

~The CONNECTIONS WEEKLY~
May 5 ~ 12, 2006



The CONNECTIONS Program Improvement Plan Update...

The PIP team continues to monitor the system to track performance and asks that if users experience any issues with the application that they continue to report the issues to the NYS OFT Enterprise Help Desk at 1-800-NYS-1323.

Activities for the week of May 1 - 5, 2006

We are pleased to report that Phase I is complete and Phase II is currently in the planning stages; as such, we will provide a more detailed update next week.

An Update on Password Reset...

A few weeks ago we had a piece in the Weekly related to password reset, and at that time reported that the NYS OFT Enterprise Help Desk is able to reset user's passwords. As a point of clarification, the Help Desk *does* have the capacity to reset passwords for staff from both OCFS as well as Voluntary Agency's, *however*, since the piece was printed, we have learned that the Help Desk *does not* have the capability (and has not had the capability for approximately 1 year) to reset passwords for local district staff. We apologize for any confusion that may have resulted from this lack of clarification.

Please note that if a staff person from a local district needs a password reset the *established process* is for the person to contact their local district LAN Administrator and request a password reset. If a user is not familiar with who their agency LAN Admin is they can call the NYS OFT Enterprise Help Desk (1.800.697.1323), as the Help Desk has a listing of the names of the local district LAN Administrators. If the LAN Administrator for the local district is unavailable for an *extended period* of time, the Help Desk (Level 1) will provide further instructions to the person requesting a password reset. As a convenience, if you have access to the following Public Folder, USER ACCOUNT Services, this folder contains a document that lists local district LAN Admins. The path to this document is: Public Folders> All Public Folders> dfa.state.ny.us> USER ACCOUNT Services> OFTSEC> Weekly Reports> then look for the most recently dated version of the folder titled Counties LSA listing.

CONNECTIONS Build 18.7.4 Is Coming...

CONNECTIONS Build 18.7.4 is coming! The complete content of the Build will be detailed in the Build 18.7.4 Release Notes that will be communicated shortly. A snapshot of the Build features user requested enhancements, as well as modifications and fixes to application functionality including, the FSS Case Summary, Progress Notes, Intake, FSI and printing.

New Postings to the CONNECTIONS Intranet...

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

- CONNECTIONS Weekly (System Network)

Weekly System Maintenance...

CONNECTIONS Application Downtime...

- ***Wednesday, 5/10/06*** from 5:00 AM – 7:00 AM
- ***Friday, 5/12/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 5/17/06*** from 5:00 AM – 7:00 AM
- ***Friday, 5/19/06*** from 5:00 AM – 7:00 AM