October 26, 2007

To: **Transitional Assistance Office Staff**

From: **John Augeri, Assistant Commissioner for Field Operations**

Re: **New Initiative Memo: Moving Policy Online to a Web Environment**

Background:

Policy Online is a client-server based application, which means that MIS staff deploy Policy Online monthly to each TAO and to Central Office. In the past, Policy Online could only be accessed from the following three locations: DTA Online, your desktop shortcut and from within BEACON. The utilization of any of these three access methods currently pulls the Policy Online application from each office's local file server. In June, the Department began a three-phase project to move Policy Online to a web-based environment. By hosting Policy Online in a web-based environment, updates to Policy Online can be done at any time.

Phase One

Phase one of this project is complete and included the redirection of Policy Online to the web-based environment. Since these files are updated by Policy and Program Management staff on an "as needed" basis in real-time, you are now guaranteed to have the most current Policy Online information when you access Policy Online via DTA Online.

> **Note**: Access to Policy Online from your desktop shortcut and BEACON will continue to be updated once a month by MIS staff until each of the remaining phases of this project are complete. However, staff is strongly encouraged to access Policy Online via DTA Online to be guaranteed the most current Policy Online information.

Phase Two

Beginning the week of October 29 and continuing through November 30, phase two of the project will direct staff in the Springfield State, North Shore, Brockton and Holyoke TAOs to access Policy Online through DTA Online only.

The purpose of phase two is to test the volume and response time when accessing Policy Online through DTA Online. Therefore, all staff in the four TAOs designated in phase two are being asked to maintain an Activity Log documenting any instances where access was interrupted, delayed or denied. Refer to Attachment A for a copy of the Activity Log. To access this Activity Log, select the Online Forms option in Policy Online.

At the end of phase two, the Director or designee of each TAO will email the Activity Logs to Catherine Fallon, Director of Policy, Administration and Program Support. The Activity Logs will be reviewed in preparation for phase three of this project.

Phase Three

Phase three will be conducted state-wide and will redirect the Policy Online desktop shortcut and the Policy Online shortcut within BEACON to the web-based environment.

At the conclusion of this project, all points of access for Policy Online will be web-based for all TAOs. TAO staff will be notified of the scheduled date of implementation for phase three.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

Activity Log: Policy Online Through DTA Online

TAO_____

Name_____

Date	Description of Problem