

Attachment 30:
SSA OVS verification manual.pdf

New York State, Department of Health
Electronic Death Registration System
FAU 1002191052

CUSTOMER SUPPORT MANUAL
FOR
INTERNET ELECTRONIC DEATH
REGISTRATION (IEDR) - FINAL
VERSION 4.4



DECEMBER 30, 2005

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1.0 Introduction

1.1 Background

The Internet Electronic Death Registration (IEDR) is an application enabling State vital statistics agencies to verify decedent individuals' Social Security Numbers (SSNs) prior to the submission of death reports to the Social Security Administration (SSA). IEDR participants, consisting of State, Local Jurisdiction, or United States (U.S.) Territory Vital Statistics Offices, have the capability to verify SSN information with SSA in real-time via the Internet.

SSA requires that the States send death reports to SSA within 24 hours of death receipt in the State Bureau of Vital Statistics (BVS) and to verify SSNs at the beginning of the death termination process. The result of the verification will be that SSA will take an immediate termination action on those reports with verified SSNs without SSA's further verification of the report.

For IEDR purposes, the "user" is defined as the State. The "end-user" is defined as a funeral director, coroner, medical examiner, or any other death registration participant requesting SSN verification.

This Customer Support Manual (CSM) is designed to assist State helpdesk personnel in the event of a system or processing error.

1.2 System Summary

The State's Online Verification system (OVS) which interfaces with State's Electronic Death Registration System (EDRS) formats the IEDR request using Extensible Markup Language (XML), and initiates either a Secure Sockets Layer (SSL) or a Virtual Private Network (VPN) connection. The State chooses which type of connection it will use during the initial phases of the IEDR implementation. Once the State selects which type of secured connection to use for IEDR, the State cannot change its session type without initiating a new implementation.

The request is sent as a Hypertext Transfer Protocol (HTTP) post to a designated SSA Uniform Resource Locator (URL) address. For security purposes, SSA creates a new URL for each State implemented on IEDR. The IEDR process employs the Customer Information Control System (CICS) Web Server (CWS) on the mainframe to intercept inbound HTTP requests, authenticate the request format, perform SSN verification utilities, and return the HTTP requests to the authenticating State EDRS.

1.3 Security Requirements

Systems Security

The State BVS will utilize data encryption whenever SSN and/or SSN related information is transmitted between the system's end users and the State's system servers or between State system servers and SSA for the SSN verification process. All electronic communications occurring over the public Internet or other electronic transport media between the State and its end points, and between the State and SSA

must, at a minimum, utilize SSL and 128 bit encryption protocols or more secure methods. SSA will provide each State with Personal Identification Numbers (PINs) and Passwords following completion of SSA Form 1121. SSA requires that each State have different PINs and Passwords for the testing and implementation phases. The SSA-provided PINs and Passwords are valid for 120 days during each testing phase and for the life of the contract with SSA once the State is implemented. The PIN and Password are Base64 encoded in the State's EDR HTTP header of the request for SSN verification.

The document titled "Information System Security Guidelines for Federal, State and Local Agencies Receiving Electronic Information from SSA", Version 1.2, March 2003", provides security guidelines for outside entities that obtain information electronically from SSA through information exchange systems. These guidelines are intended to assist outside entities in understanding the criteria that SSA will use when evaluating and certifying the system design used for electronic access to SSA information. The guidelines will also be used as the framework for SSA's ongoing compliance review program of its information exchange partners. This document is available from the Social Security Administration's Deputy Commissioner, Finance, Assessment, and Management/Office of Systems Security Operations Management (DCFAM/OSSOM).

IEDR State participants agree to follow these security guidelines when they sign the Memorandum of Understanding (MOU) with the SSA Office of Disability Income and Security Program (ODISP). The State Data Exchange/Beneficiary and Earnings Data Exchange (SDX/BENDEX) MOU, which SSA maintains with every state, has been amended for IEDR Participants. These MOUs and amendments have been approved by SSA's general counsel and are consistent with federal guidelines for data exchange activities.

Authentication

State access to the IEDR application is limited by Internet Protocol (IP) traffic restriction through the VPN and Mainframe Firewalls. HTTP requests are authenticated through the TopSecret PIN and Password encoded in the HTTP header.

