



State of Florida
Department of Children and Families

Rick Scott
Governor

Mike Carroll
Secretary

DATE: November 30, 2017

TO: Regional Managing Directors
Sheriff's Offices Conducting Child Protective Investigations
Community-Based Care Lead Agency CEOs
Robert Anderson, Adult Protective Services Director
Grainne O'Sullivan, Children's Legal Services Director
Florida Abuse Hotline Chiefs of Operations and Program Development

THROUGH: David L. Fairbanks, Deputy Secretary *dfb*

FROM: JoShonda Guerrier, Assistant Secretary for Child Welfare *JG*
Vicki Abrams, Assistant Secretary for Operations *VA*

SUBJECT: Go Live – FSFN Cloud Migration

PURPOSE: The purpose of this memorandum is to announce the migration of the Florida Safe Families Network (FSFN) application move to "the Cloud" scheduled to begin at 6:00 pm on December 1, 2017 until 8:00 am on Monday, December 4, 2017.

BACKGROUND: In FY2016-2017 General Appropriations Act, the Legislature approved funding and directed the Department to move the FSFN Application to a Cloud Computing Service.

WHAT IS CHANGING? The overall functionality of the FSFN application will not change. Users will still access FSFN in the same manner and the application will look and operate as it does currently. The FSFN Reporting environment uses a technology called Business Objects Enterprise (BOE), which was upgraded to SAP Business Objects BI Platform 4.1. This upgraded software has a new look in regard to navigation, including a new tabbed reporting view that allows the user to open multiple reports to view simultaneously. Please see the attached handout to familiarize yourself with this new navigation prior to Go-Live.

PEOPLE READINESS: **Ready!** - All Regions report that staff, Sheriff's Offices and community-based care lead agencies (CBCs) are ready.

SYSTEM READINESS: **Ready!** - Over the last couple of months, the FSFN Cloud Migration project team has worked with the Community-Based Care Lead Agencies and Sheriff's offices as applicable to test access to FSFN in the Cloud, web services, CBC

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extract access, and check write files. In addition, the team has also verified financials and successfully tested the application using 800+ test scenarios.

POST-DEPLOYMENT SUPPORT READINESS: Ready! - Post-deployment support will include daily calls for the two weeks following deployment to evaluate and respond to any issues. The support team will include members from the Office of Child Welfare Policy and Practice team, Office of Information Technology Services team, IBM team, Regional Points of Contact, and community-based care lead agency (CBC) Points of Contact.

OPERATIONAL IMPACTS:

- All components of the FSFN application will be unavailable beginning at 6:00 pm on Friday, December 1, 2017 until 8:00 am on Monday, December 4, 2017.
- The nightly cycle which normally begins at 6:00 pm will be skipped during this outage period. This means there will be no batch jobs, ETLs, or reports available during this timeframe.
- The Abuse Hotline will operate under downtime procedures during this timeframe. The Hotline downtime procedure is attached.
- The FSFN Reporting environment uses a technology called Business Objects Enterprise (BOE), which has a new look in regard to navigation, including a new tabbed reporting view that allows the user to open multiple reports to view simultaneously. Please see the attached handout to familiarize yourself with this new navigation prior to Go-Live.
- Historical BOE reports may be unavailable to users for a period of time after Go-Live as they will take additional time to load into the new Cloud Environment. If users need to obtain historical reports after Go-Live, they may contact the DCF Help Desk.
- In anticipation of Go-Live, users were instructed to download any historical BOE reports they may need for cross comparison by November 30, 2017 as per the recent memo, dated November 21, 2017. If this has not happened, please make sure to download this information by 2:00 PM on December 1, 2017.
- Calc Ongoing batches will not run between December 1-3, 2017. They will need to be scheduled outside of this window.
- Any seed data entered in the FSFN Sandbox after November 13, 2017 will not be migrated into the Cloud Sandbox. Trainers can enter any new information on December 8, 2017, after Go-Live.

ACTION REQUIRED: Please advise all FSFN users of these changes.

CONTACT INFORMATION: If you have any questions regarding local readiness efforts, please contact your regional champion or Eddie Warren, FSFN Specialist, Office of Child Welfare, at (850) 491-5873 or via email at Eddie.Warren@myflfamilies.com.

If users need to obtain historical reports for child safety reasons after Go-Live, please contact the DCF Help Desk at (855) 283-5137.

