

DSS ADMINISTRATIVE LETTER
PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT
PM-REM-AL- 08-10
DMA ADMINISTRATIVE LETTER NO: 08-10
DAAS ADMINISTRATIVE LETTER NO: 10-20

TO: County Directors of Social Services
County Security Officers

DATE: December 28, 2010

SUBJECT: New Automated e-IRAAF

I. BACKGROUND

Over the past few years, since the inception of the Information Resource Access Authorization Form (IRAAF), counties have experienced delays in granting and revoking system access for employees. In an effort to alleviate this delay, a new automated solution has been developed. This system replaces the paper version of the IRAAF. This new tool makes it easier and quicker to grant or revoke system access for employees.

The e-IRAAF has been piloted over the past several months by two State divisions and 13 counties. Several enhancements have been added to the system based on feedback from the pilot counties and divisions. The statewide roll-out of the e-IRAAF is scheduled for the week of January 3, 2011.

II. ACCESSING THE SYSTEM

To access the e-IRAAF, you must have access to the tool in the CICSNC26 region. An instruction document for accessing the system and completing the screens is attached to this letter.

In order for you to have access to the system, you must be identified as a county Security Officer or backup at the DHHS Customer Support Center (CSC). We will add the individuals on file with the CSC as county Security Officers or backups into the system. If you do not have access, please contact the CSC. Security Officer updates must be submitted to CSC using the Security Officer Change Authorization Form (Appendix 5) in the Information Security Manual. This form must be submitted to the CSC for processing. An email address must be listed on the form for the Security Officer and backup. It is recommended that counties review their Security Officers list at least every 6 months.

III. USING THE SYSTEM

Counties should implement procedures for requesting and revoking access using this tool in their county. For example, several pilot counties have requested that

supervisors in the county have access to the e-IRAAF tool so they can begin the systems security process. This process allows the supervisor to electronically send the e-IRAAF to the county Security Officer who will review the screens for accuracy before submitting the request to the CSC. This will prevent counties from having to save signed copies of the IRAAF for verification purposes. If your county would like to use this option, supervisors will have to be added as users in the tool. This may be accomplished by emailing a county supervisor listing to DHHS.Security.Request@dhhs.nc.gov.

The e-IRAAF has audit capabilities that will be used to verify who requested access to State Information Systems. A reporting function of the tool is being developed. These reports will make it easier to verify the systems access a user has been granted. This will be useful when completing the Annual Reviews, which will also be completed via the e-IRAAF tool.

Keep in mind that "old" IRAAF information (that is, information submitted previously via the paper form) will not be available in the e-IRAAF. The only information you will be able to see in the tool is the information that you key beginning the week of January 3, 2011 (or sooner if your county was in the pilot). As e-IRAAF requests are submitted via the tool, eventually all employees' information will be available to you.

IV. RESPONSIBILITIES OF SECURITY OFFICERS

Security Officers are responsible for ensuring that appropriate access to State Information Systems is requested for all users. Security Officers must review and approve all e-IRAAF requests prior to submission to CSC.

Appendix 11 of the Security Manual lists many of the DSS systems, the abbreviations used to identify the systems, and the staff who would be appropriate users of each. This Appendix should be used as a guide when requesting access.

For more information regarding Security Officers' responsibilities, please refer to the Information Security Manual.

V. CHANGES EFFECTIVE THE WEEK OF JANUARY 3, 2011

All requests for State Information Systems access must be completed via the e-IRAAF tool. Paper versions of the IRAAF will no longer be accepted.

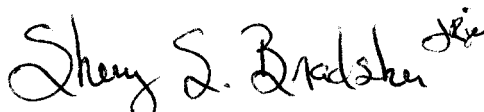
You may monitor the status of requests submitted via the e-IRAAF tool. Please refer to the instructions attached.

The change from the IRAAF paper version to the e-IRAAF tool supersedes the IRAAF instructions in the Information Security Manual. This manual will be updated in the near future.

We anticipate that counties may have difficulty in the transition from the paper IRAAF to the e-IRAAF tool. However, we hope that after using the tool, you find that it makes managing access to the State Systems easier.

If you have questions regarding the new e-IRAAF, please contact the CSC at 919-855-3200, option 2.

Sincerely,



Sherry S. Bradsher, Director
Division of Social Services



Craigan L. Gray, MD, MBA, JD, Director
Division of Medical Assistance



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



Deborah J. Cassidy, PhD, Director
Division of Child Development

SSB:HB:rr

Attachment

cc: Lanier Cansler, DHHS Secretary
Dan Stewart, DHHS Assistant Secretary for Finance & Business Operations
Karen Tomczak, DHHS Chief Information Officer
Pyreddy Reddy, DHHS Chief Information Security Officer

Electronic IRAAF (e-IRAAF)

Training Manual for NC County DSS Agencies

January 3, 2011

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e-IRAAF

Training Manual for County DSS Agencies

IRAAF History/Purpose:

On July 9, 2007, details of a new Information Security Program were introduced for State and County Departments of Social Services (DSS) in a new security manual. County Letter PR-REM-04-2007 recommended that DSS agencies establish an inventory of all individuals with existing access to the State Information Systems. The Information Resource Access Authorization Form (IRAAF) was introduced with the new DSS security manual, and has been in use by their Division since July 2007.

