



# CONNECTIONS Security Tip Sheet

## Understanding Business Functions

Revised  
March 2016

In the CONNECTIONS system, a worker’s ability to view or maintain information is controlled by a combination of factors, such as whether a worker has an assigned role in a stage, their role within the unit, their assigned Business Functions, their Designee status, Agency Access and Organizational Hierarchy security settings and whether they are a district or voluntary agency employee. CONNECTIONS Security is designed to be flexible so that each organization can tailor its security strategies to meet its own unique needs. Each agency and district has a CONNECTIONS Security Coordinator who is responsible for assigning and maintaining access. It is important that workers be assigned only the level of access required to complete their job duties. **It is highly recommended that districts/agencies review security settings regularly and make adjustments to access as needed to reduce their liability exposure.**

This Tip sheet is intended as an overview of Business Functions and the access they confer. For additional questions or assistance, contact a member of your Regional CONNECTIONS Implementation Team or the OCFS Information Security Office ([Acceptible.Use@ocfs.ny.gov](mailto:Acceptible.Use@ocfs.ny.gov)).

### Business Functions

Business Functions (BFs) are designed to allow a worker to perform a particular function in CONNECTIONS. Like keys on a ring, each gives access to a different restricted area of confidential information. Some BFs allow you only to view information, others to maintain (change) it.



The collection of Business Functions assigned to a particular worker is known as their “Business Function Profile”.

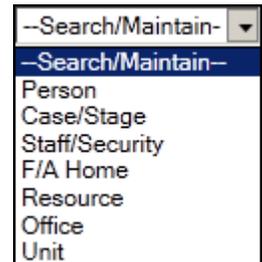
• All workers are assigned the *Standard Access* BF when they are granted access to CONNECTIONS via Webstar. Standard Access allows the worker to:

- ✓ View and maintain stages on their own workload
- ✓ View and manage their own To-Dos

and using the Search/Maintain drop-down menu:

- ✓ Search for and view information about any Staff person in CONNECTIONS (Staff/Security)

- ✓ Search for and view security settings for any worker in CONNECTIONS (Staff/Security)
- ✓ Search for and view information on resources such as foster homes (Resource)
- ✓ Search for and view information about any district, agency or state office in CONNECTIONS (Office)
- ✓ Search for and view information about units within their own agency (Unit)



- Some workers will require very few, if any, additional BFs to do their job; other workers may carry many responsibilities and will need a “full ring of keys” to perform necessary job duties.
- It is important to understand the purpose of each Business Function and to be sure that workers are not given excessive access or access for which they are not properly trained (e.g.: Merge/Split) since this can compromise the data in CONNECTIONS and require many hours of work to fix mistakes.

- Unlike some types of security in CONNECTIONS, Business Functions can be used to grant access to *all* types of stages (INT, INV, FAR, FAD, FSI, FSS, ARI).
- Different agencies require different access to information in CONNECTIONS. Some functions are available only to District workers (e.g. CPS-related functions), some to both District and Voluntary Agency workers and others to State staff only.

Two documents, “*Business Function Guidelines for Local Districts*” and “*Business Function Guidelines for Voluntary Agencies*” list the business functions available to each group with a brief description of their intended use. These documents are available on the Security page of the CONNECTIONS Internet site.

<http://www.ocfs.state.ny.us/connect/security/>

- Some Business Functions must be used in combination in order to grant access. For example, supervisors typically need the UNIT SUM ACCESS (Unit Summary Access) BF, which, when assigned to a Unit Approver or someone with a role higher than the Unit Approver grants access to the workloads of others within the unit.



See the CONNECTION Security Tip Sheet, *Accessing Someone Else’s Workload & To-Dos* on the CONNECTIONS internet Security page for more information on this topic.

<http://www.ocfs.state.ny.us/connect/security/>

- There are four specialty Business Functions that, when combined with either Person Search or Case Search, allow maintain access to information in targeted areas of CONNECTIONS. These are:

- Maintain Health
- Enter Progress Notes
- Maintain Education
- Access Service Plan Review

These BFs are appropriate for workers (e.g.: nursing or clerical staff) that only need access to view or record information in one portion of a case. Use of these specialty functions eliminates the

need for staff to carry a workload and reduces their access to confidential information that is beyond the scope of their job need.



