

*~The CONNECTIONS WEEKLY~*  
*March 17 ~ 24, 2006*



***The CONNECTIONS Program Improvement Plan Update...***

As you are aware, in response to concerns related to the performance of the CONNECTIONS system, we have initiated a *CONNECTIONS Performance Improvement Project*, and we are partnering with staff from OFT, OCFS, as well as vendors, to analyze all aspects of the infrastructure design (i.e. servers, network, database, etc.) and application design, to determine the root cause of these performance issues. To improve a system of this magnitude, a representative sample of transactions has been identified to benchmark and focus problem resolution. Other system changes will be controlled to ensure integrity of the problem resolution.

***Activities for the week of March 10 - 17, 2006***

The CONNECTIONS Program Improvement team focused on CONNECTIONS Build 18.7.3, implementation. Walk-throughs were conducted on 03.14.06 and 03.16.06. Post-implementation testing schedules have been planned for re-testing. The schedule is as follows: Albany – 40 North Pearl 6<sup>th</sup> floor lab – (03.23.06), the Albany County Department for Children, Youth and Families – 112 State St. – (03.28.06), and the ACS Manhattan Field Office – 125<sup>th</sup> St. – (03.30.06).

The CONNECTIONS project team continues to identify test findings that will help identify additional CONNECTIONS medium and long-term performance improvements.

***CONNECTIONS Build 18.7.3...***

CONNECTIONS Build 18.7.3 will be implemented on *Friday, March 17, 2006, from 6:00 PM – 12:15 AM (3/18/06)*. The downtime for implementation of this Build is expected to be six hours and fifteen minutes. Along with performance improvement enhancements scheduled to be implemented with this Build there will be modifications made to Progress Notes functionality, Vacancy Control, Case Summary, and Address Validation. It should be noted that the modifications, enhancements and fixes in this Build are the direct result of requests for modifications to the CONNECTIONS Application from users.

The Build 18.7.3 Release Notes, a document that describes what will be included in this Build, was communicated to local district and voluntary agency CONNECTIONS Implementation Coordinators, Security and Back-up Security Coordinators, Resource Users and local district Directors of Service on March 9<sup>th</sup> and are also posted on the CONNECTIONS website.

### ***The Newly Developed Telephone Search ...***

OCFS Information Technology is pleased to announce the newly developed **Telephone Search!**

The Telephone Search was designed to meet the expressed user need for access to information, such as phone number and location, for individuals contained in the Outlook/Exchange Global Address Book. With the implementation of the Telephone Search, all system users, whether accessing the system through NIS, SSL or SSL VPN, will be able to search and find all State, local district and voluntary agency staff contained in the Outlook/Exchange Global Address Book.

The Telephone Search:

- provides users who are not able to access the Outlook/Exchange Global Address Book with the ability to locate individual identifying information, such as name, telephone number and work location on those individuals who are currently listed in the Outlook/Exchange Global Address Book
- allows the user the ability to update individual identifying information from the Telephone Search Results page by just clicking on the nyseWebstar link
- includes an intuitive Help feature

The Telephone Search is accessible to users through both the OCFS intranet and the CONNECTIONS intranet.

For more information about how to access the Telephone Search please click on the attachment posted below.



Telephone Search  
Instructions...

### ***SDSSNET 5 Is No Longer Available...***

SDSSNET 5 was decommissioned at the close of business on March 7<sup>th</sup> and all agency sites have moved to their own intranet addresses. If you had <http://sdssnet5> configured as your Home page you should have changed it as follows:

- OCFS Users: <http://ocfs.state.nyenet>
- OFT Users: <http://oft.state.nyenet>
- OTDA Users: <http://otda.state.nyenet>
- DOH Users: <http://health.state.nyenet>

Please note that if you have any bookmarks with <http://sdssnet5> in them you should update them to point directly to the specific agency site. For example:

<u>Existing Bookmark</u>	<u>Replacement Bookmark</u>
<a href="http://sdssnet5/ocfs/connect">http://sdssnet5/ocfs/connect</a>	to: <a href="http://ocfs.state.nyenet/connect">http://ocfs.state.nyenet/connect</a>
<a href="http://sdssnet5/crc">http://sdssnet5/crc</a>	to: <a href="http://sdc.ofc.state.nyenet/crc">http://sdc.ofc.state.nyenet/crc</a>

If you prefer, you may elect to set the following address as your Home page:  
<http://sdc.ofc.state.nyenet/crc/HSintranet/>

***Instructions for changing your Home page to a new link:***

- Click on the preferred link above, Internet Explorer will open to the new link;
- Click on the *Tools* drop down menu, then click on *Internet Options*;
- On the *General Tab* in the Home Page section, click on the *Use Current* button. This will make your preferred link the home page when opening Internet Explorer.

If you need further assistance in setting this up, please contact the NYS Enterprise Helpdesk at 1-800-697-1323.

***Revised Version of a CONNECTIONS Tip Sheet...***

Just to let you know... there is a revised version of the CONNECTIONS Tip Sheet ~ Foster Home Transfer Procedures posted to the CONNECTIONS intranet.

***CITRIX Client ~ Program Neighborhood Agent Access Update...***

As of Friday, March 24th, access to the CONNECTIONS application from the CONNECTIONS website, will no longer be available. The access point for the CONNECTIONS application was changed during the implementation of Build 18. At that time, all users were instructed to use the Citrix Program Neighborhood Agent (PN Agent) as the only access point for the CONNECTIONS application. However, it has recently come to our attention that some users are still using the old method (CONNECTIONS website) as an access point for the CONNECTIONS application. All users must now use the recommended method, the PN Agent, to access the CONNECTIONS Application. Accessing the application through the PN Agent does not change the functionality of the application it only changes the way the CONNECTIONS application is accessed. This PN Agent allows for easier and more secure access to the CONNECTIONS Production and Training environments. The attachment below describes How to install the PN Agent either from the OCFSShare (version 8.00.24737) or from the Autorun CD (version 8.00.24737).



Installing  
NAgent.doc (7 MB)

### ***New Postings to the CONNECTIONS Intranet...***

The following documents were recently posted to the CONNECTIONS intranet website.

- CONNECTIONS Tip Sheet ~ Foster Home Transfer Procedures
- CONNECTIONS Weekly for the week of March 10 ~ 17, 2006

### ***When CONNECTIONS Will Be Unavailable...***

- ***Friday, 3/17/06*** from 6:00 PM through 12:15 AM (3/18/06) *for the implementation of CONNECTIONS Build 18.7.3*
- ***Wednesday, 3/22/06*** from 5:00 AM – 7:00 AM
- ***Friday, 3/24/06*** from 5:00 AM – 7:00 AM