

LCSA Letter: 07-12
June 08, 2007
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Communication Responsibilities

Also effective July 1, 2007, the CASES Consortium staff provided by the San Francisco LCSA will be integrated into the LCSA organization and will not be providing the day-to-day support of consortia activities. DCSS staff will be responsible for coordinating workloads and day-to-day duties that will be provided by the CASES M&O vendor, Informatix. Under the direction of DCSS, Informatix will be providing training updates, website maintenance, forms updates, user acceptance testing, and all other tasks required. User questions and assistance previously directed to the CASES Consortium staff should now be directed to Informatix help desk at HelpDesk@Infomatixinc.com. CASES LCSAs will continue to be asked to provide resources for specific activities, such as user acceptance testing, as appropriate. Melissa Alcalde will be the single point of contact for coordinating activities between the M&O vendor and CASES users. The CASES staff will continue to support certification activities on behalf of the consortium.

Melissa Alcalde also serves as the single point of contact for all State level requests for information from the consortia. It is important that the requests for consortia services be managed closely to eliminate redundancy and resource contention issues as well as ensure that the CCSAS Project in general is fully informed of consortia-level work activities. Melissa can be reached at Melissa.Alcalde@dcss.ca.gov or at 916.464.5584.

If you have any questions or concerns regarding this matter, please contact me at Joan.Obert@dcss.ca.gov or at 916.464.5333.

Sincerely,

/OS/ by JOAN OBERT

JOAN OBERT
DCSS Deputy Director
Technology Services Division

cc: LCSA Coordinators