

~ *The CONNECTIONS WEEKLY* ~

June 8 - 15, 2007



JUNE 14, 2007

An Update on the Citrix Server 4.0 Upgrade and the Status of Pilot Testing...

As some of you may remember, (those of you who have good long term memory, that is) we had reported on this initiative in the March CONNECTIONS Weekly and, in keeping with the commitment of testing the technology prior to implementation, we are currently conducting pilot testing of the upgrade in local districts across the state. The local districts that have generously volunteered to be involved in the pilot are: Albany County; currently testing, Broome County; testing the week of June 4th, Saratoga and Warren Counties; testing the week of June 11th, the NYS Child Abuse and Maltreatment Register (State Central Register (SCR)) testing the week of June 18th. The statewide roll-out will begin on Monday, June 25th spanning a three-week period; completing the end of the week of July 9th.

Why are we doing this? Just as a refresher, the recommendation for this upgrade to the Citrix environment came from the CONNECTIONS Program Improvement Plan (CPIP) initiative. Our efforts, in collaboration with the Office for Technology (OFT) as well as Citrix Consulting Services began in November of 2006. The first "leg" of this journey began with the Citrix PN Agent Client upgrade to Version 9.23. The availability of this new Client, when coupled with the new version of Citrix, allows the user to take advantage of some new printing and session reliability features that are not available with the older versions of the Client and Citrix. (A plug here (if you have not done so already during the first leg of the journey): this is why it is important to update your version of the PN Agent at this time. Instructions for doing so are posted to the CONNECTIONS website on the System/Network page.)

We want to take a moment to advise you of *one* change that users will see upon implementation of the Citrix 4.0 Upgrade. Currently, when users log into Citrix and choose the 'version' of the application that they wish to view, they have two (2) choices (versions) – they can choose from either "CONNECTIONS Desktop 95%" or "CONNECTIONS Desktop Full Screen". The only change that users will see when the Citrix 4.0 upgrade is implemented is that the "CONNECTIONS

Desktop Full Screen” version will no longer be available as a choice. We are reducing the number of published applications from two down to one, and the default setting of that published application will be 95%. *However*, the user will have the option to modify the display screen size to Full Screen if they prefer this viewing version. In order to do this users will have to make a *one-time* PN Agent client configuration change, *prior* to logging into their CONNECTIONS Citrix session. We have posted a document to the website, on the System/Network page, that details instructions on how to perform this task. The instructions will also be sent to local district and voluntary agency LAN Administrators, Staff Development Coordinators, CONNECTIONS Implementation Coordinators and Resource Users next week. If you have any questions related to this upgrade we ask that you contact either your agency LAN Administrator or CONNECTIONS Implementation Coordinator first, if these individuals are not available then we ask that you contact your CONNECTIONS Regional Office Implementation representative.

What Do I Do If I Receive SPAM???

In our on-going effort to keep our environment free of any “invaders” that pose a heightened security risk, not only to each individual, but to all of us who share the same system, we ask that if you get *any* SPAM, or *any* e-mail that is not appropriate, you forward the mail to the *SPAMHELP* mailbox. All you have to do is click on the un-opened copy of the SPAM email and copy it, then paste it, into a new e-mail document that you forward it to the address: SPAMHELP. You will then receive an automatic e-mail notifying you that they have received your e-mail and they will take it from there!

The OCFS Data Warehouse Newsletter...

Just a note that the June issue of the Newsletter has been forwarded to Data Warehouse participants and is posted to the Data Warehouse page of the CONNECTIONS intranet.

An Update to the Best Practices Guidelines for General HSEN Passwords and PCs...

Just as an FYI...our Security team has recently updated the document titled: *Best Practices Guidelines for General HSEN Passwords and PCs*. The document highlights how to set up a password, including general password ‘tips’ as well as security information access to the Public Folders and the OCFS Intranet. The document is posted to the CONNECTIONS intranet on the Security page. The path to the document is: <http://ocfs.state.nyenet/connect/> > click on the Security button in the left-hand side navigational panel.