Audit Trail

An audit trail is used to track the number of attempts to request SSN verification information. SSA imposes a 'five-strike rule' on requests for SSN verification. Each end-user (i.e. the funeral home) may attempt verification five times before locking out the SSN. On the sixth attempt, regardless of the correct information being entered, further attempts at verification for that particular SSN will not be processed.

Privacy

Access to the SSN verification query is restricted to the end-user who has signed an agreement with their jurisdiction's Department of Health. The agreement must stipulate the security and privacy rules for access to the EDRS/OVS system. All personnel having access to the query must be knowledgeable of the confidential nature of the information, the safeguards required to protect the records, and the civil and criminal sanctions for non-compliance contained in the applicable Federal laws.

2.0 System Availability and Performance

2.1 System Availability

The IEDR application is available to accept and process requests for SSN verifications Monday through Friday from 5:00 a.m. – 1:00 a.m., Saturdays from 5:00 a.m. – 11:00 p.m., and Sundays from 8:00 a.m. – 10:00 p.m. IEDR is available from 5:00 a.m. – 11:00 p.m. on Federal holidays. IEDR is not available when the Customer Information Control System (CICS) region is taken down for batch operations or when maintenance is being performed on the system. All hours listed are in Eastern Standard Time (EST).

Federal holidays include, but are not limited to, the following:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

2.2 System Performance

When SSA systems are available, results from the IEDR SSN verification requests are returned to the State's Application Server within seconds of SSA receipt of the requests.

3.0 Error Messages

At times, the end-users will encounter problems with their browsers' configuration and/or their use of the IEDR application. End-users may also encounter periods when SSA is performing routine system maintenance, which may affect the use of IEDR. To better assist the end-users with their troubleshooting, a list of the most common browser errors encountered is listed below. These error messages will be displayed in the end-users' browser.

Error Message or Description	System/Processing Issue	Explanation
Error 400 - Proxy Error: Host name not recognized or host not found.	SSA systems are down	The server could not connect to the requested hostname.
You are not authorized to view this page or User <userid> not authenticated.	Failed SSA authentication	The State request for SSN verification failed SSA authentication. The PIN and Password are encoded in the HTTP header; therefore the possibility of this occurrence is negligible.
A browser generated error message will appear to the end-user.	Browser does not support 128-bit encryption	The browser cannot support the minimum security threshold required by SSA.

4.0 Contact Information

State helpdesk personnel should contact SSA's National Network Service Center at 1-888-772-6111 for assistance. The Service Center is available for assistance Monday through Friday from 6:00 a.m. – 9:30 p.m., Saturdays from 6:00 a.m. – 6:00 p.m., and Sundays from 7:30 a.m. – 3:00 p.m. (EST).

The Service Center's function is to document incoming calls then forward the information to the IEDR Project Team for service as quickly as possible.

Listed below are a series of questions you will be asked when calling the SSA helpdesk:

1. Effected Project
EDR
2. Software/LAN/SSA – Written
IEDR – INTERNET ELECTRONIC DEATH REGISTRATION
3. Site Record
IEDR plus two character State code.
 - IEDRCA (for California only)
 - IEDRDC (for the District of Columbia only)
 - IEDRHI (for Hawaii only)
 - IEDRMN (for Minnesota only)
 - IEDRMT (for Montana only)
 - IEDRNH (for New Hampshire only)
 - IEDRNJ (for New Jersey only)
 - IEDRSC (for South Carolina only)
 - IEDRSD (for South Dakota only)
 - IEDRTX (for Texas only)
 - IEDRWA (for Washington State only)
4. Your name, phone number, location, and after hours contact information.
5. How many users are having the problem?
6. Is the problem specific to one user or many users?
7. Are there any specific error messages?
8. At what point is the customer having problems accessing the application?
9. When did the application last work successfully?
10. Are there any other problems with any other applications at the site?

5.0 EDR Status Codes

The following table provides detailed information regarding the various response codes provided by SSA, the National Association for Public Health Statistics and Information Services (NAPHSIS), the Online Verification System (OVS) responses, and the descriptions of those responses.

