



CONNECTIONS Security Tip Sheet

Agency Access & Organizational Hierarchy

August 2014

CONNECTIONS security is a complex topic. There are many options for granting access to the confidential information workers need to perform their assigned duties. While CONNECTIONS Security is designed to be flexible so that each organization can tailor its security strategies to meet its own unique needs, it is important that workers be assigned the minimum access required to complete their job duties and that access be revoked as soon as it is no longer needed. This Tip sheet is intended as an overview of Organizational Hierarchy and Agency Access – two powerful settings for granting access to groups of workers, supervisors and administrators. For additional security assistance or questions, contact a member of your Regional CONNECTIONS Implementation Team or the OCFS Information Security Office (Acceptible.Use@ocfs.ny.gov).

Organizational Hierarchy and Agency Access settings are designed to allow groups of workers to view and/or maintain information in cases in which they do not have a direct role. These settings may be used to confer access vertically within the organization and/or horizontally across various groupings of staff.



Access via Organizational Hierarchy and Agency Access applies only to FSI and FSS stages. It cannot be used to grant access to CPS, FAR or FAD stages.

The use of Organizational Hierarchy and/or Agency Access is optional; not all districts or agencies will find use of this strategy necessary or advantageous.

Because of the powerful nature of these settings and the potential to open confidential information to a wide swath of staff, the business functions required to grant such access (MAINT ORG HIER and MAINT AGY ACC) can only be assigned to an agency's Security Coordinator by OCFS. The same is true for the view only versions of these functions (VIEW ORG HIER AND VIEW AGY ACC) which allow one to see, but not change the settings in the Organizational Hierarchy and Agency Access windows.



Requests to add or remove these business functions must be submitted by the agency's Implementation Coordinator on the *Add or Remove Maintain Agency Access or Maintain Organizational Hierarchy* form.

This form is available on the Security page of both the CONNECTIONS intranet and CONNECTIONS internet (<http://www.ocfs.state.ny.us/connect/security/>).

What is Agency Access?

Agency Access settings allow an authorized user (typically the Security Coordinator) with the MAINT AGY ACC business function – and the additional business functions listed below - to create vertical and/or horizontal lines of access across various groupings of staff. This very powerful, broad-brush approach allows View, Maintain or no access to be granted to staff:

- designated as case assignable (MAINT STAFF)
- designated as Unit Approvers (MAINT UNIT)
- in a Direct Supervisory Line based on a hierarchy created among the organization's units (MAINT ORG HIER)

The settings possible through Agency Access are as follows:

Case Assignable Staff	All Within District	provides access to all FSI and FSS stages in the district/agency
	All Within Unit	provides access to all FSI and FSS stages in the same unit
	All Within Same Job Type	provides access to all FSI and FSS stages that are of the same Job Type as the staff person
Unit Approver	All Within District	will provide access to all FSI and FSS stages in the district/agency for all Unit Approvers
	All Within Same Unit Spec	will provide access to all FSI and FSS stages within the same unit specialization for all Unit Approvers

Direct Supervisory Line	All Staff	provides access to all FSI and FSS stages within a direct supervisory line for all staff, regardless of Job Type
	All Non-Clerical Staff	Provides access to all FSI and FSS stages within a direct supervisory line for all staff with a Non-Clerical Job Type.

Agency Access settings can be used singly or in combination. When used in combination, they are capable of opening up extraordinarily wide access to confidential information for large groups of workers.



Extreme caution should be used when employing these settings to insure that workers are not given access beyond that required by their job duties.

One click of a radio button in the Agency Access window can dramatically alter access to large groups of staff.

Security Reminder: It is against federal and state laws and regulations not only to re-disclose confidential information, but even to access information for which the user has no legitimate business need!



See the May 2012 Confidentiality Memo on the Security page of the CONNECTIONS website for additional information. (<http://www.ocfs.state.ny.us/connect/security/Confidentiality%20Memo-%20Districts-%20Agencies%20and%20State%20Partners%205-2012.pdf>)

Agency Access via Job Types

Workers marked as Case Assignable (those to whom a stage can be assigned) may be assigned one or more “job types” on the Staff Security window. This is an OPTIONAL setting that permits staff with the same job type to access each other’s FSI and FSS workloads.



Caution! JOB TYPES ARE NOT JOB TITLES!

Do not assign any Job Type to staff unless your agency has purposely decided to use this form of security!