Since then, various other DHHS agencies have begun using adaptations of this form.

Completed forms are forwarded to DHHS Customer Support Center (CSC) for processing.

Example of paper IRAAF, pg 1 (above)

Electronic IRAAF:

In July 2010, the Division of Information Resource Management introduced a mainframe program to replace the paper IRAAF with an electronic version (e-IRAAF). This use of technology should allow for a more efficient process, including less form errors, less paper usage, and less turnaround time.

Currently the e-IRAAF consists of 7 pages, and closely resembles the layout of the paper version.

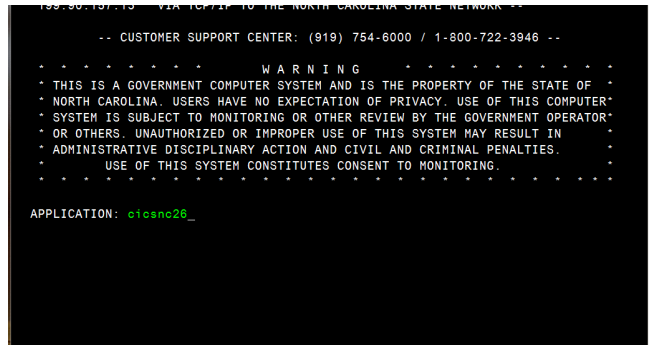
As shown here (left), page 1 requests user action, worker number, name, agency, worker location, etc.

Pages 2-7 list application options that can be added or removed for the worker. Page 7 concludes the e-IRAAF with the section on equipment/network information.

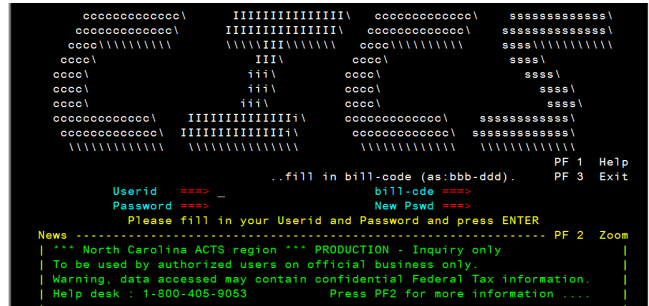
Required fields are highlighted in red; however, mainframe display colors may vary according to individual settings.

How to Access the e-IRAAF:

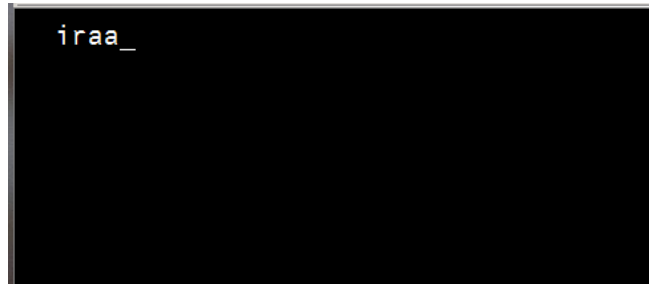
Open a blank session in the mainframe and type cicsnc26 at the application field (is not case sensitive). Press the enter key.



At the login screen, enter your RACF id, agency bill code, and your mainframe password. Press the enter key.

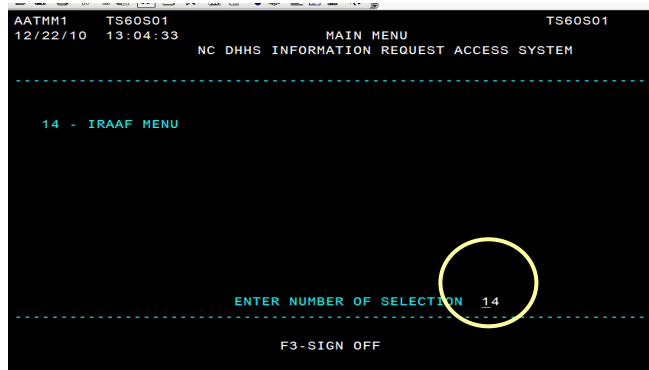


At the blank screen, type iraa_ (is not case sensitive). Press the Enter key.



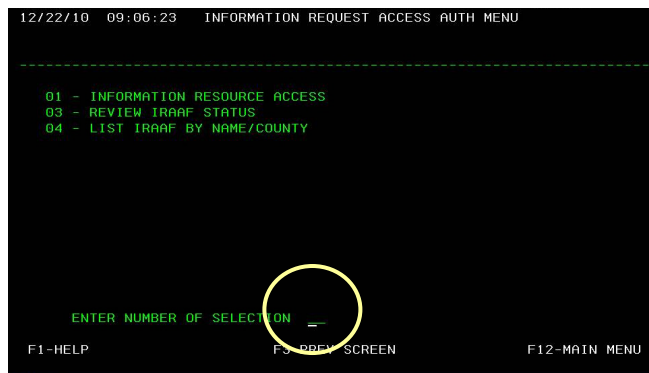
14 – IRAAF MENU

This should be the only option on the menu that you see at this time. Enter 14 as your selection number. Press the Enter key.



At this screen, you should see options 01, 03, and 04:

- 01 – Information Resource Access
- 03 – Review IRAAF status
- 04 – List IRAAF by Name/County



These menu options are explained on the next page of this manual.

