

~The CONNECTIONS WEEKLY~

April 7 ~ 14, 2006



The CONNECTIONS Program Improvement Plan Update...

We are pleased to report that the master ticket associated with the previous CONNECTIONS performance issues was closed on Friday, March 31st. The system has remained stable throughout this past week. It should be noted that the PIP team continues to monitor the system to track performance and ask that if users experience any issues with the application that they continue to report any issues to the Enterprise Help Desk.

Activities for the week of March 31 - April 7, 2006

The CONNECTIONS PIP team has been involved in the identification of previous test findings that will help define additional CONNECTIONS medium and long-term performance improvements.

Plans to re-test CONNECTIONS after the implementation of Build 18.7.3 have been established. Testing will take place at the following locations: Albany – 40 North Pearl 6th floor lab – (04.11.06) and (04.13.06), the Albany County Department for Children, Youth and Families – 112 State St. – (04.18.06), and the ACS Manhattan Field Office – 125th St. – (04.20.06).

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.

To illustrate:



Changing from:

CONNECTIONS website icon



To: **PN Agent icon**

New Postings to the CONNECTIONS Intranet...

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

- CONNECTIONS Weekly for the week of March 31 ~ April 7, 2006
- CONNECTIONS Regional Implementation Staff listing (Contact Us page)
- Interim Case Recording Process Templates
 - Progress Notes templates
 - Safety Assessment templates
 - RAP templates

Training Database Activity...

Just a note that the training database will not be available from Wednesday, April 19th, through Friday, April 21st. The database will be going through routine maintenance (case updates) during this period of time and will be available for use on Monday, April 24th.

When CONNECTIONS Will Be Unavailable...

- **Wednesday, 4/12/06** from 5:00 AM – 7:00 AM
- **Friday, 4/14/06** from 5:00 AM – 7:00 AM
- **Wednesday, 4/19/06** from 5:00 AM – 7:00 AM
- **Friday, 4/21/06** from 5:00 AM – 7:00 AM