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James T. Dillon
Chief Information Officer

Michael McCormack
Director

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Dear Local District Social Services Commissioner **(to All Counties):**

The Human Services Enterprise Network (HSEN) modernization project began in August of 2002 with a five-county pilot. At this time I am glad to report that the pilot is nearing completion with very positive results. Many lessons have been learned along the way and the planning for the statewide rollout of the network upgrade has begun.

The five pilot counties were selected based on geography, the demographic diversity each represents and the IT capabilities each offers. Each presented unique challenges during the process but all have moved ahead judiciously, due to the cooperative work between the counties, OTDA and the state's other partner agencies. Together they have discovered pitfalls, overcome barriers and creative solutions that will ultimately make the network better and the statewide rollout phase smoother.

In preparation for the statewide rollout, OFT staff will conduct a site survey focused on the network upgrade for each county. Team members will help evaluate your county needs and discuss the scope of site preparation required. As experienced by the pilots, some counties will need to complete some preparatory work such as electrical upgrades to become compatible with the new HSEN servers and communication equipment. The site survey is a critical tool to help you prepare your site to receive the new upgraded network.

Customer Relations staff are available to discuss any aspects of the HSEN modernization project. Questions can be directed to either Rich DeFichy (518-473-7442) or Lorraine Martin (518-474-0146).

Thank you for your commitment and support of this important project. We will maintain a high level of communication as we progress, and we look forward to working with you on the successful statewide completion of this critical effort.

Sincerely,

James T. Dillon

cc: Commissioner Linda Angello, NYS DOL
Commissioner John A. Johnson, NYS OCFS
Commissioner Antonia C. Novello, NYS DOH
Commissioner Brian Wing, NYS OTDA
Michael McCormack, NYSOFT
Dave Swits, NYSOFT
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