



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2001-20
April 18, 2001

To: Transitional Assistance Office Staff
From: Joyce Sampson, Assistant Commissioner for Field Operations
Re: BEACON Stress Test: BEACON Release 2.0

Background

To evaluate response time, user capacity and time needed to complete various activities on BEACON Release 2.0 for TAO and Central Office Staff, the morning of April 25, 2001 has been designated to "Stress Test" BEACON Release 2.0.

While the "Stress Test" is taking place, every effort must be made to conduct regular TAO business. At no time should client access to AU Managers be denied.

There will be two tests in the TAOs. What follows is the schedule of activities to be worked on during the two tests. All activities must end by noon of April 25, 2001. **At no point during the stress test hours should users log out of BEACON.**

Test One: Normal Business Hours to 10:00 a.m.

All AU Managers should access BEACON at the beginning of normal business hours of the TAO. Test One "View" activities must be conducted between normal business hours and 10:00 a.m.

After accessing BEACON, the AU Manager must:

- click on the Transitional Assistance Office Group icon;
 - click on the TAO Office Explorer icon;
 - select "View" from the menu bar;
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**Test One: Normal
Business Hours
to 10:00 a.m.
(continued)**

- select and access the following Views from the “Daily Priority Actions” Group:
 - ◆ Conversion Benefit Discrepancies,
 - ◆ Documents Sent for Past Week,
 - ◆ Eligibility Explorer Interviews in Progress,
 - ◆ Interview Wrap-up - Pending Authorization,
 - ◆ Interview Wrap-up - Pending Release,
 - ◆ Interview Wrap-up - Rejected Authorization,
 - ◆ Missed Interviews,
 - ◆ Monthly Reporting Status,
 - ◆ Outstanding Participation Forms,
 - ◆ Pending Applications,
 - ◆ Pending Applications Assigned to Another TAO, and
 - ◆ Reevaluation in Progress;
- select and access the following view from the “Assistance Unit Lists” Group:
 - ◆ Active by Grantee Name; and
- select and access the following view from the “ESP Assistance Units” Group:
 - ◆ Active Component Activities.

Note: In this section, when accessing views, the list of chosen AUs will appear in the field on the right-hand side of the Office Explorer window.

**Special Monitoring
Activities**

While Test One is taking place, one TAO Supervisor and one AU Manager in each TAO will monitor actual response time between windows in the selected activities and record the results in the appropriate sections of the View.123 form.

- The AU Manager should **print** the View.123 form found in S:\BEACON 2 Pilot Forms\Stress Test.

The TAO Supervisor should:

- measure the response time on BEACON from the time an AU Manager clicks on and selects a View until the hour glass disappears (for accuracy, a watch with a second hand should be used to measure response time).
 - record the response time on the **printed** View.123 form in the following format: HH:MM:SS.
 - return the completed form to the Implementation Manager.
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**Test One: Normal
Business Hours
to 10:00 a.m.
(continued)**

Stop Test One Activities at 10 a.m., **even if all activities have not been completed.** AU Managers should **leave the BEACON Application open until the beginning of TEST TWO. DO NOT EXIT OUT OF BEACON.**

**Test Two:
10:00 a.m. to
Noon**

Test Two "Interview" activities must be conducted between 10:00 a.m. and noon.

Test Two requires as close to 100 percent participation as possible of each TAO's AU Managers and TAO Supervisors with the following exception. To conduct normal TAO business, AU Manager(s) and TAO Supervisor(s) must be designated as "duty workers" for each TAO. They are not required to perform Test Two activities.

AU Managers participating in Test Two must:

- arrange to conduct a portion of the week's practice activities (the casework activities listed on the revised BEACON Pilot Activities Checklist), as previously described in Field Operations Memo 2001-16: "BEACON Release 2.0 Pilot Activities - Phase III"; during the hours of Test Two; and
- complete the BEACON 2 Stress Test Activity Record form.

Note: AU Managers should **print** the BEACON 2 Stress Test Activity Record form found in S:\BEACON 2 Pilot Forms\Stress Test.

The **printed** form should include:

- ♦ the activity performed (task);
- ♦ the name/SSN of the grantee;
- ♦ actual time it was started (start time);
- ♦ actual time it was completed (end time); and
- ♦ comments.