XML Status Response	NAPHSIS Interpretation	OVS Response	Description
Y	PASSED	The verification request passed the authorization checks and the information provided resulted in a successful SSN verification.	SSN verification was successful.
1	FAILSSN	The SSN for this decedent did not pass verification with SSA. The SSN provided is not an established number and has never been issued by Social Security.	The verification request passed the authorization checks, but the SSN could not be found.
2	FAILGENDER	The gender for this decedent did not pass verification with SSA.	The verification request passed the authorization checks, the Name and Date of Birth matched, but the gender did not.
3	FAILDOB	The date of birth for this decedent did not pass verification with SSA.	The verification request passed the authorization checks, the Name and gender matched, but the DOB did not.
4	FAILDOB GENDER	The date of birth and gender for this decedent did not pass verification with SSA.	The verification request passed the authorization checks, the Name matched, but the DOB and gender did not.
5	FAILNAME	This decedent did not pass verification with SSA. This SSN may also belong to another individual. Users should re-check the name and SSN before re-submitting.	The verification request passed the authorization checks, the Name did not match, and the DOB and gender were not checked. This response message will also be returned if the SSN provided belongs to another individual. User should re-check name and SSN before resubmitting. This response will also be returned if the first name supplied was only one character long.

XML Status Response	NAPHSIS Interpretation	OVS Response	Description
U	AUTHUNAVAIL	Unable to perform verification request. System may be down or unavailable. Please try your request again later.	Unable to perform verification request. System may be down.
M	INVALID	Malformed request. Please contact your BVS representative for assistance.	Malformed request. The verification request format is invalid. User passed authorization checks, but request format is invalid. Verification process not initiated.
T	TRANIDERROR	Please contact your BVS representative for assistance.	Transaction ID failure. Trans ID in inbound request invalid. Trans ID must = "IEDR"
B	BU01LINKFAIL	Please contact your BVS representative for assistance.	CICS link failure. Internal SSA failure.

6.0 Troubleshooting

Listed below are possible solutions to problems you may encounter in the State BVS.

1. To check if there is a problem with the connection, view the OVS.log file and look for a log entry starting with "Started https connection". This identifies the beginning of the connection attempt to SSA. The next statement should start with "The xml post is:" and contain the data that is being posted with the request to SSA. Most errors will be logged in the next line of the log such as:
 - "doSSNVerification: io error:" then there is a problem with the SSL connection with SSA. If this line occurs with "HTTPS hostname wrong:should be" then the OVSCient.OVS ServerHost property is not set correctly in ovs.properties file. If the hostname is set correctly, make sure the proper root certificate is installed in the cacerts keystore.
 - "doSSNVerification: xml parsing error:" in the ovs.properties identifies that the information being returned from SSA is not in XML format. Try running the call through the browser or call SSA. Running the call through the browser will allow you to see what is being returned - such as a password expiration statement.
2. If the end-user submits a request and receives: "The decedent's SSN could not be verified with the SSA because the SSN Online Verification System encountered an error." There is problem within SSA with either the transaction ID or Customer Information Control System (CICS) link. Please contact the SSA helpdesk at 1-888-772-6111 for further information.
3. If the end-user submits a request and receives: "The decedent's SSN could not be verified with the SSA because the OVS system encountered an error with the format of the request." The verification process was not initiated, user passed authentication checks but submission format is invalid. Check your OVS.log file for the xml data posted.

7.0 Frequently Asked Questions

The list below includes a list of frequently asked questions (FAQ).

Frequently Asked Questions	
Question:	Why did the end-user continue to receive a “name failure” when all verifications attempts imply the name is correct?
Answer:	<p>All identifying information must match the SSN provided. If the SSN is a valid number SSA assumes it’s correct and begins to match against the other identifying information; such as Name and Date of Birth. The SSN provided could belong to a different individual in which case the name would not match. The user should re-check the SSN as well as the name before resubmitting.</p> <p>Here are some helpful hints in finding the right SSN:</p> <ul style="list-style-type: none"> • Always take the SSN from the Social Security Card of the decedent, when possible. • If the SSN provided is from SSA correspondence or the Medicare Card of the decedent, use only when A, T, TA, M or M1 follows the number. • Other documents that may show the SSN of the decedent are marriage certificate, driver’s license, birth certificate of the decedent’s children, income tax statements, bank statements etc.
Question:	What should the end-user do if they continue to receive a failed SSN response?
Answer:	<p>The SSN that was provided is incorrect. A failed SSN response code is returned only when the SSN provided has never been issued by SSA.</p> <p>Here are some helpful hints in finding the right SSN:</p> <ul style="list-style-type: none"> • Always take the SSN from the Social Security Card of the decedent, when possible. • If the SSN provided is from SSA correspondence or the Medicare Card of the decedent, use only when A, T, TA, M or M1 follows the number. • Other documents that may show the SSN of the decedent are marriage certificate, driver’s license, birth certificate of the decedent’s children, income tax statements, bank statements etc.
Question:	If the correct gender code is provided, why does the end-user continue to receive a gender failure response?
Answer:	If the SSA record has a gender code of “U” for (unknown), a fail SSN response code will be returned regardless of the gender code input by the user. In this situation the death certificate will have to be processed as non-EDRS case.

