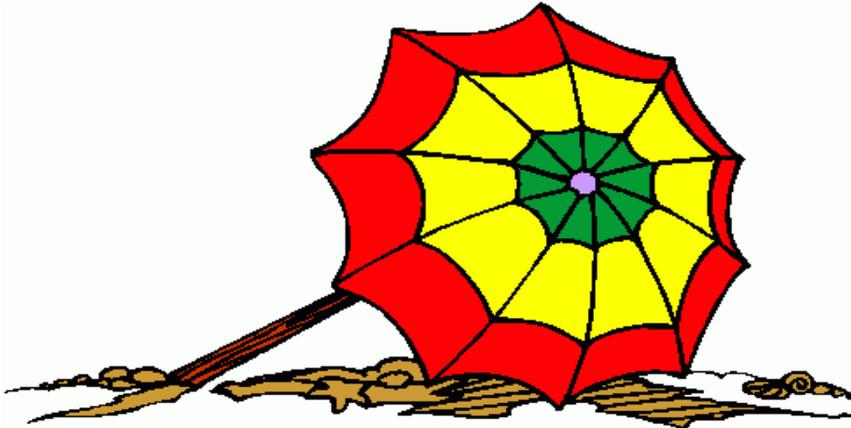


~ The CONNECTIONS WEEKLY ~
August 3 - 10, 2007



Build 18.9.1 Info To Know...

The CONNECTIONS Build 18.9.1 Highlights Document...

The Build Highlights document, a document that describes the enhancements in more detail, was sent to local district and voluntary agency CONNECTIONS Implementation, Security and Back-up Security Coordinators, as well as, Directors of Service and Resource Users on Monday, July 30th. The Highlights document is also posted to the CONNECTIONS intranet on the Home and Implementation pages. The detail of the Build enhancements, provided in the Highlights, gives the reader a “high level” view, organized by specific application module, of the system changes/modifications.

As you know, the implementation date for the Build is early evening on Friday, August 24th, and the content of this Build is primarily comprised of fixes identified by system users, as well as those system enhancements that were identified by the members of the CONNECTIONS Functional Improvement Team. Many of the modifications in the Build are concentrated in the following areas: FASP windows and outputs, Progress Notes, the Permanency Hearing Report, Health, Approvals and Security.

It should be noted that CONNECTIONS Regional Office Implementation Field staff have been reviewing the enhancements of this Build during the Regional RIST meetings. If you would like more information about the Build we ask that you contact the CONNECTIONS staff person in your region.

The Build 18.9.1 Day 1 Checklist...

The checklist, a tool that districts and agencies can use to track whether they are prepared for the implementation of the Build, was sent to CONNECTIONS

Implementation, Security and Back-up Security Coordinators, as well as, Directors of Service earlier Friday. The areas that the checklist specifies are: Progress Notes, FASP, the Permanency Hearing report Module, the Health Module, Security and Build Training tools. A copy of the checklist is posted to the CONNECTIONS intranet on the Implementation page.

The CONNECTIONS Build 18.9.1 Release Notes...

The Release Notes, describing the content of the Build's modifications, enhancements, fixes and impacts, will be available on Monday August 20th. This document provides the reader with a "SIR by SIR" detail of the enhancements that will be included in the Build. The detailed description includes: the user's affected, what module of the application that is effected, an issue description, the fix and the SIR number.

Info About Logging Off of the CONNECTIONS Application, Or, How the Disconnect Timeout Works...

We would like to remind users of the importance of logging out of all of the CONNECTIONS environments; Production (CONNECTIONS Desktop), Preview (CONNECTIONS Preview), and Training (CONNECTIONS Training), "gracefully". Logging out "gracefully" means that a user should click on the *Start* button on the bottom left-hand corner of the screen and choose 'Log Off', the following pop-up text will then appear: "Are sure that you want to log off?", the user should then click the "Log off" option. It should be noted that if a user exits any of the CONNECTIONS environments; Production, Training, or Preview *without* logging out gracefully (that is to say that if users disconnect from their session by clicking the "X" button in the upper right hand corner of the CONNECTIONS Desktop window instead of clicking on the *Start* button to log out) the user's session is moved into a disconnected state and will remain so for 15 minutes; or, if the users session is disrupted due to a network connectivity issue, the session is also moved into a disconnected state, and will remain as such for 15 minutes.

As you may also know, the CONNECTIONS Production, Training, and Preview applications/environments are also configured with a 15-minute disconnect timeout when there has been no activity in the application/environment for a total of 15 minutes. It should be noted that this 15 minute timeout was designed to be a beneficial system tool for the user, as they can then reconnect to their disconnected session for up to 15 minutes to resume working. However, should a user disconnect from one application, such as CONNECTIONS Training, and within the 15 minute disconnect timeout attempt to connect to a *different* application, such as CONNECTIONS Desktop - with the same credentials, they will be prevented from launching the second application because the 'login logic' of the environment prevents users from having multiple sessions open in the CONNECTIONS environment.

An illustration of the above:

'User A' logs into CONNECTIONS Training and uses their HSEN domain credentials. 'User A' disconnects from CONNECTIONS Training by clicking on the "X" button in the upper right hand corner of the CONNECTIONS Training application. 'User A' then attempts to log into the CONNECTIONS Desktop application – the user will then receive an error stating they are not allowed to log into CONNECTIONS multiple times. To avoid this error, and any other errors associated with disconnected sessions, users should always exit the application that they are in "gracefully".