TIP! You can add new workers from 01; you can update workers from 01, 03, and/or 04.

Selecting 01 and pressing Enter will take you to page 1 of the electronic IRAAF, where you can enter a request. This menu option is most useful when adding brand new access, workers not yet in the e-IRAAF, or when you are prepared to look up a worker by RACF id.

By selecting 03, you can check the status of an IRAAF. By selecting 04, you can search for a previous request by worker name. On 03 and/or 04 screens, if you select the line number and press enter, you will be taken to page 1 of the e-IRAAF. The advantage to accessing the form using 03 or 04, is selecting the worker by name rather than by RACF id.

01 - Information Resource Access

If you select 01 and press Enter, you will be taken to the screen shown here (right) where you can request new access, submit changes, browse access levels, delete access, update names, etc.

```

AATY01  TS60C00  INFORMATION RESOURCE ACCESS AUTHORIZATION  TS60C00
12/22/10 09:09:53
RACF ID _____ USER ACTION _ (Add Update Revoke reView Name Browse)
WORKER# _____ UPDATE DATA _ (On Action Update set to Y to change ERTI)
                                LAST PROCESSED AT _____ BY _____
WORKER NAME FIRST _____ MIDDLE _____ LAST _____
REQ AGENCY _____ REQ DATE _____ START DATE _____
REQ AGENCY SEC OFF _____ TITLE _____
REQ AGENCY SUPERVISOR _____ TITLE _____
REQ AGENCY NEW SUPERVISOR _____ TITLE _____
DATA INSTALLATION _____
ADDRESS _____
COUNTY _____
PHONE _____ EMAIL _____
TITLE _____ NCID _____
CONTRACT EMPLOYEE _ (Y/N) CONTRACT EXP DATE _____ TEMP VIRTUAL _
CONTRACTOR COMPANY _____
WORKER LOCATION _ (Work,Satellite,Residence,Hospital,Contractor Site,Other)
LOCATION _____

F5-NOTES          F6-SEARCH          F9-CONFIRM          F10-APP APPROVAL
  
```

03 – Review IRAAF Status

If you select 03 and press Enter, you will be taken to the screen shown here (right) where you can view the status of submitted requests. Also, you can select the line number and press enter, and be taken to page 1 of the e-IRAAF.

```

AATY12  TS60C00  REVIEW IRAAF STATUS  TS60C00
12/22/10 09:42:56
=====
RACFID  NAME                               CTY WRKR REQ ACT  STATUS
=====
 1 HRSSTE4 TEST, TEST                       001 L,WHITE  U
 2 HRSSTE2 WHITE, TEST                       001 L,WHITE  U
=====
ENTER LINE NUMBER TO SELECT IRAAF
=====
  
```

04 – List IRAAF by Name/County

If you select 04 and press Enter, you will be taken to the screen shown here (right) where you can search for previously submitted requests by worker name. Also, you can select the line number and press enter, and be taken to page 1 of the e-IRAAF.

```

AATY10  TS60C00  QUERY IRAAF BY NAME / COUNTY  TS60C00
12/22/10 09:43:33
-----
(Use an asterisk (*) to represent a variable character string or question marks
to represent single variable characters. EX: entering "*" finds all names,
entering "*SMITH" finds all names that contain the word "SMITH", such as
"AEROSMITH", while entering "?MITH" finds "SMITH", etc.)

** KEY IN  LAST NAME          FIRST NAME (0)  MI (0)
-----
** AND/OR ** SEARCH BY COUNTY
(AND/OR) COUNTY _____

-----
F9-CONFIRM
-----
  
```




Before keying in the e-IRAAF, security officers should check ERIC and security reports as needed to verify the correct worker's RACF id, number, name spelling, and access levels. **The e-IRAAF cannot verify if an ID or worker name is correct;** it only accepts the data entered.

Getting Started:

Once logged into the e-IRAAF, you should determine what action is needed.

User Action field

A = Add
 U = Uppdate
 R = Revoke (delete all)
 V = annual reView
 N = Name change
 B = Browse/inquire

```

AATY01   TS60C00   INFORMATION RESOURCE ACCESS AUTHORIZATION   TS60C00
12/22/10 09:09:53
RACF ID   _____  USER ACTION   (Add Update Revoke reView Name Browse)
WORKER#   _____  UPDATE DATA _ (On Action Update set to Y to change ERT1)
                                LAST PROCESSED AT          BY
WORKER NAME FIRST _____ MIDDLE _____ LAST _____
REQ AGENCY _____ REQ DATE _____ START DATE _____
REQ AGENCY SEC OFF _____ TITLE _____
REQ AGENCY SUPERVISOR _____ TITLE _____
REQ AGENCY NEW SUPERVISOR _____ TITLE _____
DATA INSTALLATION _____ TITLE _____
                                ADDRESS _____
  
```

The letter you select may not necessarily be the first character of the word; on the e-IRAAF screen, look for the capital letter in the word, to determine which letter to key for that particular action.

- **A**dd – to issue new (first time) mainframe access. *Also, select Add to request web-based access if worker does not have or need a RACF id.*
- **U**ppdate – to change the worker's existing access. You cannot update names in this mode.
- **R**evoke – to remove ALL access. If partial access is being removed, then select Update instead.
- annual re**V**iew – the form puts D (delete) beside every application; you select accesses to keep.
- **N**ame change – for name change only; you cannot update any access in this mode.
- **B**rowse – to view access previously entered in this form, without making any changes.