For additional information on use of these functions, see the CONNECTIONS Security Tip Sheet, *Specialty Path Access*.

<http://www.ocfs.state.ny.us/connect/security/>



**NOTE: Business Function changes take effect as soon as a worker logs out of CONNECTIONS and logs back in.**

### Business Functions Requiring Special Handling

Maintaining accurate data in CONNECTIONS is of utmost importance. Certain Business Functions allow workers to change data in a case, including changes that affect the results returned in a search and alter history. These BFs must be assigned with great care and are designed to be given to specific types of workers (e.g. “Supervisor or above” or “only workers who are knowledgeable about the process and its impacts”). These include:

Business Function	What It Does	Who Needs It
<b>MAINT CLSD INV (Maintain Closed Investigation)</b>	Allows a worker to correct information errors in a closed CPS case (e.g. add a missing allegation).	Select CPS Supervisors. Must have the BF <i>and</i> a unit role of Supervisor, Maintainer or Manager.
<b>MAINT CLSD PERS (Maintain Closed Person Demographics)</b>	Allows a worker to change demographics for a person in a closed CPS or FAD case.	Only select FAD or CPS workers who are knowledgeable about the process and its impacts.
<b>MAINT REPD ERR (Maintain Reported in Error)</b>	Allows a worker to change a person’s role in a CPS INV stage to ‘Reported in Error’.	Only select CPS workers who are knowledgeable about the process and its impacts.
<b>PERSON UNRELATE</b>	Allows a worker to unrelate persons who were incorrectly related when being added to a stage.	Only select staff who are knowledgeable about the process and its impacts.

<b>PERSON MERGE/SPLIT</b>	Allows a worker to merge or split Person Identification numbers (PIDs) to eliminate the same individual having multiple IDs in the database. A split, however, does not reverse a merge.	Only select staff who are knowledgeable about the process and its implications as incorrect merges can alter history by adding the wrong person to both open and closed stages.
<b>REM PER ADD ERR</b> (Remove Person Added in Error)	Allows a worker to remove persons who were incorrectly added (either new or related) in INV, FAR, FAD or ARI stages.	Only select staff who are knowledgeable about the process and its impacts.
<b>VAC AWARD/ CLOSE</b> (Maintain Closed to Intake/CD Awards)	Allows LDSS or OCFS workers to mark facilities as 'Closed to Intake'. Facilities so marked are no longer returned in a Vacancy Control Facility Search.	Select LDSS and OCFS staff who perform this as part of their job duties.
<b>VIEW SENSITIVE</b> (View Sensitive Case)	Allows workers without a role to view sensitive case 'basic information' from the case and person search result.	Workers assigned a role in a sensitive case can access the case without this Business Function.
<b>MAINT ACTIVITY</b> (Maintain Activity)	Allows workers without a role in a Family Services Stage to access and maintain information in the Activities window (formerly CCRS).	Eligibility workers and others tasked with maintaining tracks, legal and movement information in Activities.
<b>VIEW ACTIVITY</b> (View Activity)	Allows workers without a role in a Family Services Stage to access and view information in the Activities window (formerly CCRS). May be assigned to either district or voluntary agency workers.	.Administrators, supervisors or other staff who may need to view but not maintain Activities information such as those tasked with troubleshooting missing casework contacts.

### Business Functions for Maintaining Security

Certain Business Functions are designed for creating and maintaining the agency's security structure. Security Coordinators and their Back-up(s) will need these powerful functions. Some may also be appropriate for Supervisory staff, though these functions allow changes to be made agency wide. The Security Business Functions include:

Business Function	Description
<b>MAINT SECURITY</b>	Allows Security Coordinators to view and assign Business Functions to workers in their agencies. Also allows Security Coordinators to assign designees to other workers.
<b>MAINTAIN STAFF</b>	Allows workers to add, modify and delete staff information for workers in their agencies, including end-dating and reinstating workers.
<b>MAINTAIN UNIT</b>	Allows workers to add, modify and delete unit information for their agencies.
<b>MAINTAIN OFFICE</b>	Used rarely, this allows Security Coordinators to add, modify and delete office information for their agencies.
<b>MAINT ORG HIER*</b>	Granted by State Staff for local Security Coordinators to maintain the <i>Organizational Hierarchy</i> window.
<b>MAINT AGY ACC*</b>	Granted by State Staff for local Security Coordinators to maintain the <i>Agency Access</i> window.

