



Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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To: Division of Disability and Rehabilitative Services, Bureau of Developmental Disabilities Services Providers, Case Managers, and BDDS Staff
From: Cathy Robinson, Director, Bureau of Developmental Disabilities Services
Re: REMINDER - BDDS system downtime
Date: September 13, 2018

InSite and the BDDS Portal will be experiencing downtime beginning Thursday, September 13, 2018 at 5 p.m. (EDT.) through Monday, September 17, 2018, time to be determined, in order to complete a server migration. The schedule of the production migration, the estimated amount of system outage and the systems affected:

Affected systems:

- All instances of Insite
- BDDS Portal
- DART

Schedule:

Thursday, September 13, 2018, 5 pm (EDT) – Monday, September 17, 2018 – Affected systems above will be fully disabled

- Thursday, September 13, 2018 at 5 pm (EDT)– all Citrix applications will be disabled – no access to affected systems listed above;
- Friday, September 14, 2018 – Sunday, September 16, 2018: Application and data migration of

Insite;

- Saturday, September 15, 2018 – Sunday, September 16, 2018: migration testing;
- Monday, September 17, 2018: Final testing and system go-live. Time to be determined.

DDRS anticipates a server replacement and data migration will be fully completed by September 17, 2018. For further information on case manager timelines please refer to the [September 4, 2018 announcement](#).