The BEACON 2 Stress Test Activity Record form has not changed since the first "Stress Test."

Test Two:
10:00 a.m. to
Noon (continued)

Each TAO Supervisor will compile the results for his or her unit on one BEACON 2 Stress Test Activity Record form completed online, recording the results of Test Two. Send (e-mail) the completed form to the Implementation Manager.

Special Monitoring
Activities

While Test Two is taking place, one TAO Supervisor and one AU Manager in each TAO will monitor actual response times between windows in the following activities and record the results in the appropriate sections of the **printed** Interview.123 form (found in S:\BEACON 2 Pilot Forms\Stress Test):

- one application (**For this activity, AU Managers should not select “real” applications pending in PACES or any created in BEACON. They should create new applications**);
- one reapplication (**for this activity, AU Managers should select an AU closed on BEACON for over 30 days**); or
- one reevaluation (**for this activity, AU Managers should select an AU active on BEACON**).

Note: The AU Manager should **print** the Interview.123 form found in S:\BEACON 2 Pilot Forms\Stress Test.

The TAO Supervisor should:

- measure the response time on BEACON from the time an AU Manager clicks on the “Next” or “Finish” button until the next screen is displayed (for accuracy, a watch with a second hand should be used to measure response time).
 - record the response time on the **printed** Interview.123 form in the following format: HH:MM:SS and note the button (either “Next” or “Finish”) used.
 - return the completed form to the Implementation Manager.
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**TAO Supervisor
Responsibilities**

During Test One and Test Two, the TAO Supervisor must:

- coach AU Managers through the various activities;
 - ensure AU Managers are working on their designated Test Two Pilot activities;
 - review and compile his or her AU Managers' BEACON 2 Stress Test Activity Record forms onto one BEACON 2 Stress Test Activity Record form (completed online) and e-mail it to the Implementation Manager; and
 - the *selected* TAO Supervisor must monitor response time between windows and record the results on the **printed** View.123 and Interview.123 forms and return them to the Implementation Manager.
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**Implementation
Manager
Responsibilities**

The Implementation Manager must:

- ensure all AU Managers are performing Test One "View" activities;
 - ensure that one AU Manager and one TAO Supervisor are performing the timing activities for Test One "View" activities;
 - ensure that all AU Managers and TAO Supervisors (with the exception of the designated AU Manager and TAO Supervisor who are conducting normal TAO business) are performing Test Two "Interview" activities;
 - ensure that one AU Manager and one TAO Supervisor are performing the timing activities for Test Two "Interview" activities;
 - once the Stress Test is over, using the **online forms**, complete: (1) one View.123 form for Test One for the TAO, (2) one BEACON 2 Stress Test Activity Record form for Test Two for the TAO which combines the results from all AU Managers participating in the timing of Test Two and (3) one Interview.123 form; and
Note: Times **MUST BE** recorded in HH:MM:SS format.
 - e-mail all **completed** forms to the Customer Service Center and the Regional Director by **close of business** on April 25, 2001.
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**Instructions for
Completing
BEACON Stress
Test Forms
Online**

To complete the *View.123* and *Interview.123* forms **online**, the Implementation Manager must:

- access the forms at S:\BEACON 2 Pilot Forms\Stress Test;
- data-enter the appropriate information in the yellow cells (no columns, rows or cells should be added to or removed from these forms);
- enter the Office and Worker fields, as appropriate, replacing "TBD" with the TAO and AU Manager name(s); and
- enter the time taken to complete the specific activity in the following format: "HH:MM:SS." This is important so that the information can be summarized at the state level. If the exact format is not used, the timing information cannot be calculated properly and included in the final test results.

Example: If an activity took one minute and 27 seconds to complete, enter this as 00:01:27 in the yellow cell after the appropriate activity.

**Central Office
User
Responsibilities**

While the Stress Test is occurring, Central Office users will also log into BEACON and participate. As with the TAO users, all activities must end by noon on April 25, 2001 and at no point during the Stress Test hours will Central Office users log out of BEACON. All Central Office users will access BEACON at the beginning of the normal business hours and will complete BEACON work activities for the specific Central Office Unit.

Questions

Policy-related questions should be referred by your Hotline designee to the Policy Hotline at (617) 348-8478. Systems-related questions should be referred to Customer Services at (617)-348-5290.
