Deployment Communication
Ohio SACWIS/Ohio RTIS/ROM
Multi-Factor Authentication and ROM Upgrade

Who will this impact?
Public Children Services Agencies, Private Child Placing Agencies, Private Non-Custodial Agencies (PNA), and Title IV-E Juvenile Courts

What problem are we trying to solve?
Multi-Factor Authentication (MFA) is an additional step in the authentication process that goes beyond the traditional user ID and password process. MFA helps in protecting our systems and data. This upgrade will help meet federal, industry, and best practice standards by adding an additional layer of security. MFA is being included in the authentication process for any application or service that uses Confidential Personal Information (CPI) or Personally Identifiable Information (PII).

The Results Oriented Management (ROM) upgrade will improve the user experience while continuing to provide a high-quality core ROM Reports solution for Title IV-E agencies. The new look will provide a streamlined visual experience and enhanced drill down and export capabilities. Regular scheduled system updates will be seamless to ensure users are provided the best user experience.

What can you expect?
Ohio SACWIS or Ohio RTIS MFA
When logging into Ohio SACWIS or Ohio RTIS, users will be asked which secondary authentication method they would like to use. The authentication method can be a text message, phone call, email or using one of the authentication apps available. (DUO, IBM Verify, or Google Authenticator). Once the method is selected, a notification will be sent via the selected method to authenticate the user's identity. Once completed, the user will be navigated to the application. The MFA User Guide listed below shows how users can update their authentication methods.

To ensure a smooth transition, Ohio SACWIS and Ohio RTIS' MFA will be piloted with a subset of PCSA and PNA users. After completion of a successful pilot, MFA will be deployed to all users for both systems.

ROM Upgrade
ROM MFA will be available to all current ROM users. ROM users will be logged into the new ROM User Interface upon authentication through MFA. All ROM reports will be available. The new ROM interface will be accessible through the link in Ohio SACWIS or through using this link: rom.ase.jfs.ohio.gov. If any problems arise with access to the new ROM, the old interface will be available through the month of June: rom.jfs.ohio.gov.

How can you prepare?

In preparation for the upgrade, please ensure staff are aware of the change. For further assistance, the MFA User Guide is available [here.](#)

Deployment Details

Ohio SACWIS and Ohio RTIS MFA for pilot users and the ROM upgrade, which includes MFA, is planned to be deployed on May 22nd, 2024. Pending a successful implementation with pilot users, MFA for Ohio SACWIS and Ohio RTIS will be deployed on June 5, 2024.

If you have additional questions pertaining to this Deployment Communication, please visit the [Customer Care Center](#) for assistance.