The RACF id field is not required for Adds, as CSC will continue to issue all login ids. Requests with missing or incomplete information are subject to be rejected.

TIP! While keying a request, you can press F3 to go back to a previous screen, or press F9 to advance to the next page. If you F3 back to a previous page, the data entered on the pages you left may need to be re-entered. *The request is not submitted to CSC until you press F9 on the last page of the e-IRAAF.*

Security officers should not attempt to make changes to a request once submitted to CSC. If the security officer submits a request, and realizes additional changes need to be made to that request, please wait for the request to be processed, or call CSC to reject the request, and then re-submit.

ADD request

To request access for a new worker that has no access at all, type A in the User Action field (for Add), and continue to fill out the form.

TIP! You will also select A as the user action when requesting or updating web-based access for a worker that *does not have or need a RACF id* (Update mode requires a RACF id at this time).

Fields required on the paper version of the IRAAF are also required on the e-IRAAF, and are highlighted in red (colors may vary according to your settings). The system will not advance to the next screen if a required field is not completed; the cursor should land on the field that needs correcting.

RACF id

For Add requests, the RACF id field is left blank. CSC will continue to issue all login ids.

Worker

A 3-digit worker number is required. If no worker number has been assigned at the local level, please enter the first letter of the worker's first name, and the first 2 letters of their last name (example: James Test will have JTE as a worker number).

A screenshot of the e-IRAAF form. The 'RACF ID' field is blank. The 'WORKER#' field contains 'jte'. The 'USER ACTION' is 'a'. The 'UPDATE DATA' field contains 'y'. The 'DATA INSTALLATION' field is blank. The 'ADDRESS' field contains 'Wake County DSS', '12345 Highway', and 'Raleigh, NC 27603'. The 'COUNTY' field contains '092'. The 'PHONE' field contains '919 123 4567'. The 'EMAIL' field contains 'james.test@test.dhhs.nc.gov'. The 'TITLE' field contains 'FSIS IMC II'.

Update Data field

Only put a Y in the Update Data field when: 1) adding FSIS *keying* access, 2) updating a FSIS printer, or 3) adding information into the Data Installation field.

Data Installation

The Data Installation field is generally left blank, unless indicating worker is a contractor, temp, intern, virtual, or particularly with Child Support. For a *county* CSE worker, add i then your two digit county number in this field (example shown below, with i92 for Wake County CSE).

A screenshot of the e-IRAAF form, similar to the one above. The 'DATA INSTALLATION' field contains 'i92' and is highlighted with a yellow box. The 'ADDRESS' field contains 'Wake County DSS/CSE', '78910 Road', and 'Raleigh, NC 27603'. The 'COUNTY' field contains '092 Wake'. The 'PHONE' field contains '919 456 7890'. The 'EMAIL' field contains 'james.test@test.cse.dhhs.nc.gov'. The 'TITLE' field contains 'County Child Support Worker'.

The Data Installation field conflicts with FSIS keying/printing access (ERTI table). If update access is selected in the FSIS section, that data will over-ride the Data Installation field. FSIS or other access will not be affected if this happens, as the Data Installation field is used to assist CSC and RACF tech support with searches and various reports. CSC can manually update the data installation field if needed.

County Number

On page 1 of the e-IRAAF, County DSS and County CSE agencies will enter their 3 digit county number for the county code. County CSE agencies will use the actual county number, *not* the ACTS county number. For example, Wake County is 092.

Worker Location

- W for Work (i.e. on-site at DSS)
- S for Satellite location
- R for Residence (home-based)
- H for Hospital location
- C for Contractor location
- O for other

```

DATA INSTALLATION i92
ADDRESS Wake County DSS/CSE
78910 Road
Raleigh NC 27603
COUNTY 092 Wake
PHONE 919 456 7890 EMAIL james.test@test.cse.dhhs.nc.gov
TITLE County Child Support Worker NCID
CONTRACT EMPLOYEE n (Y/N) CONTRACT EXP DATE TEMP n VIRTUAL n
CONTRACTOR COMPANY
WORKER LOCATION w (Work,Satellite,Residence,Hospital,Contractor Site,Other)
LOCATION County DSS
    
```

F5-NOTES F6-SEARCH F9-CONFIRM

In the second Location field, indicate agency and if County or State. Example: County DSS, County CSE, State DSS, State CSE, State Controller’s Office, etc.

Contract Employees

Effective April 2009, CSC began issuing HRCSS** ids to County DSS contract workers (including non-virtual, virtual, and Child Support), for mainframe access. Contract workers that received a RACF id prior to this change may keep their HRSS id until their current position ends/transfers. On the e-IRAAF, if Y is typed in the Contract Employee field, but an HRSS id is entered, an error message will appear; check for typos with the RACF id, and press F9 to override as needed.

PLEASE USE CONTRACT EMPLOYEE RACF ID, PRESS F9 TO OVERRIDE
F6-SEARCH F9-CONFIRM

Date Fields

The format for date fields in the e-IRAAF is MM/DD/YYYY. For open-ended contracts, please project the contract expiration date, as this is a required field on the e-IRAAF.