**\* Note: MAINT ORG HIER (Maintain Organizational Hierarchy) and MAINT AGY ACC (Maintain Agency Access) can only be assigned by State OCFS staff.**



**You will not need these Business Functions if your agency does not use this type of security strategy.**

## Business Function Bundles

Business Functions may be assigned individually or in pre-defined bundles. Bundles are a collection of Business Functions which contain the security attributes typically assigned to do a particular job. They are meant to lessen the time it takes to assign the business functions individually.

There are five Business Function Bundles:

- CPS Caseworker
- CPS Supervisor
- CPS Supervisor Limited
- FAD Caseworker
- FAD Supervisor
- The Supervisor bundles contain all the attributes of their corresponding Caseworker bundle. *Workers do not need both the Caseworker and Supervisor versions of the same bundle.*
- You cannot alter the combination of attributes in a bundle. If you do not wish to assign a worker one or more of the functions in the bundle, you must assign all functions individually.
- A worker assigned one of the bundles can also be assigned additional individual BFs if their job duties require additional access.



**Workers should have needed functions assigned in only one manner. If a worker has been assigned a business function in a bundle, they do not also need that function assigned individually.**

To view the attributes contained in a particular bundle:

- Select Staff/Security from the Search/Maintain drop-down menu
- Search for the staff member
- Highlight their name in the Staff Search Results

- Click on the Security tab

- Highlight the name of the bundle in the list of Business Functions.

The list of Security Attributes contained in that bundle will display below.

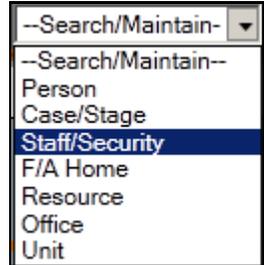
The combination of attributes contained in each of the bundles is listed in the chart below:

Business Function	CPS Caseworker	CPS Supervisor	CPS Supervisor Limited	FAD Caseworker	FAD Supervisor
ACCESS ALL DIST	X	X	X	X	X
CASE SEARCH	X	X	X	X	X
PERSON SEARCH	X	X	X	X	X
VIEW ADMIN REV	X	X	X		
VIEW CALL LOG	X	X	X		
VIEW INDICATED	X	X	X		
VIEW RPTR/SOURC	X	X	X		
VIEW UNDER INV	X	X	X		

Business Function	CPS Caseworker	CPS Supervisor	CPS Supervisor Limited	FAD Caseworker	FAD Supervisor
VIEW UNFOUNDED	X	X	X		
MAINT DESIGNEES		X	X		
MAINTAIN STAFF		X			
MAINTAIN UNIT		X			
MARK SENSITIVE		X	X		
MERGE / SPLIT		X	X		X
UNIT SUM ACCESS		X	X		X
VIEW SECURITY		X	X		X
VIEW SENSITIVE		X			
MAINT CLSD PERS				X	X
MAINT FAD				X	X
MAINT RSROURCES				X	X
VIEW COTRACTS				X	X
MAINT FAD HIST					X
REM PER ADD ERR					X

## How to Assign & Unassign Business Functions

- Using the Search/Maintain drop-down menu, choose **Staff/Security**.
- Enter the name of the worker and/or site the appropriate fields and click the **Search** button.
- Highlight the worker's name.
- Click the **Security** tab.
- Click to add a checkmark in the checkbox(s) of the business function(s) you wish to assign.

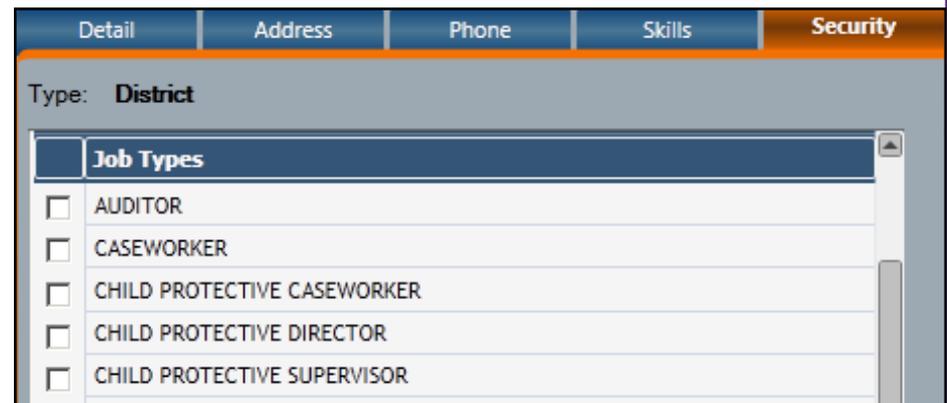


**Navigation Hint:** Smaller districts and agencies may find it easier to just click the **Search** button to return all workers.