A Reminder About “Noisy Alerts”...

***Please note that the following piece pertains to local districts only.*

A bit of background on the “Noisy Alert” - The State Central Register (SCR) relies on both automated and manual processes to support the timely transmission and

acknowledgement of reports, communicating the assignment of Child Protective (CPS) reports as expeditiously as possible. The SCR assigns CPS reports to investigative offices based on the on line “On Call” schedule maintained by each office in CONNECTIONS. Once the assignment is made, the SCR monitors that the On Call worker has accepted the report in CONNECTIONS within 30 minutes. If the report is not accepted in that timeframe, manual follow-ups are initiated. In order to assure the timely transmission and acknowledgement of reports the CONNECTIONS Assignments Alerts, aka “Noisy Alerts” process was developed to provide an on site, audible alert (telephone ring) whenever a report is assigned to a district. The alert signals when a report has been assigned and must be acknowledged. Just as a point of note, districts may use an answering machine to receive calls. However, the outgoing message must not exceed five (5) seconds, and the machine should be set to pick up within 2-3 rings.

Districts that opt into the assignment alert process must identify a phone number to receive the alert message. Just a reminder, if the phone number on which districts receive the “Noisy Alerts” changes, we ask that you notify us so that we can update our information as well. Notification should be made via the [Assignment Alerts Update Form](#) that is posted to the CONNECTIONS website on the CONNECTIONS Forms page.

The Application Help (App Help) Mailbox...

CONNECTIONS staff is pleased to announce a new service for Resource Users or other key users at Local Districts. Now, in addition to contacting the Enterprise Helpdesk, selected staff will be invited to contact the CONNECTIONS User Support/Triage unit **directly** through the **Application Help (App Help) mailbox**. The staff from the User Support/Triage unit will be available to help with the CONNECTIONS application through this mailbox. The App Help mailbox is provided as an additional support for Resource Users, and each local district is being asked to identify the staff that they would like to participate in this service. Additional information has been forwarded, in a separate communication, to Implementation Coordinators at each local district. Please contact either the Implementation Coordinator at your district, Joe Duffney or Nancy Cullings from the CONNECTIONS User Support/Triage unit, or your Regional Office Implementation staff for more information.

WMS - “The 100 Match Issue” or, Who To Contact When you Encounter This...

We may be able to assist if you encounter a 100 match issue when trying to open or add an individual to a WMS case. If the known CIN for an individual does not appear on the WMS clearance because there are over 100 possible matches, the CONNECTIONS Triage Unit may be able to help. Please contact Tina McCarthy at 1-518-402-3068 or email Tina.McCarthy@ocfs.state.ny.us.

The IP Address of the New York State Office of the CIO Website Is Changing Effective June 20, 2007...

This notification is specific to local district LAN Administrators.

Please note that on Wednesday, June 20th, the New York State Office of the CIO Website: <http://www.cio.state.ny.us> will be moved to a new IP address. This Web site will still be accessed through your Internet connection. In order to enable local district employees access to the new address, local district LAN Administrators should replace static DNS entries on the county network for this website with the new address.

Please note that the new IP address is contained in a separate communication that was forwarded to local district LAN Administrators on Friday, June 8th.

If you have any questions related to this communication please contact your OFT Customer Relations Manager at 1-866-789-4OFT (4638).

New Postings to the CONNECTIONS Intranet...

The following document(s) were recently posted to the CONNECTIONS intranet website:

- The Citrix Server 4.0 Upgrade - Instructions On How to Select Screen Size
- The CONNECTIONS Weekly

Weekly System Maintenance...

CONNECTIONS Application Downtime...

- ***Wednesday, 6/13/07*** from 5:00 AM – 7:00 AM
- ***Friday, 6/15/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 6/20/07*** from 5:00 AM – 7:00 AM