Regional Champions		
Northwest Region	Jennifer Renfro	Jennifer.Renfro@myflfamilies.com
Northeast Region	Rebecca Robinson	Rebecca.Robinson@myflfamilies.com
Suncoast Region	Kyle Teague	Kyle.Teague@myflfamilies.com
Central Region	Ryan Duke or Martin Marmol	Ryan.Duke@myflfamilies.com Martin.Marmol@myflfamilies.com
Southeast Region	Tausha Schreiber	Tausha.Schreiber@myflfamilies.com
Southern Region	Thomas Davis	Thomas.Davis@myflfamilies.com

Attachments: FSFN to Cloud Migration - Frequently Asked Questions
Business Objects SAP Software Upgrade
Hotline Downtime Procedures
FSFN Hotline Portal Report for FSFN Downtime

cc: Rebecca Kapusta, Assistant Secretary for Operations
Regional Family and Community Services Directors
Office of Child Welfare Directors
Center for Child Welfare

Hotline Downtime Procedure: December 1 – December 4, 2017

All **24 hour intakes** will be **electronically submitted by email** to a designated point of contact for each county at the following times:

- **Saturday 12/2/17 at 9am:** All reports received from 12/1 @ 5pm to 12/2 at 6am.
- **Saturday 12/2/17 at 1pm:** All reports received from 12/2 @ 6am to 12/2 at 12pm.
- **Saturday 12/2/17 at 6pm:** All reports received from 12/2 @ 12pm to 12/2 at 5pm.
- **Sunday 12/3/17 at 9am:** All reports received from 12/2 @ 5pm to 12/3 at 6am.
- **Sunday 12/3/17 at 1pm:** All reports received from 12/3 @ 6am to 12/3 at 12pm.
- **Sunday 12/3/17 at 6pm:** All reports received from 12/3 @ 12pm to 12/3 at 5pm.

All **Immediate intakes** will be called out to the local office/on-call worker as normal.

The template containing the intake information will also be emailed to the on call worker for all immediate intakes.

Contact the helpline at 1-800-541-9724 for Emergency Placement Requests.

Prior to FSFN Downtime Please ensure the following steps are taken by the local investigation office:

- Updated on-call schedule by COB Thursday 11/30. This list should include designated points of contacts and specific times for Hotline staff to **email with 24 hour intakes** and who to call with immediate intakes. The on-call schedule should also include any special instructions for the Hotline to follow during downtime.
- Please ensure staff retrieve (possibly print) all intakes prior to 5pm on 12/1 from their receiving unit in FSFN. The Hotline will not have access to those intakes once FSFN goes offline.

If there are any significant issues, the Hotline Points of Contact

- Christen Buckler 850-487-6046
- RaeJohne Peterson 850-487-6112
- Milton Perinon 850-445-8705



FSFN to Cloud Migration - Frequently Asked Questions

You may have heard that the Florida Safe Families Network (FSFN) application is moving to “the Cloud.” What does that mean and how that may impact you, as a user of the FSFN application? The project team has compiled a list of FAQs to help increase awareness and understanding of this critical project for DCF. For more information, please contact Family and Community Services IT Director Kiran Garimella (Kiran.Garimella@myflfamilies.com) or Cloud Migration Project Manager Brad Wageman (Brad.Wageman@myflfamilies.com).

What is changing/not changing?

FSFN will no longer be located at the Agency for State Technology data center but will instead be moved to the Amazon Web Services Cloud environment. The overall functionality of the FSFN application *will not* change. Users will still access FSFN in the same manner and the application will still look and operate as it did previously. The FSFN Reporting environment uses a technology called Business Objects Enterprise (BOE), which will remain the same. Additionally, there will be no change to how reports are accessed from within this Reporting environment.

What is “the Cloud?”

Cloud computing is a method of providing a set of computing resources, (i.e., applications, computing ability, data storage and networking) in a manner in which they may be shared, instead of traditional siloed, stand-alone computing components. It includes resources that are able to scale up or down to meet demand and metered services so you only pay for what you use.

What are the proposed benefits?

Moving the FSFN System to a cloud service provider has inherent benefits over the current operational model at the Agency for State Technology (AST), including but not limited to:

- ✓ Flexibility to resize computing resources to meet needs in real time
- ✓ Reduce the time and expense involved in installing additional servers to handle increasing transaction volumes
- ✓ Reduce the time and expense involved in adding storage capacity for increasing data storage
- ✓ Cost savings by eliminating expenditures on large systems that may be underutilized much of the year
- ✓ Almost limitless storage and computing power
- ✓ Unused capacity is not billed to DCF

Why are we moving to “the cloud?”

In FY15-16, the Legislature directed the DCF to submit a Proposal to Move the FSFN Application to a Cloud Computing Service (FY2015-2016 GAA Ch. 2015-232 300). Subsequently, based on the benefits projected from this, the Legislature provided funding in the FY2016-2017 General Appropriations Act (GAA) and directed the DCF to move FSFN to the Cloud (FY2016-2017 GAA Ch. 2016-66 319A).