To Assign a Job Type:

- Using the Search/Maintain drop-down menu, choose **Staff/Security**.
- Enter the name of the worker and/or site in the appropriate field(s) and click the **Search** button.
- Highlight the worker’s name.
- Click the **Security** tab.



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

Detail Address Phone Skills **Security** Designees

Type: Vol Agen

Job Types

- ACCOUNTING CLERK
- ACCOUNTING SUPERVISOR
- ADMINISTRATIVE STAFF
- ADOPTION CASEWORKER
- ADOPTION DIRECTOR
- ADOPTION SUPERVISOR
- ASST EXECUTIVE DIRECTOR
- ATTORNEY
- AUDITOR
- BUREAU DIRECTOR/HEAD

5. Click to add a checkmark in the checkbox(s) of the Job type(s) you wish to assign.

Note: The actual name of the job type is less important than being sure each group has a unique job type assigned to them.

6. Click the **Modify** button

7. Click the **Save** or **Save & Close** button.

Caution! Setting the *All Within Same Job Type* radio button to View or to Maintain in the Agency Access window will grant case assignable staff who have the same designated job type access to the FSI and FSS stages of all other case assignable staff who have that same job type.

An Example of Job Type Access:

The workers in a foster care unit provide weekend coverage for one another and need to access each other's' workloads as a regular part of their coverage duties.

Each worker in this unit would need to be assigned

- the same job type (Use a different Job Type for each group of workers to whom job type access is being granted)
- the UNIT SUM ACC business function and
- a role in the unit higher than that of the Unit Approver. (E.g. if the Unit Approver has the role of Supervisor, the workers must be given the role of Maintainer or Manager).

Workers would use the Search Other workloads button to navigate to the workload of their co-worker and the desired FSS or FSI stage.

See the CONNECTIONS Security Tip Sheet, *Accessing Someone Else's Workload & To-Do's* for more information on navigating to the workload of someone else.

Agency Access via Unit Specialization Access

The Unit Specialization setting on the Agency Access window allows Unit Approvers in units that have the same designated specialization as their own to access FSI and FSS stages in those other units.



Using the *All Within Same Unit Specialization* setting to create access for one group of units that share a specialization opens the same level of access (View or Maintain) to all groups of units that share a specialization with one or more units.

By default, the specialization of each new unit created in CONNECTIONS is "Conversion". As a part of a unit's initial set up, the Security Coordinator should change the specialization to match the actual function of the unit (requires the Maint Unit BF).

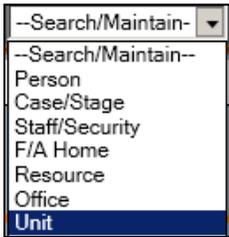


Reminder: Temporary units (e.g.: N01), which also have a default specialization of "Conversion" should be deleted once staff have been assigned to permanent units.

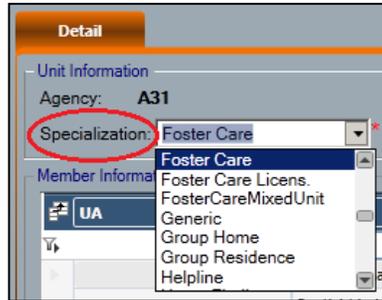
Just as with other specializations, Unit Approvers in units with the specialization of "Conversion" will be granted access to the FSI and FSS stages in all other such units if the "All Within Same Unit Spec." radio button is set to View or Maintain.

Unit	Unit Approver	Specialization
411	Marks, Natalie	Conversion
414	Covington, Cynthia	Conversion
416	Marks, Natalie	Conversion
417	Covington, Cynthia	Conversion
418	Fletcher, William	Conversion
422	Covington, Cynthia	Conversion
425	Edreira, Anna Mar	Conversion
428	Fletcher, William	Conversion

To Change a Unit's Specialization:



1. Select "Unit" from the **Search/Maintain** drop-down menu.
2. Locate and highlight the desired unit. This may require scrolling if your agency is large.



3. Use the Specialization drop-down menu to select the desired type.
4. Click the **Save** or **Save & Close** button.

An Example of Unit Specialization Access:

A district has six Foster Care units. Supervisors in each unit regularly cover for one another, approving FASPs and reviewing PHRs. To meet this business need, each Supervisor requires access to all the Foster Care units in the district. To achieve this using Agency Access settings:

- Each of the 6 Foster Care Units should to be assigned the same specialization (e.g.: Foster Care). No other group of units in the district should be assigned the same specialization.
- Each supervisor will need the UNIT SUM ACC business function. (Typically, Supervisors have already been given this business function to access the workloads of workers within their own unit.)

