

Case Study: Texas Health and Human Services Commission

CA Technologies Implementation Increases Visibility into Welfare System Enabling Proactive Identification and Addressing of Performance Issues

Opportunity

Texas Health and Human Services Commission conducts performance monitoring for the states' welfare program using a system called "TIERS" or the Texas Integrated Eligibility System. TIERS is a massive distributed system that has been running for Texas in multiple versions over the last decade. Using this system, the Texas Health and Human Services Commission had very limited access to important performance data. The "legacy" monitoring leveraged by TIERS usually entailed infrastructure level, CPU, Memory, and disk data which did not help triage issues within the application.



Solution

RFD & Associates, Inc. (RFD), together with CA Technologies, proposed a full stack of performance minded products that would help correlate and collect data from not only the infrastructure, but also bring in network, and most importantly, application performance data. With these tools in place the customer would be able to triage and detect issues early before they become bigger issues. In addition, this upgraded approach would allow technicians to identify effected end users, in real time, and pinpoint where in the system the bottle neck is manifesting itself.

Results

RFD assisted with the original implementation of the product stack and to this day provides best practices and support for day to day operations. As a result of this implementation, the Texas Health and Human Services Commission is now able to:

- Easily access and view key performance data
- Quickly identify and address potential issues
- Proactively stay on top of the application and infrastructure components to ensure that the systems are available and operating efficiently

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