




Arnold Schwarzenegger  
Governor

**California Health and Human Services Agency**  
**Office of Systems Integration**  
P.O. Box 138014  
Sacramento, California 95813-8014

**MEMORANDUM**

**TO:** ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY SPOCS  
ALL COUNTY TECHNICAL POINTS OF CONTACT

**FROM:** MELODY HAYES   
Assistant Deputy Director  
CWS/CMS Project

**DATE:** MARCH 24, 2010

**SUBJECT: TERMINATE SUPPORT FOR WINDOWS 2000 COMPUTER IMAGES**

As you may be aware, the Microsoft Windows 2000 Operating System (OS) is no longer supported by Microsoft. In addition, the majority of computers that are running this OS are older, off warranty, 2004 Dell systems. As an interim solution, the CWS/CMS Project Office has extended its image testing and support for these systems well past their expected usage life expectancy in order to give counties time to replace them.

The CWS/CMS Project Office is now facing numerous technical challenges including incompatibility with other computer software utilities such as Symantec Anti-virus. As a result, these computers represent additional risk for users' data and system integrity due to software and hardware problems.

Effective October 1, 2010, CWS/CMS Project Office will no longer support the testing or problem determination for any Windows 2000 OS image on any CWS/CMS computer. Any county still using these machines is encouraged to replace them as soon as possible; after October 1, 2010 any further support issues will be a county responsibility.

The CWS/CMS Project Office is working with Microsoft and our contract partner IBM to maximize Windows XP OS support; however, Microsoft has indicated it will no longer sell downgrade rights to Windows XP from Windows 7 effective Fall 2010.



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The CWS/CMS Project Office is testing Windows 7 in order to make this available to counties that have newer workstations with this license. The CWS/CMS image support for Windows XP computers will continue as long as the platform remains stable and operational in our environment.

cc: Kevin Gaines, Assistant Deputy Director, CFSD, CDSS  
Paula Rockwell, Program Manager, CFSD, CDSS  
Penni Clarke, Executive Liaison, CWDA  
John McCready, Project Executive, IBM Global

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bc: Heide Trimarchi, CWS/CMS  
Cheryl Jones, CWS/CMS  
Rebecca Skarr, CWS/CMS  
Ken Shepard, CWS/CMS  
Terrie Evon, CWS/CMS  
Jaime Guzman, CWS/CMS  
Mike Kramer, CWS/CMS  
Renee Leong, CWS/CMS  
Craig Ostrander, CWS/CMS  
Cindy Reynoso, CWS/CMS  
Darlessia Worthen, CWS/CMS  
Dare-a Spiegle, CWS/CMS