PAGE 2 (of the e-IRAAF)

The top of page 2 lists Child Support Enforcement (CSE) application options. Other applications on this page include those found in the IMS region. Type an A for Add, and the access level if required (type I for inquiry, type U or B for update as indicated).

```

AATY02 TS60S01 INFORMATION RESOURCE ACCESS AUTHORIZATION TS60S01
10/13/10 14:27:20 ACTS AND IMS REGION ACCESS
RACF ID HRSSTE1 NAME JOHN TEST
ACTS _ (ADD/DELETE) SEND EMAIL _
CSE WEB _ (ADD/DELETE) ECHILDSUPPORT _ (ADD/DELETE)
IDEC _ (ADD/DELETE) QUICK _ (ADD/DELETE)
IMS REGION
DAYSHEETS - 4263"S _ (ADD/DELETE)
EIS INQUIRY a (ADD/DELETE) LOCATION 92_
QUARTERLY REPORTING _ (ADD/DELETE) _ (INQUIRY/BOTH)
AFDC BUDGET _ (ADD/DELETE) _ (UPDATE)
DB/PHL _ (ADD/DELETE) _ (INQUIRY/BOTH)
WORKER/SUPERVISOR _ (ADD/DELETE) _ (INQUIRY/UPDATE)
DATA ENTRY - 8124 a (ADD/DELETE) DATA ENTRY - 8124 DS a (ADD/DELETE)
DATA ENTRY - 8125 a (ADD/DELETE) DATA ENTRY - 2041 a (ADD/DELETE)
DATA ENTRY - 8128 _ (ADD/DELETE) DATA ENTRY - 5022 _ (ADD/DELETE)
MANAGED CARE _ (ADD/DELETE) _ (BOTH)
SDX EXCEPTIONS _ (ADD/DELETE) _ (INQUIRY/UPDATE)
FACILITY DATABASE a (ADD/DELETE) i (INQUIRY/BOTH)
    
```

F6-SEARCH F9-CONFIRM

The form is designed to send an email if indicated, to let State agencies know of your request for access to their applications. State CSE may require additional forms and/or approval.

The county location on page 2 should only be two digits for County DSS workers (if CSE, skip to next paragraph). Example: county 092 on page 1, should be 92 on page 2; county 100 on page 1, should be 00 on page 2 (the first number drops).

County CSE workers will need an ‘i’ manually typed before the two digit county number, such as i92 for Wake, i00 for Yancey, etc.

TIP! In EIS, many accesses are included *within* the options provided; such as LE, which is found under SDX update; or ET, which is under Sanctions/8125s; or CE, which is given in 8125 access. **County DSS workers can NOT have update access in Facility Database (can have inquiry only).**

PAGE 3 (of the e-IRAAF)

Page 3 (shown below) lists DSS applications housed in the SCC1, SCC3, SCC4, and SCCG regions. Type A for add, D to delete, I for inquiry, or U for update level access. Press F9 to forward to page 4.

```

AA1Y03 TS60C00 INFORMATION RESOURCE ACCESS AUTHORIZATION TS60C00
12/22/10 09:29:58
RACF ID HRSSTE4 NAME TEST TEST WORKER# XYZ
CICS SCC1 REGION
FSIS INQUIRY A (ADD/DELETE)
FSIS 8590 - (ADD/DELETE)
FSIS 8590 AND 8593 - (ADD/DELETE)
SLWV - (ADD/DELETE) OTHER FSIS GROUP _
PRINTER PRIMARY COUNTY ALTERNATE COUNTIES _
CICS SCC3 REGION
FIRST STOP (ESC) - (DELETE) (INQUIRY/UPDATE)
CICS SCC4 REGION
IEVS (BENDEX, SDX, ESC) - (ADD/DELETE)
SOLQ (SSA ONLINE MATCH) - (DELETE)
E P I C S
EPICS (FR01) - (ADD/DELETE) IMC COL PIA PII PIS CSO _
CICS SCCG REGION
ENERGY - EP01 (LIEAP) - (ADD/DELETE) (INQUIRY/UPDATE)
SCC - GH02 - (ADD/DELETE) (INQUIRY/UPDATE)
SCC - PURCHASER CLOSEOUT - (ADD/DELETE)
EPIS - WF01 (6908) - (ADD/DELETE) (INQUIRY/UPDATE)
-----
F9-CONFIRM
  
```

For Food Stamps inquiry only access, you would type an A (add) by FSIS Inquiry. No printer needed.

If selecting 8590 or 8590/8593 access in FSIS, do not select inquiry (*keying includes inquiry*). Verify the printer node and the primary/alternate counties are populated (should be *your* 3-digit county number only, 4 times). Advanced networks may not need a printer, but should verify primary/alternate county fields.

The 'Other FSIS Group' is designed to add/remove special FSIS connects named or confirmed by CSC.

County DSS workers cannot have update access in FSIS, if they have Pin Reset or Update All access in EBT Admin or EBT Edge. Inquiry or Update no Pin is an alternative for EBT access, if worker needs FSIS keying access.

For EPICS, you select this access with an A; also you have to also select the access levels with an A.

First Stop and SOLQ are no longer available in the mainframe.