Which cloud was selected?

Through a competitively-bid RFQ process, DCF selected Amazon Web Services (AWS) as the cloud hosting provider.

Which components are moving to “the Cloud” & which components are not?

The FSFN Web Application, Reporting functions and Batch processing are moving to the Cloud. The “Policy” server (which houses CJIS data) and eAgent (used by the Abuse Hotline to send Florida Administrative Messages or FAMs) will remain in their current locations at the AST.

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What is the timeline?

The following are the remaining key milestones of the project timeline:

Milestone	Milestone Timeframe/Dates
Environment Setup and Configuration in AWS Cloud	6/1/2017 – 9/1/2017
Testing of FSFN in AWS Cloud	8/14/2017 – 11/1/2017
Cutover of FSFN Production to AWS Cloud	November/December 2017

What is needed from me during this process?

Individuals from the Office of Child Welfare Data Reporting Unit (OCW DRU), the Community Based Care providers (CBCs), and any other agency/entity who directly receives data from FSFN will be asked to participate in testing during the UAT timeline. The type of testing assistance needed from each group will differ but overall, we will be testing access to the application, access to files and reports, and connections to the multiple interfaces. The DCF project team will be contacting you directly for specifics on your involvement.

Do we contact the DCF Help Desk for support?

Yes, support requests will still go through the DCF Help Desk with no changes to the current process. The DCF Help Desk can be contacted by phone at (855) 487-9400 or (855) 283-5137 (toll free) or by email at DCF.HELPDESK@myflfamilies.com.

Will I notice any disruption?

Yes, we will need to bring the application down for a window of time during the actual cut-over to migrate the production data. DCF will communicate the migration plan once it is finalized.

Is “the Cloud” environment secure?

While certain elements of security surrounding the FSFN application will remain the same (i.e., FSFN application role-based security and authentication using LDAP), moving to a cloud-hosted environment requires additional security considerations. The cloud hosting provider is responsible for securing the Cloud itself (i.e., site security) and DCF will be responsible for securing what is in the Cloud (i.e., data, application code, etc.).

What about CJIS data?

The CJIS data is not affected as it will not be stored in the AWS cloud. There is no change to the current process for securing CJIS data. As a reminder, the FBI and FDLE have detailed policies regarding how Criminal Justice Information (CJI) can and cannot be stored physically, electronically, and/or in a local agency system. Please do not store CJIS data in the FSFN application.



Business Objects SAP Software Upgrade

Old BOE Home Page Layout

Title	Last Run	Type	Owner	Instances
Daily V3B Child Investigations and Special Conditions Listing This is a draft adhoc report.		Web Intelligence Report	29129079	0
FSFN-BO Security By BO ID : 39130371		Web Intelligence Report	29129079	0
FSFN-BO Security By Login ID : 39130399		Web Intelligence Report	29129079	0
FSFN-BO Security By Name : 39130372		Web Intelligence Report	29129079	0
FSFN-BO Security By Unit Name : 39130448		Web Intelligence Report	29129079	0

New BOE Home Page Layout

- Welcome is now the User's Name (The old welcome ID that is needed for various purposes can be found by clicking "Documents Tab" then from "My Favorites Folder" right click and select "View" and then "Properties")
- The Home page is set up with a quick glance at previously viewed documents and other at a glance menus

Properties - 29129079

Welcome: **REBECCA . HICKS** | Applications | Help menu | Log off

Home Documents

My Recently Viewed Documents

- Pending Invoices
- Recurrence Report
- Payment History by Provider ID
- Payment History by Payee ID
- Payment History by Child ID
- Pending InvoiceWith Service Prompt
- OCA Reconciliation
- OCA Service Batch
- Payment History
- DCF OCA Summary and Detail Report

0 unread messages in My Inbox

No unread messages

See more...

