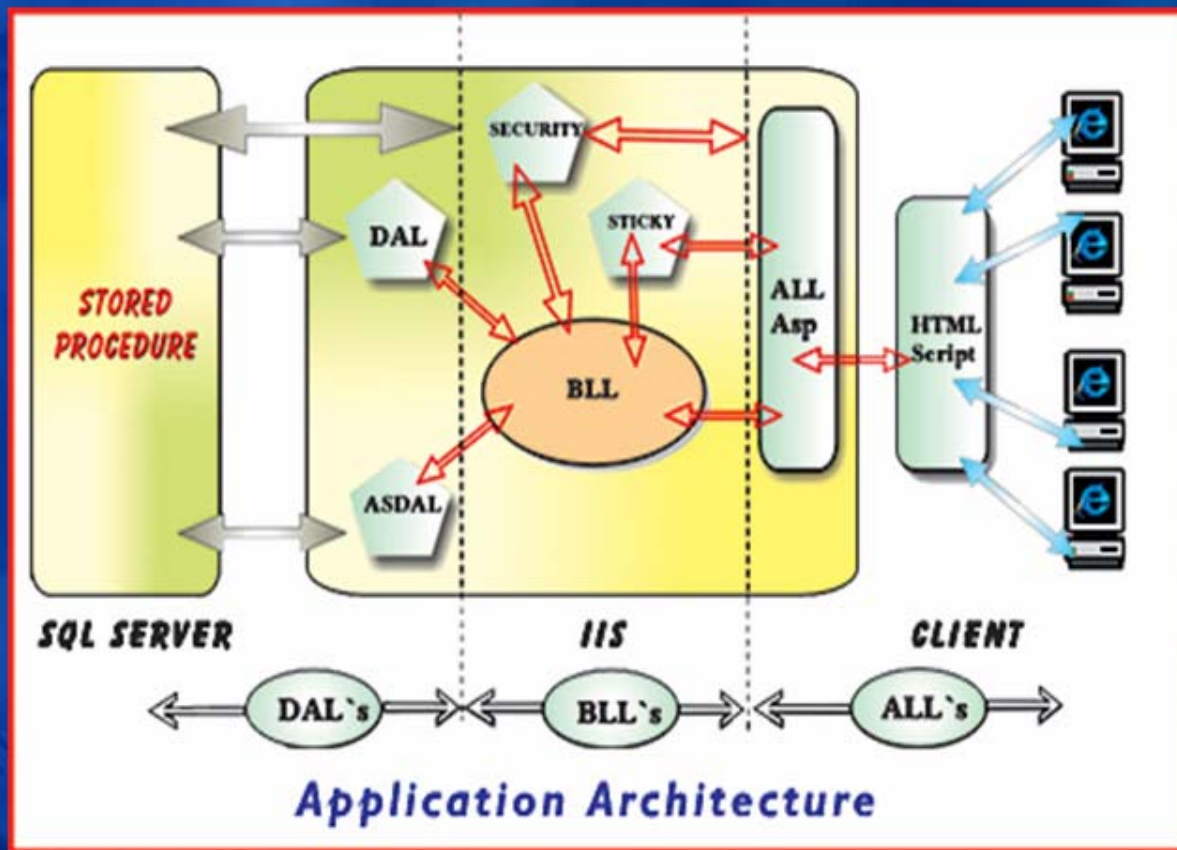
Key Board Short Cut

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ARCSIS Architecture

ARCSIS Architecture



Multi tier Architecture

Highly Scalable

High Performance

Uses XML



OCSE Overview

Contact Information:



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