PAGE 4 (of the e-IRAAF)

Page 4 lists CICSNC16 apps, XPTR, 1571 transfer, CBT, and OLV. For access to these applications, type an A to add, or D to delete; type I for inquiry, and U for update access.

County DSS can have *inquiry only* to FC01.

For SY05 *merge* access, type m for the access level ('m' includes update access).

The county XPTR connect is rmds plus your 3-digit county number (Wake County DSS is RMDS092). For county CSE workers only, request the RMDSIVD connect.

DMG and DMGU are restricted accesses that only 2-5 workers per agency can have. Please contact CSC to verify as needed, before requesting access.

```

AA1Y04 TS60C00 INFORMATION RESOURCE ACCESS AUTHORIZATION TS60C00
12/22/10 09:30:40
RACF ID HRSSTE4 NAME TEST TEST
CICS NC16 REGION
SY20 - (5026) A (ADD/DELETE) (INQUIRY/UPDATE)
SY01 - (5104) - (ADD/DELETE) (INQUIRY/UPDATE)
PQ01 - (5094/5095) - (ADD/DELETE) (INQUIRY/UPDATE)
FOSTER CARE (FC01) - (ADD/DELETE) (INQUIRY/UPDATE)
RIL - (SY01) NOT USED - (ADD/DELETE) (INQUIRY/UPDATE)
SY05 - (5027) - (ADD/DELETE) (INQUIRY/UPDATE/MERGE)
SY15 - WORKER ID - (ADD/DELETE) (INQUIRY/UPDATE)
OTHER SYSTEMS
XPTR REPORT DISTRIBUTION SYSTEM
- (ADD/DEL)
- (ADD/DEL)
COUNTY ADMIN REIMBURSEMENT SYSTEM (CARS) - (ADD/DELETE)
CBT - (ADD/DELETE) COURSE NAME
OLV ROLE - (ADD/DELETE)
- (ADD/DELETE)
- (ADD/DELETE)
-----
F9-CONFIRM
  
```

For the Online Verification section (OLV), type in valid roles exactly as listed on the OLV spreadsheet provided to security officers. *Please ensure that temps or contractors have accommodating roles.* You can request to add and delete roles by typing A and the role, or D and type the role name to remove.

PAGE 5 (of the e-IRAAF)

Page 5 of the e-IRAAF (see below) lists additional PC and web-based applications that can be requested.

The CSDW 'group' indicates data the worker needs to see (such as FSIS, Medicaid, etc). NDNH is a restricted access in CSDW; only one worker per agency can have NDNH.

MRS is an application housed in the WIRM portal and includes two access levels: MRS User or MRS Supervisor.

EBT Edge is the web-based version, and EBT Admin is the older PC-based version. Both provide the same data, but are accessed separately with different passwords. **County DSS workers with Pin Reset or Update All access in EBT, can NOT have FSIS update access.** Only select one access level for EBT.

```

12/22/10 09:38:01
RACF ID HRSSTE4 NAME TEST TEST
CSDW - (ADD/DELETE) GROUP
      - (ADD/DELETE) GROUP
      - (ADD/DELETE) GROUP
NDNH - (ADD/DELETE)
MRS - (ADD/DELETE/UPDATE) ROLE
NCAS - (ADD/DELETE/UPDATE)

ELECTRONIC BENEFITS TRANSFER (EBTEDGE)
INQUIRY ONLY - (ADD/DELETE)
PIN RESET ONLY - (ADD/DELETE)
UPDATE ALL ACCESS - (ADD/DELETE)
UPDATE WITHOUT PIN RESET CAPABILITY - (ADD/DELETE)
ELECTRONIC BENEFITS TRANSFER (EBT ADMIN TERMINAL)
INQUIRY ONLY - (ADD/DELETE)
PIN RESET ONLY - (ADD/DELETE)
UPDATE ALL ACCESS - (ADD/DELETE)
UPDATE WITHOUT PIN RESET CAPABILITY - (ADD/DELETE)
-----
F9-COINFRM
  
```

PAGE 6 (of the e-IRAAF)

Page 6 of this form lists various applications used by State and County agencies, as shown below.

```

10/14/10 12:18:31
RACF ID HRSSTE1 NAME JOHN TEST
ATS - APPLICATION TRACKING SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
BEACON - CORE USER - (ADD/DELETE) - (UPDATE/INQUIRY)
BRS - BUDGET REVISION SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
CBC - CRIMINAL BACKGROUND CHECK - (ADD/DELETE) - (UPDATE/INQUIRY)
CARDS - DSS ADOPTION CARDS SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
CPSWEB - CHILD PROTECTIVE SERVICES - (ADD/DELETE) - (UPDATE/INQUIRY)
CIP - CRISIS INTERVENTION PROGRAM a (ADD/DELETE) u (UPDATE/INQUIRY)
CIP - CRISIS INTERVENTION PROGRAM - (ADD/DELETE) - (UPDATE/INQUIRY)
LEAD WORKER SUPERVISOR
DHHSCON - DHHS CONTRACTS - (ADD/DELETE) - (UPDATE/INQUIRY)
DHHS-OLPH - ONLINE PUBLICATIONS AND MANUALS - (ADD/DELETE) - (UPDATE/INQUIRY)
DP - DUKE POWER - (ADD/DELETE) - (UPDATE/INQUIRY)
DSSCS - DSS CONTRACT SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
DSSSS - DSS SUPPLIES SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
EIHDS - ECONOMIC IND. HELP DESK - (ADD/DELETE) - (UPDATE/INQUIRY)
FIS - FORMS INVENTORY SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
HATS - HEARINGS AND APPEALS TRACKING SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
-----
F6-SEARCH F9-COINFRM
  
```

County DSS agencies will use this page to select access for the Crisis Intervention Program (CIP).

