

# **HelpWorks Information and Referral/Eligibility Determination System**

## **BACKGROUND**

HelpWorks was created by Peter Martin and Associates (PMA), a social services software provider. In 2003, Affiliated Computer Systems (ACS) purchased PMA. HelpWorks has received awards from the Center for Digital Government and the Massachusetts Institute of Technology (MIT), and Gartner MarketScope has rated it as a top-tier solution for two consecutive years.

HelpWorks includes two editions: Common Front End Edition, which is used by professionals; and Public Access Edition, which is used by the public. The Department is implementing both editions. Administrative tools are provided through HelpWorks Content Studio.

## **DOEA PROJECT SCOPE/TIMELINE**

<b>Key Activities</b>	<b>Timeline</b>
Functional Requirements Confirmation	Completed
Establishing Development Environment	Temporary development has been established; permanent development environment will be established in May
HelpWorks Demonstration	April- May
DOEA Administrator Training	May
System Configuration (customizing screens and design)	April – June
Program Configuration (configuring service provider data, programs and benefits, and security rules and roles; establishing codebook and reporting process)	April – June
Testing (development of test plan; load, performance, configuration and user acceptance testing)	May- August
Implementation (local user and administrator training, maintenance and operations procedures documentation, rollout support)	June- September
Post-Implementation Support (application hosting)	September and ongoing

## INTERFACES

The contract includes an option to develop an interface between HelpWorks and CIRTS/CMS. SB1226 requires DOEa to integrate CIRTS and CMS into a single system. We anticipate that work will be completed on the CIRTS/CMS integration project by June 30, 2006. Once this work is completed, the Department will develop and implement an interface between HelpWorks and the combined CIRTS/CMS database, so information can be shared between the two systems.

HelpWorks was designed to act as front end to legacy systems (2-1-1, etc.), using an External Procedure Call Interface (EPCI); however, the project scope does not include the funding to develop and implement local interfaces. The Department will provide technical specifications and guidance to AAAs that wish to develop local interfaces.

## DEMONSTRATIONS

The Department and the vendor will be holding several live demonstrations of the HelpWorks product. The first two sessions are being held April 28 and 29 in St. Petersburg and Orlando; additional sessions will be scheduled in the next few weeks. These sessions are intended to provide an initial opportunity for staff to view the features and capabilities of HelpWorks, and to help ensure the Department is taking advantage of the functionality that is available in this system. We will be conducting detailed training on the use of the system later in the summer.

## TECHNICAL SPECIFICATIONS

The Department has arranged for a production environment that will support 500 concurrent users on the Common Front End edition **and** 500 concurrent users on the Public Access Edition. Additional server capability will be purchased if actual usage exceeds these estimates. Formal load testing on HelpWorks has shown that the system can support 1100 concurrent users comfortably.

The recommended specifications for the desktops accessing HelpWorks over the Web/Internet are as follows:

### Client Workstation Requirements

- Pentium 1.5Ghz or higher
- 10GB HDD
- 256MB RAM
- 800x600
- High Color (16 bit) or higher
- Windows 2000 or XP

- Mouse

#### Browser Requirements

- Internet Explorer 5.5, SP2 or higher, including 6.x
- Browser set to accept cookies
- Pop-up windows Allowed (to support selection of Instructions, Results, Eforms and other windows)
- Cookies (excluding preferences) are deleted each time the browser is closed.

#### Client Workstation Connection Requirement

- Connection speed 56KBPS minimum, 256 KBPS or higher recommended

#### Portable Document Format (PDF)

- Adobe Acrobat Reader, versions 5 or 6 – to load/view electronic forms

These requirements exceed the HelpWorks minimums, but since CIRTS and other uses are likely on the same computer, the more stringent option is specified. This will also improve performance and productivity.

## **LICENSES**

The Department will pay for the initial license fees and annual license fees for all licensed users of HelpWorks.

For more information about the HelpWorks project, please contact Tom Reimers, Director of Volunteer and Community Services at 850-414-2150.