Question:	The end-user received a response that the system is down or unavailable. When will it be available?
Answer:	SSA will accept and process requests for SSN verification 5 a.m. – 1 a.m. Monday through Friday, 5 a.m. – 11 p.m. Saturday, 8 a.m. – 10 p.m. Sunday and 5 a.m. – 11 p.m. on holidays. IEDR is not available when the CICS region is taken down for batch operations or when maintenance is being performed on the system. All hours listed are in Eastern Standard Time (EST). The respective State BVS helpdesk representative should contact SSA’s National Network Service Center at 1-888-772-6111 for assistance if the response is received during normal processing hours.
Question:	The end-user used several name variations for the same SSN and now the submission won’t process. How can the end-user get the system to process their submission?
Answer:	SSA allows the end-user five chances to successfully verify an SSN. If they are unsuccessful after the fifth attempt the death certificate will have to be processed as a non-EDRS case.
Question:	The end-user submitted several requests and received the following response: “Decedent information could not be verified with the SSA because the OVS System encountered a System Error”. What does that error message mean?
Answer:	There is a problem within BVS. Refer to section 6.0 of this guide - Troubleshooting.
Question:	The end-user submitted a request and received: “CICS link failure, Internal SSA failure”. What does it mean?
Answer:	There is problem within SSA. The respective State BVS helpdesk representative should contact the SSA helpdesk for further information.

For more information and FAQs concerning I-EDR, please refer to the NAPHSIS Web site at www.naphsis.org.

8.0 Glossary

The list below contains definitions for acronyms used throughout this document.

Acronym	Acronym Definition
BENDEX	Beneficiary and Earnings Data Exchange
BVS	Bureau of Vital Statistics
CICS	Customer Information Control System
CSM	Customer Support Manual
CWS	CICS Web Server
DCFAM	Deputy Commissioner for Finance, Assessment, and Management
DOB	Date of Birth
EDRS	Electronic Death Registration System
EST	Eastern Standard Time
FAQ	Frequently Asked Questions
HTTP	Hypertext Transfer
IEDR	Internet – Electronic Death Registration
IP	Internet Protocol
MOU	Memorandum of Understanding
NAPHSIS	National Association for Public Health Statistics and Information Systems
ODISP	Office of Disability and Income Security Programs
OSSOM	Office of Systems Security Operations Management
OVS	On-line Verification System
PC	Personal Computer
PIN	Personal Identification Number
SDX	State Data Exchange
SSA	Social Security Administration.
SSL	Secure Sockets Layer
SSN	Social Security Number
URL	Uniform Resource Locator
VPN	Virtual Private Network
XML	Extensible Markup Language

9.0 Change History

Version	Date	Reason for Change
0.1	08/16/02	Initial draft delivery of the EDR CSM.
1.0	11/15/02	Final and formal delivery of the EDR CSM, including comments received from SSA.
2.0	12/13/02	Revision of the final delivery of the EDR CSM to include additional status codes.
3.0	12/30/02	Revision of the revised final delivery of the EDR CSM to include deletion of a status code.
3.1	11/14/03	Revision of the previous final delivery to include a section on Frequently Asked Questions and requests from SSA's Network Operations Branch.
3.2	01/12/2004	Revision of the previous delivery to include additional contact information and FAQs.
4.0	01/23/2004	Final delivery including all team comments.
4.01	08/27/2004	Draft delivery of the EDR CSM v4.1
4.1	09/17/2004	Final delivery of the EDR CSM v4.1 to include comments received from SSA.
4.2	03/14/2005	Incorporate South Carolina State Infrastructure Matrix
4.3	10/17/2005	Incorporate WA and NJ's Infrastructure Matrix and update Help Desk Number
4.4	12/30/2005	Incorporate updated contact information for all States and for new production States CA, HI, and TX.