To add access, type A in the add/delete field. Type I for inquiry (View Only), or U for update (Data Entry) access.

The second line for CIP is for Allow Update access; this is a lead worker or supervisory level of access that allows the worker to update or delete entries in CIP, for workers in their county/agency.

PAGE 7 (of the e-IRAAF)

Page 7 of this form lists various applications used by State and County agencies. County DSS will use this page to request SAVE or TDC, and to complete the equipment section (required).

County DSS security officers manage their workers in SAVE, but still need to check it on this form. CSC will grant SAVE access to security officers.

The equipment section is required. **Off-site workers, contract-owned computers, and all laptops should be encrypted before requesting access.** Guardian Edge is recommended, although any encryption product can be used that meets the AES-256 encryption standard. TrueCrypt is an acceptable freeware: www.truecrypt.org

```

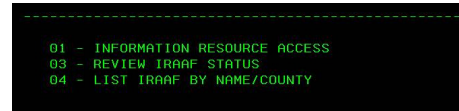
10/14/10 12:31:33
RACF ID HRSSTE1 NAME JOHN TEST
ICPC - INTERSTATE COMPACT ON PLACEMENT OF - (ADD/DELETE) - (UPDATE/INQUIRY)
CHILDREN
LS - LEAVE SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
RIS - REFUGEE INFORMATION SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
OCSS - SOCIAL SERVICES QUALITY CONTROL - (ADD/DELETE) - (UPDATE/INQUIRY)
SYSTEM
SHFHS - STATE MATERNITY HOME FUND SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
SAVE - SYSTEMATIC ALIEN VERIFICATION a (ADD/DELETE) - (UPDATE/INQUIRY)
ENTITLEMENTS
TDC - TANF DATA COLLECTION SYSTEM - (ADD/DELETE) - (UPDATE/INQUIRY)
EQUIPMENT/NETWORK WAN/LAN
WHO OWNS COMPUTER oo (SM, CO, CT, ST) OTHER
WORKSTATION OR LAPTOP w (W/L) IS HARD DRIVE ENCRYPTED y (Y/N)
FOR MAINFRAME ACCESS WORKER USES h (Host-on-demand/Attachmate)
VPN INSTALLATION - (ADD/DELETE)
-----
F6-SEARCH F9-COINFRM
  
```

Submitting the Request

Page 7 is currently the last page of the e-IRAAF. At this point, you have not yet submitted any parts of the request. Pressing F9 on page 7 (after the equipment section) will submit the form for processing. Once submitted to CSC, you should not make changes to the submitted request; contact CSC if you need to cancel and resubmit.

Checking Request Status

County DSS Security Officers can check the status of requests by selecting 03 – Review IRAAF Status.



Below, you can see the request submitted for Jane Worker has been completed (processed by CSC), whereas the request for John Test is ‘in process’ (submitted but not yet completed). ‘More’ in the upper right corner, means there are entries on additional pages; press F8 to advance to the next page, and F7 to come back.

```

10/14/10  10:19:16          REVIEW IRAAF STATUS          MORE **

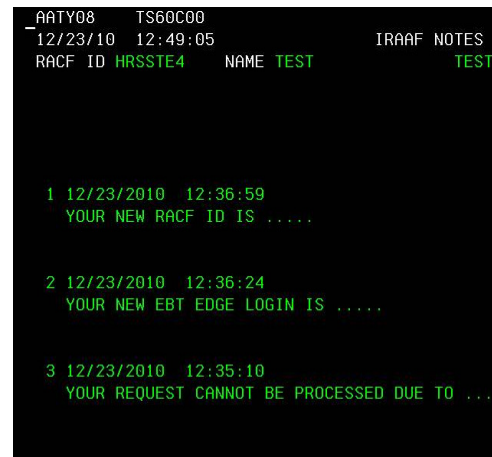
  RACFID  NAME                               CTY  WRKR  REQ  ACT  STATUS
-----  -----                               ---  ----  ---  ---  -----
 1 HRCSS3J JANE                               026  TS60C01  A  COMPLETE
 3 HRCSS3L JOHN                               092  TS60C01  A  IN PROCESS
 2 TS51S66 TEST                               032  TS51C00  A  REJECTED
 3 TS51S99 TEST2                             032  TS51C00  A  COMPLETE
 4 10000001 TEST                               032  TS51C00  U  COMPLETE
    
```

In Process

If a security officer submits a request that needs changing, please wait for the request to be processed, or call CSC to cancel the request, and then re-submit. Security officers should not attempt to make changes to an already submitted request, as CSC could be working in the request.

Complete

The request has been processed when the status is ‘complete’.



Rejected

CSC was not able to process the request, if the status is ‘rejected’.

F5 Notes Function (new Login ids, etc)

Review the request in ‘browse’ mode, and on the first and/or last page of the request as indicated, **press F5 to view notes added by CSC**. These notes should include new login ids, reasons the request could not be processed, etc. Examples of note entries are shown here (right).