- All new staff will automatically have been assigned the "Standard Access" Business Function.
- Additional business functions should be assigned only if additional access is needed.**



**Note:** the list of Job Types on the left side of the Security window is used only for Organizational Hierarchy and Agency Access security. **Do not add checkmarks here if your agency does not use this type of security strategy.**





See the CONNECTION Security Tip Sheet, *Agency Access & Organizational Hierarchy* on the CONNECTIONS internet Security page for more information on this topic.

<http://www.ocfs.state.ny.us/connect/security/>

6. To unassign functions, uncheck the checkbox(es) for the function(s) no longer needed.
7. Click the **Modify** button.
8. Click the **Save** or the **Save & Close** button.

Business Functions	
<input type="checkbox"/>	CASE/PERS SRCH
<input checked="" type="checkbox"/>	CPS CASEWORKER
<input type="checkbox"/>	CPS SUP LIMITED
<input type="checkbox"/>	CPS SUPERVISOR
<input checked="" type="checkbox"/>	CREATE FSI
<input checked="" type="checkbox"/>	ENTER PROG NOTE
<input type="checkbox"/>	FAD CASEWORKER

### Best Practice Guidelines

CONNECTIONS security is a complex topic. There are many options for granting access to the confidential information users need to perform their assigned duties. Please remember to:

- ✓ Assign the minimal amount of access necessary for workers to perform their authorized tasks.
- ✓ Remind staff that it is against the law to access information beyond what is needed to perform their assigned duties.
- ✓ Review security settings regularly (at least yearly) to keep access appropriate to job duties.
- ✓ Update business function assignments when workers' job duties or positions change.
- ✓ Remove access when it is no longer needed due to an employee leaving the agency or leaving the job that required access.
- ✓ Review the job duties of incoming workers and assign their business function profile based on their actual duties rather than the access needed by the worker they are replacing.

**Because of the complex nature of CONNECTIONS Security, districts and agencies are strongly advised to document their security decisions.**

With business functions, it can be particularly helpful to create a set of "security templates" that spells out, based on business need, which functions should be assigned to staff in which positions (e.g. CPS Supervisor, Foster Care worker). This helps keep business function assignments consistent among staff with similar positions. It is also invaluable information in helping successive Security Coordinators understand why their agency's security settings are structured in a particular manner.

CPS GRADE B SUPERVISOR	CPS SR. CASEWORKER	CPS CASEWORKER	FC GRADE B SUPERVISOR	FC SR. CASEWORKER
CASE/PERS SEARCH	CASE/PERS SEARCH	CASE/PERS SEARCH	CASE/PERS SEARCH	CASE/PERS SEARCH
CREATE FSI	CREATE FSI	CREATE FSI	MARK SENSITIVE	STANDARD ACCESS
MAINT CLSD INV	MAINT CLSD INV	MARK SENSITIVE	PERSON UNRELATE	VIEW INDICATED
MAINT CLSD PERS	MAINT CLSD PERS	PERSON UNRELATE	STANDARD ACCESS	VIEW REPTR/SOURCE
MAINT ON-CALL	MERGE/SPLIT	STANDARD ACCESS	UNIT SUM ACCESS	VIEW UNDER INV

### Resources

- CONNECTIONS Job Aids and Tip Sheets:  
<http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
- CONNECTIONS Regional Implementation Staff:  
<http://ocfs.state.nyenet/connect/contact.asp>
- CONNECTIONS Application Help Mailbox:  
[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)  
(NOTE: address contains an underline)
- CONNECTIONS Communications Mailbox:  
[connections@ocfs.ny.gov](mailto:connections@ocfs.ny.gov)

ITS Enterprise Service Desk 1-800-697-1323