10.0 Appendix A – Infrastructure State Matrix

This section provides the Infrastructure State Matrix, a description of the information contained in each column and a table providing post-production points of contact.

- Column 1: Two character State code that identifies each state.
- Column 2: Indicates whether the State is connecting to SSA via SSL or VPN.
- Column 3: Indicates the hardware platform in use by the State.
- Column 4: Lists the software language.
- Column 5: Lists the server type by brand name and model.
- Column 6: Lists the Operating System Software in use by the State.
- Column 7: Lists post-production points of contact for the State

10.1 State Infrastructure Matrix

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
CA	SSL	Oracle 9i	J2EE	IBM xSeries 365	Red Hat Linux Enterprise Edition	<p>David Fisher/Administrative Address: 1501 Capitol Ave. Sacramento, CA 95899 Phone: 916-552-8213 E-mail: dfisher2@dhs.ca.gov</p> <p>Kevin Kunkel, Technical Address: 3560 Business Drive Sacramento, CA 95820 Phone: 916-734-8795 E-mail: kkunkel@ucdavis.edu</p>

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
DC	VPN – Cisco Concentrator 3030	Cisco IOS	J2	Cisco VPN Concentrator 3030	Windows 2000 Advance Server	<p>Julia Davidson-Randall Registrar Address: 825 North Capital Street NE, 1st Fl Washington, DC 20002 Phone: 202-442-9299 E-mail: julia.randall@dc.gov</p> <p>Willis Bradwell Administrative Services Mgr/ Chief of Staff Phone: 202-442-9029 E-mail: willis.bradwell@dc.gov</p> <p>Sylvia Luna-Lopez Vital Records System Coordinator Phone: 202-442-9298 E-mail: sylvia.luna@dc.gov</p> <p>Patrick Samba Computer Specialist Phone: 202-442-9023 E-mail: patrick.samba@dchealth.com</p>

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
HI	SSL	Oracle 9i – 9.1.2 or better	JDK 1.5+, Tomcat 5.5x+, Apache 2.x+	Dell Poweredge 2850 3.6 GHZ Dual Processor Xeon	Linux	<p>Leatrice Tsubota/Administrative Address: Department of Health, Office of Health Status Monitoring, 1250 Punchbowl St. Rm 123 Honolulu, HI 96813 Phone: 808-586-4600 E-mail: leatrice.m.tsubota@doh.hawaii.gov</p> <p>Brian Pang/Technical Address: Department of Health, Office of Health Status Monitoring, 1250 Punchbowl St. Rm 107 Honolulu, HI 96813 Phone: 808-586-4733 E-mail: brian.c.pang@health.state.hi.us</p>

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
MN	SSL	Oracle 9i	JBoss (Would prefer to use Oracle 9iAS, but OVS application uses JBoss-specific APIs)	DB - Marner /Sun Ultra AX-MP 2xUltraSparc-II 400 Mhz ; Java App Server - Dell Optiplex GX-270 Prod, GX-1 Test	DB - Solaris 8; Java App Server - RedHat Linux Fedora Core 1	<p>Sharon Mitchell 651-201-5972 Administrative Minnesota Center for Health Statistics Minnesota Department of Health 85 E 7th Place, Suite 300 PO Box 64882 St. Paul, MN 55164-0882 Email: sharon.mitchell@health.state.mn.us</p> <p>Otto Hiller 651-201-5978 Technical - Information Technology Section Bureau of Policy, Quality, and Compliance Minnesota Department of Health 85 E 7th Place, Suite 300 St. Paul, MN 55101 Email: otto.hiller@health.state.mn.us</p> <p>Bill Tallaksen 651-215-8755 Technical - Information Technology Section Bureau of Policy, Quality, and Compliance Minnesota Department of Health 85 E 7th Place, Suite 300 St. Paul, MN 55101 Email: bill.tallaksen@health.state.mn.us</p>

