

# Christian Family Services (CFS)

## Application Environment Summary

Working observations based on screenshots and application notes reviewed on March 20, 2026, including indications that Microsoft 365 / Outlook is used for email, OneDrive is used for file storage or sharing, and QuickBooks Online is used for bookkeeping.

Overall assessment: CFS appears to rely primarily on cloud-hosted business applications rather than an on-premises application server. This is favorable for resiliency and future network migration work. Screenshots also indicate organizational email use tied to the cfsserve.org domain and QuickBooks Online for bookkeeping. Remaining questions center on the exact email platform, identity management, file storage, printing/scanning, and any legacy local dependencies.

### Observed application environment

- Observed platforms include ICANotes, Inovalon / Provider Cloud, FocusEDI, Silo, Dashlane, and QuickBooks Online. The screenshots also indicate that Microsoft 365 / Outlook is used for email and that OneDrive is used for file storage and/or sharing.
- The visible use of the Microsoft 365 admin center, Outlook-related screens, and OneDrive suggests CFS is using Microsoft 365 services for communication, user account management, and at least some document storage / sharing.

| Application               | Likely role                      | Observation                                                                                        |
|---------------------------|----------------------------------|----------------------------------------------------------------------------------------------------|
| ICANotes                  | Behavioral health EHR / charting | Browser-based access appears to be in use.                                                         |
| Inovalon / Provider Cloud | Claims, eligibility, and billing | Supports payer / claims processing through a web portal.                                           |
| FocusEDI                  | EDI / billing portal             | Another browser-accessed revenue-cycle tool.                                                       |
| Silo                      | Separate cloud portal            | Observed as a web-based system; purpose should be confirmed.                                       |
| Dashlane                  | Password management              | Positive sign of centralized credential management.                                                |
| QuickBooks Online         | Bookkeeping / accounting         | Browser tabs indicate QuickBooks Online is in use for accounting functions.                        |
| Organizational email      | Email / communication            | Screenshots show accounts using the cfsserve.org domain; exact email platform should be confirmed. |

### Why this is encouraging

- Core applications appear reachable through standard web browsers rather than a local application server.
- This reduces the risk that one aging on-site device would disable major operations.
- A cloud-centered stack should make future network cleanup or migration easier, assuming reliable internet.
- Dashlane suggests better password control than informal local storage, and the screenshots also point to an organized cloud-based credential environment.

### Items still to confirm

- Whether user logins still depend on local Active Directory or another on-site identity system, even though most core applications appear cloud-based.
- Whether all shared files have been fully moved into OneDrive / Microsoft 365, or whether some data still lives on local PCs or a local file server / network share.
- Whether printers, scanners, or specialized devices depend on local server functions.
- Whether any shortcuts, mapped drives, or legacy processes still point to local resources rather than cloud services.
- How backups are handled for any remaining local data, and whether email / accounting data retention is managed entirely by cloud providers.

Bottom line: CFS appears to have a mostly cloud-based application environment, including browser-accessed business systems, Microsoft 365 / Outlook for email, OneDrive for file storage and/or sharing, and QuickBooks Online for bookkeeping. The next phase should focus on confirming whether any remaining local dependencies are tied to logins, printing/scanning, legacy shared folders, or other office resources.