My Recently Run Documents

No recently run documents

0 Unread Alerts

No unread alerts

My Applications



Business Objects SAP Software Upgrade

Old BOE Public Folder View

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES
MYFLFAMILIES.COM

FSFN - REPORTING

Welcome: 29129079

Home Document List Open Send To Dashboards Help Preferences About Log Out

New Add Organize Actions Search title

	Title ^	Last Run	Type	Owner	Instances
My Favorites	Ad Hoc Agency Schedule Folders		Folder	FSFNAdmin	
Inbox	This is the parent ad hoc folder for Agencies.				
Public Folders	Ad Hoc District Schedule Folders		Folder	FSFNAdmin	
Ad Hoc Agency Schedule Folders	Ad Hoc Shared Folder		Folder	Administrator	
Ad Hoc District Schedule Folders	Adhoc Region Schedule Folder		Folder	Administrator	
Ad Hoc Shared Folders	Agency and District Listings		Folder	Administrator	
Adhoc Region Schedule Folders	Contains the Listing Publications				
Agency and District Listings	Annual Report				
Annual Report	Archived HSN Report				
Archived HSN Reports	Annual Report				

New BOE Public Folder View

- Click "Documents" Tab, then "Folders" Tab to get to the Public Folder view

SAP

Welcome: REBECCA . HICKS Applications Help menu Log off

Home Documents View New Organize Send More Actions Details

My Documents

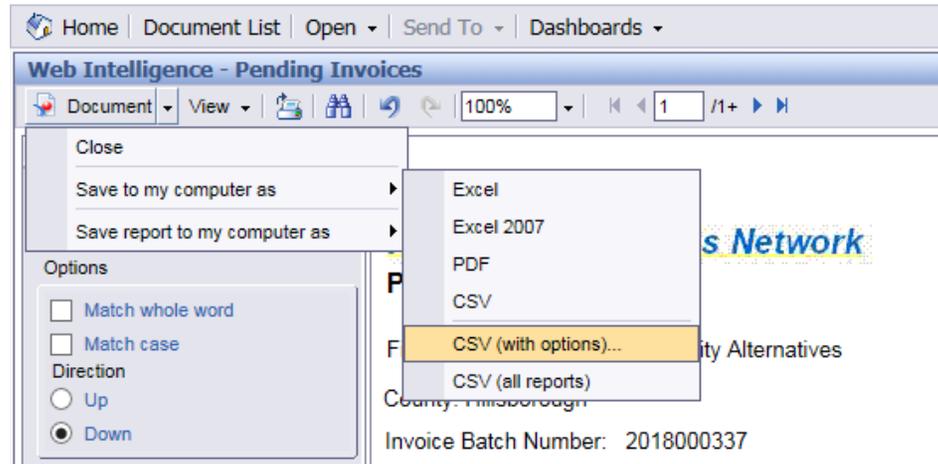
Folders

Public Folders

Title ^	Type	Last Run	Instances	Description	Created By
Ad Hoc Agency Schedule Folders	Folder			This is the parent ad hoc folder for Agencies.	FSFNAdmin - Copy (1)
Ad Hoc District Schedule Folders	Folder				FSFNAdmin - Copy (1)
Ad Hoc Shared Folder	Folder				Administrator
Adhoc Region Schedule Folder	Folder				Administrator
Agency and District Listings	Folder			Contains the Listing Publications	Administrator
Annual Report	Folder				Administrator
Archived HSN Reports	Folder			The archived HSN reports	Administrator
CHECKWRITE	Folder				Administrator
Child Investigation	Folder				Administrator
Childrens Legal Services	Folder			Children's Legal Services	Administrator