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
MT	SSL	Oracle 8.1.7	Java 1.4.1 Runtime for AIX	OVS Server: IBM RS6000 model F50 Datebase Server: IBM RS6000 model 6H1	OVS Server: AIX 5.2 Datebase Server: AIX 5.2	Jim Edgar (406) 444 4250 Administrative PO Box 4210 Helena MT 59604 email: jaedgar@mt.gov Jeff Holm, (406) 444-0113 Technical PO Box 4210 Helena MT 59604 email:jeholm@mt.gov
NH	SSL: VeriSign Server Certificate (128 bit)	Oracle 9i	Windows 2000/IIS 5.0/.NET based application/ CIA Server	Rack w/fan doors; Wrightline 632 16 Port KVM/Monitor/Keyb oard; Wrightline 635 Power Management; Wrightline 636	UNIX	Bill Bolton / State Project Manager Address: Health and Welfare Building, 29 Hazen Drive, Concord, NH 03301 Phone: 603-271-4505 E-mail: william.bolton@sos.nh.gov Jackie Goonan / OIT NHVRIN Project Manager Phone: 603-271-0987 E-mail: jgoonan@dhhs.state.nh.us Naim Syed / Technical Project Manager Nash Building, 49 Donovan St., Concord, NH 03301 Phone: 603-271-4944 E-mail: Naim.U.Syed@dhhs.state.nh.us; naim.syed@oit.nh.gov Todd Dahl / State Application Development Phone: 603-271-7588 E-mail: todd.dahl@oit.nh.gov

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
NJ	SSL	ORACLE 9i2	BEA Weblogic 8.1 sp3	Dell PowerEdge	Windows 2000	Joan Pritchard 609-588-3427 12B Quakerbridge Plaza, Mercerville, NJ 08619 joan.pritchard@doh.state.nj.us (Administrative) Michael Biden 609-588-3427 12B Quakerbridge Plaza, Mercerville, NJ 08619 michael.biden@doh.state.nj.us (Technical)
SC	SSL	SQL Server 2000	Visual Basic	HP DL 380	Windows 2003 server (Standard)	Administrative Contact: Guang Zhao Phone:803-898-3653(phone) Address:2600 Bull St, Columbia, SC 29201 zhaog@dhec.sc.gov Technical Contact: John Sanders Phone: 803-465-6058 (cell) Address:2600 Bull St, Columbia, SC 29201 sanderja@dhec.sc.gov Jared Shoultz Phone: 803-465-6059 (cell) Address:2600 Bull St, Columbia, SC 29201 shoultjj@dhec.sc.gov David Davis davisdi@dhec.sc.gov

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
SD	SSL	Microsoft SQL, Delphi	Java Extension	Compaq ProLiant D1360 G-1, Intel Pentium III 800 Mhz, 2 Processor, 1 gig of RAM 800 Mhz, 2 Processor, 1 gig of RAM	Windows NT 4.0 Terminal Server	Kathi Mueller – BVS Coordinator/Administrative Address: 600 East Capitol Ave Pierre, SD 57501 Phone: 605-773-3361 E-mail: Kathi.Mueller@state.sd.us Technical Contact: Carol Kelso Phone: 605-773-7035 E-mail: carol.kelso@state.sd.us
TX	SSL	Oracle 9iR2	Laszlo Presentation Server 3.0, w/Java 1.4 SDK	Dell PowerEdge 6600	Windows 2000 Advanced Server, SP 4	Name: Sandra Lackey Phone: (512) 458-7368 Address: 1100 West 49th Street, Austin TX, 78756 Email: Sandra.Lackey@dshs.state.tx.us Name: Stephen E. Wright Phone: (512) 458-7645 Address: 1100 West 49th Street, Austin TX, 78756 Email: StephenE.Wright@dshs.state.tx.us

State	Architecture SSL or VPN (if VPN – include brand name and model)*	Database Software	JAVA Application Server Software	Server Type (brand name/model)	Operating System Software	Point of Contact for Post Production Name/Phone/Address (USPS/e-mail)
WA	SSL	Microsoft SQL	JAVA 1.4.2_05	Compaq DL380	Windows 2003	<p>Teresa Jennings (Administrative) Dept. of Health, Center for Health Statistics 101 Israel Rd. SE PO BOX 47814 Olympia WA 98504-7814 (360) 236-4307 Teresa.Jennings@doh.wa.gov</p> <p>Kimhoa Ngo (Technical) Dept. of Health, Center for Health Statistics 101 Israel Rd. SE PO BOX 47814 Olympia WA 98504-7814 (360) 236-4353 Kimhoa.Ngo@doh.wa.gov</p>

*Please see the *EDR Architecture Design Document* for detailed information on Architecture