Next Day access (EIS, CBT only)

With the e-IRAAF, mainframe access is updated in real-time when CSC processes the request, with the exception of two applications: **EIS and CBT changes will take effect the next day**, as they are updated nightly as a batch process. (If EIS or CBT is updated on a Friday, changes will take effect on Saturday; if updated on a Saturday, changes will take effect on Monday.)

BROWSE request

To view a request, please use the Browse (Inquiry) option. This allows you to F9 all the way through the e-IRAAF, without changing any data.

- Access the e-IRAAF using option 01, or select a line number from menu 03 or 04
- If using option 01, type in the RACF id and press F6 to search
- type B in the User Action field, to Browse/Inquire (as shown below)
- F9 through each page to view the worker's access without making changes
- *Press F5 on the first and/or last page to review notes added by CSC*
- Refer to security reports as needed to verify access not yet entered in this form

```

RACF ID hrsste1_      USER ACTION b (Add Update Revoke reView Name Browse)
WORKER# jte          UPDATE DATA _ (On Action Update set to Y to change ERTI)
                      LAST PROCESSED 10/12/2010 15.11.03
WORKER NAME FIRST JOHN_____ MIDDLE _____ LAST TEST_____

```

In this form, the data is collective. For example, a worker was added two weeks ago with EIS inquiry, and FSIS update. This week, an update was done for this worker, to add IEVS only. In browsing the last request processed, you will see this worker has access to EIS inquiry, FSIS update, and IEVS.

TIP! Access granted prior to the e-IRAAF may not show up in this form, although the worker has the access. Applications left blank will not be checked or altered by the e-IRAAF system.

UPDATE request

The Update option is for workers that already have some type of mainframe access.

- You can access the e-IRAAF using option 01, or select a line number from menu 03 or 04
- If using option 01, type in the RACF id and press F6 to search
- enter U for update mode (as shown below)
- enter a Y in the Update Data field if updating FSIS
- select the access requested on each page
- F9 to advance through the pages and submit the form

```

RACF ID HRSSTE1_      USER ACTION u (Add Update Revoke reView Name Browse)
WORKER# JTE          UPDATE DATA _ (On Action Update set to Y to change ERTI)
                      LAST PROCESSED 10/14/2010 13.07.23
WORKER NAME FIRST JOHN_____ MIDDLE _____ LAST TEST_____

```

TIP! Once an Annual Review has been completed in this system, Ds will correctly continue to show by all unselected access for the worker, even in Update mode.

While in Update mode, do not request a name change. See the section in this manual on Name Change requests.

REVOKE request (delete all)

- type R in the User Action field
- Contract employee and Contract Exp Date fields are not required for deletes (can override)
- F9 through each page (do not type anything by the applications)

```

RACF ID HRSSTE1_      USER ACTION r (Add Update Revoke reView Name Browse)
WORKER# JTE          UPDATE DATA _ (On Action Update set to Y to change ERTI)
                      LAST PROCESSED 10/14/2010 13.07.23
WORKER NAME FIRST JOHN _____ MIDDLE _____ LAST TEST _____

```

The Revoke mode overrides any access typed into the form, and deletes all mainframe access. CSC will verify/remove web-based access as needed. County DSS Security Officers will need to check/remove workers from SAVE. Please do not submit a Revoke request for processing until ready for access to be removed immediately.

NAME CHANGE request

If a Name Change is needed, type N in the User Action field. **Do not request any access changes while in Name Change mode.**

- type N in the User Action field
- type in correct name
- F9 through each page

```

RACF ID HRSSTE1_      USER ACTION n (Add Update Revoke reView Name Browse)
WORKER# JTE          UPDATE DATA _ (On Action Update set to Y to change ERTI)
                      LAST PROCESSED 10/14/2010 13.07.23
WORKER NAME FIRST JOHN _____ MIDDLE _____ LAST TEST _____

```

ANNUAL REVIEW request

For an Annual Review, type V in the User Action field. This option puts Ds (delete) in front of every application; you will type an A (add) beside the accesses to keep. Access not selected will be removed.

- type V in the User Action field
- F9 through each page, typing an A by the applications the worker needs access to

```

RACF ID HRSSTE1_      USER ACTION v (Add Update Revoke reView Name Browse)
WORKER# JTE          UPDATE DATA _ (On Action Update set to Y to change ERTI)
                      LAST PROCESSED 10/14/2010 13.07.23
WORKER NAME FIRST JOHN _____ MIDDLE _____ LAST TEST _____

```

TIP! After an Annual Review has processed, Ds will correctly continue to show by unselected access, even when in Update mode. Do not submit more than one annual review per year, per worker. Select 'Update' mode for changes being submitted after the annual review.

* * * * *

This concludes this manual update, projected for the 01/03/2011 go live date. Enhancements are made as needed for the e-IRAAF, and manual instructions are subject to be revised accordingly.

For questions regarding the e-IRAAF, please call DHHS Customer Support at 919-855-3200 option 2.

For policy or keying issues within DSS applications, please call State DSS Automation at 919-733-8938.

* * * * *

08/10/10 (MM)
rev: 10/07/10 (MM)
rev: 11/05/10 (MM)
rev: 01/03/11 (MM)