To access one of the other Foster Care units, a Supervisor would use the *Search Other Units/Workloads* path starting from their own workload window.



See the CONNECTIONS Security Tip Sheet, *Accessing Someone Else's Workload & To-Do's* for more information on this navigational path.

To Create Similar Access Without the Use of Agency Access Settings (can be used with CPS, FAR, FAD and services units):

- Be sure each Supervisor is assigned the UNIT SUM ACC business function.
- Out-assign the Supervisors to each other's units with a role higher than that of the Unit Approver. For instance, if the Unit Approver has the role of Supervisor, the out-assigned supervisors must be given the role of Maintainer or Manager.

Each out-assigned supervisor would use the *Search Other Units/Workloads* path to access the other units.

Agency Access via Direct Supervisory Staff for Non-Clerical Staff

Job Types are categorized as either Clerical or Non-Clerical. When using the Direct Supervisory Line Agency Access, staff assigned Clerical job types can be excluded from access to the FSI and FSS stages on workloads of workers below them in the hierarchy of the organization. The Job Types classified as Clerical are as follows:

Clerical Job Types	
LDSS Job Types	Voluntary Agency Job Types
• Accounting Clerk	• Accounting Clerk
• Clerical Staff	• Clerical Staff
• Commissioner's Staff	• Legal/Court Support Staff
• Legal/Court Support Staff	• Support Staff
• Support Staff	

An Example of Direct Supervisory Line Access:

A district's administrators, all assigned to the same Administrative unit, want to be able to view all the FSI and FSS stages in their organization but do not want clerical staff assigned to their unit to have the same access.

NOTE – Users will also need to be assigned the UNIT SUM ACCESS Business Function in order to access the workloads of other staff via Organizational Hierarchy settings.

Security Coordinators may find it helpful to be assigned the VIEW ORG HIER (View Organizational Hierarchy) business function as this offers the opportunity to clearly see unit details such as the Unit Approver, in- and out-assigned workers and everyone’s role within the unit. You can easily click from one unit to another and can screen print the results – helpful when trying to compare unit composition and the hierarchy of roles within a unit.



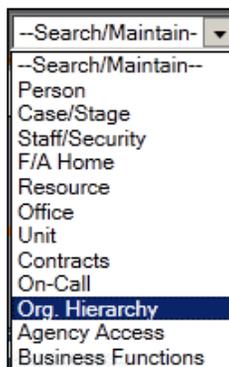
Hint: See the CONNECTIONS Security Tip Sheet “Working with Units” for more information on unit structure.

To access the Organizational Hierarchy window:

1. Select “Org. Hierarchy” from the **Search/Maintain** drop-down menu.

The District/Agency and Office Type fields will default to your district/agency and type in the Organizational Hierarchy window.

2. Locate and highlight the unit whose membership you wish to see. This may require scrolling if your agency is large.



To change Organizational Hierarchy:

1. Right click on a unit and, with the mouse button still depressed, drag it on top of the unit to which you wish to make it subordinate.
2. Release the mouse button.
3. Click “Yes” to the pop up message asking if you are sure you want to make this change.



Navigation Hint: If you are making a lot of changes, you can turn off the confirmation messages by selecting the “Do not prompt again in this window session” check box. If the confirmation message is turned off for that session, changes display immediately as they are made with no additional confirmations. Clicking the Save button will save all changes.

IMPORTANT! Because of the complex nature of Organizational Hierarchy and Agency Access settings, Security Coordinators are strongly advised to document their agency’s security strategy and the reasons that various settings were chosen. This information is invaluable in helping successive Security Coordinators understand why their agency’s security settings are structured in a particular manner.



Reminder: Organizational Hierarchy cannot be used to grant access to CPS, FAR or FAD stages.

Reminder: In all areas of CONNECTIONS, you can press F1 for help

Resources:

CONNECTIONS Step-By-Step Guides:
<http://ocfs.state.nyenet/connect/jobaides/>

CONNECTIONS Regional Implementation Staff:
<http://ocfs.state.nyenet/connect/contact.asp>

CONNECTIONS Application questions:
ocfs.sm.conn_app@ocfs.state.ny.us (NOTE: address contains an underline)

CONNECTIONS Communications
CONNECTIONSCommunications@dfa.state.ny.us

NYS OFT Enterprise
Help Desk #
1.800.697-1323