Please note:

If a user does not exit out of the application gracefully, resulting in a disconnected session, and then receives an error regarding multiple sessions to the CONNECTIONS Desktop, they can re-launch the first application that they opened, to gain access to their disconnected session, and then gracefully exit the first application. Alternatively, a user may call the NYS OFT Enterprise Help Desk and ask them to clear their session for them. Another suggestion in this instance would be to have the user wait 15 minutes for the session to timeout, thus allowing a new connection to the environment.

A point of note when accessing CONNECTIONS Training; users should always use a Training ID, when prompted for their username and password, to connect them to the Training application.

Maintenance of Computer and User Accounts (Objects) in the HSEN Domain ...

Please note that this piece is for local district and voluntary agency LAN Administrators.

An Office for Technology (OFT) bulletin (07-CNS-06) was issued to Local Security Administrators (LSAs) for OCFS, OTDA, DOL, DOH, County DSS, HRA and Voluntary Agencies, Workstation Officers (WOs), Agency Super Administrators (ASAs) and Information Security Officers (ISOs) on July 27th, describing a change in procedure regarding inactive computers and inactive user accounts (objects) in the HSEN domain. OFT is implementing this procedure to assure appropriate account management controls, and ensure agencies are not charged for devices and user accounts that should have been deleted.

The issue is outlined as follows:

DEVICE ACCOUNT DELETION PROCEDURE

HSEN domain member computers (workstations and laptops) that have not been used to access the HSEN network for more than 60 days will be disabled. Once the computer is disabled, users will be unable to use it to log on to the HSEN domain. To enable a disabled computer, an authorized "administrator" (a Local Security Administrators (LSAs) for OCFS, OTDA, DOL, DOH, County DSS, HRA and Voluntary Agencies, Workstation Officers (WOs), Agency Super Administrators (ASAs) or an Information Security Officers (ISOs)) must send an

email to OFTSEC that includes the workstation name. After a workstation has been off the network for 90 days, it will be deleted from the HSEN domain. If a workstation is erroneously deleted from the HSEN domain, you will need to add it back into the domain. It may also be necessary to re-image the device for it to be used. Please note that Administrators can obtain reports that list workstation accounts scheduled for deletion through Webstar.

USER ACCOUNT DELETION PROCEDURE

HSEN user accounts with passwords that have been expired for more than 30 days will be deleted from the HSEN domain. After the account is deleted, only an authorized “administrator” can request (via an email with the user account to OFTSEC) that it be restored with its original groups.

Note: When Webstar is used to delete an account, the mailbox is also deleted immediately. *Mailboxes can only be restored up to 30 days after the original deletion.*

Please note that Administrators can obtain reports that list user accounts scheduled for deletion through Webstar.

This bulletin was forwarded to local district and voluntary agency LAN Administrators, via CONNECTIONS Communications earlier today. Please refer to the bulletin for further information.

A New “Look” for the Preview Icon...

On Tuesday, July 31st, a communication was sent to local district and voluntary agency CONNECTIONS Implementation, Security and Back-up Security Coordinators and Resource Users notifying them that the "look" of the icon that users click on to access the Preview application has changed. The "new look" of the Preview icon is pictured below. Clicking on the icon will give users access to the Preview application. It should be noted that access to the Preview application will remain the same, it is just the look of the icon that is changing.



A New “Look” for the Training Icon...

On Friday, July 13th a communication was sent to local district and voluntary agency CONNECTIONS Implementation, Security and Back-up Security Coordinators, Staff-Development Coordinators and Resource Users notifying them that the "look" of the icon that users click on to access the training database has changed. The "new look" of the training icon pictured below. Clicking on the icon will give users access to the log-on screen of the training database.



Please note that we changed the look of these icons in order to make it easier for user's to distinguish between the two applications, as well as distinguish their difference from CONNECTIONS production. It appeared that there was a bit of confusion accessing these separate applications as the icons had the same look previously.

CONNECTIONS Did You Know...

How to create a Multiple Child Permanency Hearing Report???

In order to create a Multiple Child Permanency Hearing Report you must be in the Permanency window in the FSS stage, you then hold down the *CTRL* key, highlight each child's name and then when you launch the Permanency Hearing Report it will be a *Multiple Child Permanency Hearing Report*.

A New Contact Number for SUNY TSG...

Please note that the toll-free number that has been used to contact the SUNY Training Strategies Group is no longer available. If you need to contact SUNY TSG we ask that you call 1.518.443.5940.

New Postings to the CONNECTIONS Intranet...

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

- The Build 18.9.1 Highlights document
- The CONNECTIONS Weekly

Weekly System Maintenance...

CONNECTIONS Application Downtime...

- ***Wednesday, 8/8/07*** from 5:00 AM – 7:00 AM
- ***Friday, 8/10/07*** from 5:00 AM – 7:00 AM
- ***Wednesday, 8/15/07*** from 5:00 AM – 7:00 AM
- ***Friday, 8/17/07*** from 5:00 AM – 7:00 AM