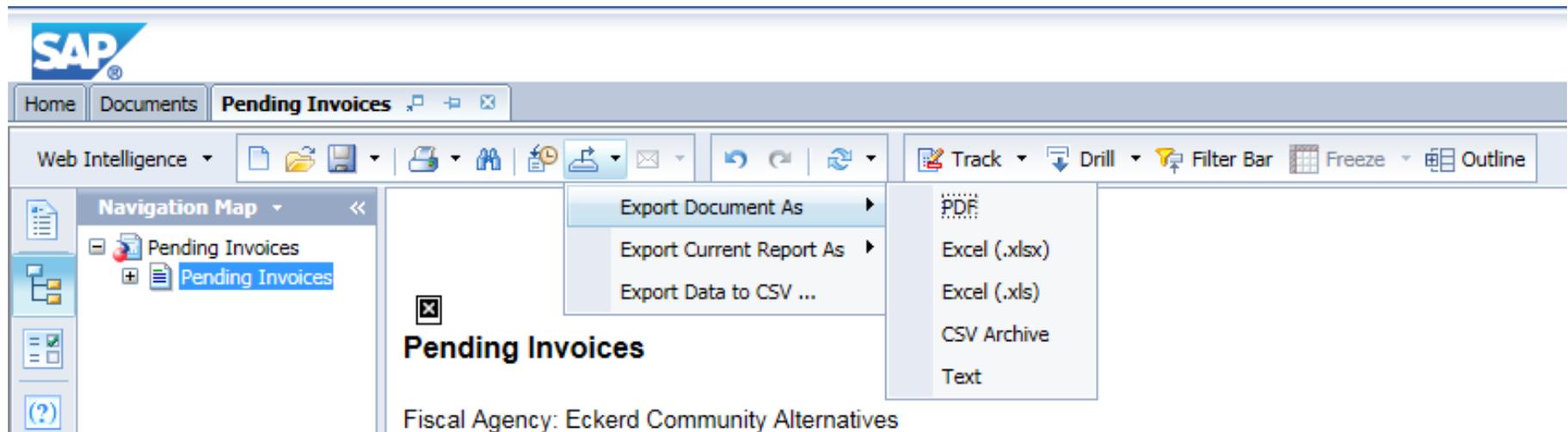
Business Objects SAP Software Upgrade

Old Report View



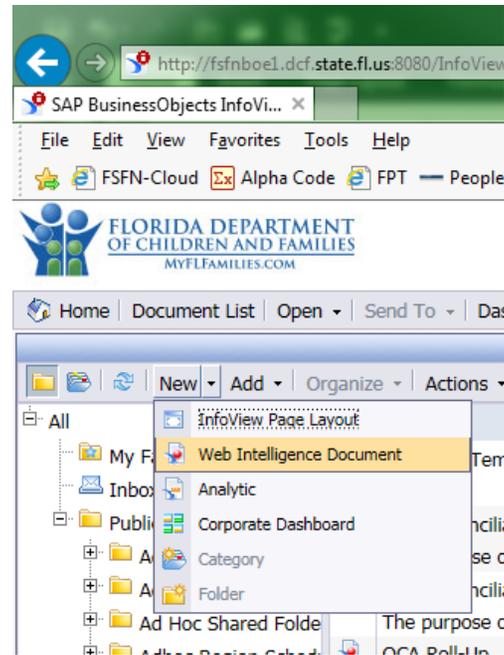
New Report View

- Your reports are now opened under a new tab, allowing you to move back and forth between other opened tabs and open multiple reports.
- The save report option as a new icon as well to allow you to export your reports.



Business Objects SAP Software Upgrade

Old Web Intelligence Navigation



New Web Intelligence Navigation

- Click “Applications” then “Web Intelligence”



Business Objects SAP Software Upgrade

Old Web Intelligence Landing Page

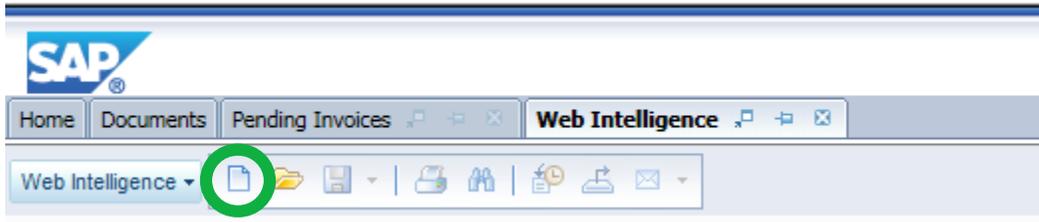


The screenshot shows the 'Old Web Intelligence Landing Page' for 'FSFN - REPORTING'. The page header includes the Florida Department of Children and Families logo, the text 'FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES MYFLFAMILIES.COM', and the title 'FSFN - REPORTING'. A user is logged in as 'Welcome: 29129079'. The main content area is titled 'Web Intelligence Document - New Document' and displays a table of universes:

Universe	Description	Owner	Folder
Activity		FSFNAdmin	
Address	This universe contains information about addresses. (Case, Provider, etc.)	Administrator	
Adoption Detail	This is a composite universe that contains information about adoptions.	Administrator	
Adoption Incentive Tracking	This is a composite universe that contains information about post adoption services and tracking information related to the referral of post adoption services.	Administrator	
Adult Investigation	This is a composite universe that contains information about adult investigations.	Administrator	
Affairs	This universe contains information about AECAPS.	Administrator	

New Web Intelligence Landing Tab

- Selecting the “Folder” icon allows the user to open the Folders view to select from their own folders or public folders.
- The user can select the “New” icon to create a new Document.
- After selecting “New” icon users can now choose to create from a Universe.



The screenshot shows the 'New Web Intelligence Landing Tab' in a SAP environment. The top navigation bar includes 'Home', 'Documents', 'Pending Invoices', and 'Web Intelligence'. Below the navigation bar is a toolbar with various icons. A green circle highlights the 'New' icon (a document with a plus sign) in the toolbar.



The screenshot shows the 'Create a Document' dialog box. It has a title bar 'Create a Document' and a close button. The main content area is titled 'Select a data source' and contains two options:

- No data source**: Create an empty document
- Universe**: Select a universe as a data source.