

JANE SWIFT
Governor

Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111


WILLIAM D. O'LEARY
Secretary

CLAIRE MCINTIRE
Commissioner

FAX 01-23

Field Operations Memo 2001-25
May 8, 2001

To: Transitional Assistance Office Staff

From:  Cescia Derderian, Acting Assistant Commissioner for Field Operations

Re: BEACON Stress Test IV

Introduction

This memo informs TAO Staff about the BEACON Stress Test scheduled for May 15, 2001. The test will measure user capacity per Server and occur between the hours of 10:00 a.m. and 12:00 noon. The procedures for this Stress Test are taken from the procedures conducted from 10:00 a.m. to 12:00 noon in the previous Stress Test with the following modification: *not all TAOs will be asked to participate in this Stress Test.*

DURING THIS TIME, ONLY SELECTED USERS IN THE DESIGNATED TAOS ARE TO LOG ONTO BEACON. NO OTHER USERS ARE TO LOG ONTO BEACON BETWEEN 10:00 A.M. AND 12:00 NOON ON MAY15, 2001.

A list of TAOs participating in the Stress Test with the number of users needed per TAO is attached (Attachment A). The number of selected users participating in the Stress Test is identified next to the TAO and represents the *exact* number expected to participate.

**Stress Test
Activities:
10:00 a.m. to
Noon**

For the users in the selected TAOs, the following must occur:

- arrange to conduct a portion of the week's practice casework activities described in Field Operations Memo 2001-21: BEACON Release 2.0 Pilot Activities - Phase IV, during the Stress Test; 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.

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 the Stress Test. Send (e-mail) the completed form to the Implementation Manager.

*Special Monitoring
Instructions*

While the Stress Test 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.

**Stress Test
Activities:
10:00 a.m. to
Noon (continued)**

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; and
 - return the completed form to the Implementation Manager.
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**TAO Supervisors'
Responsibilities**

During the Stress Test, the TAO Supervisors in the selected TAOs must:

- coach AU Managers through the various activities;
 - ensure AU Managers are working on their designated Stress Test activities;
 - perform TAO Supervisor authorizations;
 - 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, record the results on the printed Interview.123 forms and return them to the Implementation Manager.
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**Implementation
Managers'
Responsibilities**

The Implementation Manager must:

- designate which users will participate in the Stress Test;
- ensure that one AU Manager and one TAO Supervisor are performing the timing activities for the Stress Test activities;
- once the Stress Test is over, using the **online forms**, complete:
(1) one BEACON 2 Stress Test Activity Record form for the TAO which combines the results from all participating AU Managers, and (2) one Interview.123 form for the selected TAO Supervisor and AU Manager; 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 May 15, 2001.

**TAOs Not
Participating**

The following TAOs are **NOT** participating in this Stress Test:

Boston Family Housing, Centralized TAFDC, Greenfield, Holyoke, Malden, Oak Bluffs and Plymouth.

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.

Attachment A
Field Operations Memo 2001- 25

Office	Number of Users	Office	Number of Users
Athol	3	North Adams	6
Brockton	32	North Shore	52
Davis Square	30	Northampton	6
Dorchester	40	Orleans	2
Fall River	22	Pittsfield	10
Falmouth	3	Quincy	18
Fitchburg	23	Revere	30
Framingham	12	Roslindale	20
Haverhill	12	Southbridge	12
Hyannis	6	Springfield Liberty	45
Lawrence	42	Springfield State	32
Lowell	28	Taunton	17
Milford	7	Wareham	2
New Bedford	35	Westfield	8
Newmarket	40	Worcester	55