

*~The CONNECTIONS WEEKLY~*  
*March 31 ~ April 7, 2006*



***CONNECTIONS System Update...***

CONNECTIONS project management is pleased to report that we believe that the collaborative efforts of staff from OCFS, OFT, Microsoft, Citrix and Oracle have yielded a resolution to the system performance issues that have been evident over the past few weeks. As of mid-morning yesterday technical staff tracked the completion of various system transactions, including the ability to save progress notes. It should also be noted that error message displays were minimal and proportional to work performed in the system.

We are cautiously optimistic that all of the system improvements implemented over the past few weeks have led to a resolution of the failed saves, error messages and latency issues. We will continue to monitor the system to track any degradation in performance and ask that if users experience any issues with the application they continue to report them to the Enterprise Help Desk.

Please note that CONNECTIONS is the system of record within New York State and users should continue to complete their work within the application.

We ask that if you have any questions or concerns that you contact the CONNECTIONS Regional Implementation Field staff.

Once again, we would like to thank you for your patience.

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

For the past two weeks the CONNECTIONS Program Improvement team (OCFS and OFT staff) have worked in collaboration with the staff from Microsoft, Oracle and Citrix to remediate system issues. For further information related the team's activity please refer to the article above titled, *CONNECTIONS System Update*.

***06-OCFS-INF-03 ~ Interim Case Recording Process...***

An informational letter, dated Wednesday, March 29, 2006, was communicated to Commissioners of Local Departments of Social Services and Executive Directors of Voluntary Agencies for suggested distribution to Directors of Services, and all Child Protective and Child Welfare staff. The INF can be accessed through either, the OCFS internet or, the CONNECTIONS intranet site.

### ***Updated Information About the CITRIX Client ~ Program Neighborhood Agent Access...***

As of **Friday, April 14th**, the access point for the CONNECTIONS Application is changing *from* the CONNECTIONS website *to* the Citrix Program Neighborhood Agent (PN Agent). This change allows for easier and more secure access to the CONNECTIONS Production and Training environments. Please note that this will only change the way the CONNECTIONS Application is accessed, and will not have any affect on the functionality of the Application.

Instructions related to this activity (where to find, install, and how to use the Citrix Program Neighborhood Agent) are posted to the CONNECTIONS intranet website on both the Home and System/Network pages. We ask that any issues should be reported to the NYS OFT Enterprise Help Desk at 1-800-NYS-1323.

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

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

- Post CONNECTIONS Build 18.7.3 System Issues Daily Updates
- CONNECTIONS Weekly for the week of March 24-31, 2006
- 06-OCFS-INF-03 Interim Case Recording Process
- Interim Case Recording Process Templates
- Revised Interagency Foster Boarding Home Transfer Procedures Tip Sheet

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

- **Wednesday, 4/5/06** from 5:00 AM – 7:00 AM
- **Friday, 4/7/06** from 5:00 AM – 7:00 AM