

~ *The CONNECTIONS WEEKLY* ~
October 26 – November 2, 2007



Updated Info - A Text Tool Change...

The application enhancement described below will be available to users after 7:00AM on Friday, October 26th.

It should be noted that this application modification has been both designed and implemented as a short term, first step change to temporarily resolve an issue that users expressed with regard to the 'readability' of the font within the application.

This text tool supports narrative entry in Progress Notes as well as some areas of the FASP.

A description of the enhancement follows.

- The zoom combo box will contain a drop down list of choices from 10 – 400 in intervals of 5 up to 150%. From 150% - 400% intervals will be in 25% increments.
- The user can type in any desired value in the Zoom combo box within 10 – 400 and press the Enter key, Tab key or click in the text area of the control with the mouse to have the value take effect.
- If an invalid value or no value is entered, a message box will display, "Zoom value must be between 10% and 400%
- The default zoom setting on all narratives is 104%

If the text does not fit horizontally within the text tool narrative, a horizontal scroll bar will appear.

This solution allows the user control of the font size, thus enhancing the 'readability' of the application text.

Computer Based Training Information & Feedback Request...

The following is a copy of the text of a letter signed by Gerry Magnes, OCFS CONNECTIONS Training Team Lead, that was forwarded earlier today to Staff Development, Training Coordinators and CONNECTIONS Implementation Coordinators.

“We are seeking feedback from you and your colleagues regarding the CBT courses listed below. Over the past year, SUNY Training Strategies Group (TSG), in conjunction with OCFS, has developed several Computer-Based Training (CBT) courses aimed at supporting specific users as they learn about various aspects of the CONNECTIONS and OCFS Data Warehouse systems. These CBT course topics include:

- *Data Warehouse*
- *CONNECTIONS Fundamentals* and
- *Recording Health Services in CONNECTIONS*

We are seeking input directly from staff who have completed any part of one or more of the CBTs listed above. We are requesting that you circulate this message to any staff who may have used one or more of the CBTs, even if they didn't complete the entire CBT. All that is required is for these staff to complete a short evaluation questionnaire that should only take about 5 to 10 minutes of the responders' time. Completing these questionnaires will greatly assist us in making future CBT's more effective learning tools for you.

Click this link, or copy it to your browser, http://www.tsg.suny.edu/CONN_eval/ to access the electronic evaluation form. Please complete one form for each course used. Please forward this link to all staff from your agency who have used any of these courses. The more responses we receive, the more data we have to use for improvements. This link will be used for all future CBT course evaluations as well.

Thank you, in advance, for your continued cooperation in providing helpful feedback for the improvement of our courses to the field of child welfare. If you have any questions regarding the evaluation, you can contact Torie Seeger of SUNY TSG at 518-443-5940.”

OCFS Data Warehouse News ...

OCFS Data Warehouse Training for Cognos 8...

The "OCFS Data Warehouse Basic Training for Cognos 8" is an online computer-based training (CBT) accessible via the Intranet. It provides an interactive simulation of the Cognos 8 environment. Users learn how to access Cognos 8, navigate Cognos CONNECTION, run predefined reports, and manage report output. The CBT also demonstrates how to copy reports from the My Folders area to the Technical Assistance folder. Finally, users are shown the User Tools folder,

which contains valuable Data Warehouse resources. The training takes approximately 15 minutes to complete. A link to the online training is located at <http://ocfs.state.nyenet/connect/datawarehouse/dwtrain.asp>. The link also brings you to a downloadable PowerPoint slideshow for those who cannot run the online version.

For more information on Cognos 8, view the October newsletter at <http://ocfs.state.nyenet/connect/datawarehouse/dwnews.asp>.

More Info About Cognos 8...

The **Cognos 8** environment is now open to all OCFS Data Warehouse users! Cognos 8 is the new OCFS Data Warehouse environment that brings reports and data from the Cognos PowerPlay/Impromptu and Cognos ReportNet environment into one location. The end result is one point of access for all your Data Warehouse needs.

If you have access to PowerPlay/Impromptu and/or ReportNet – you are already set-up for Cognos 8. For information on accessing Cognos 8 and setting-up the OCFS Data Warehouse tab, view the **Quick Reference Guide** for Cognos 8 on the DW Access page of the CONNECTIONS intranet site: <http://ocfs.state.nyenet/connect/datawarehouse/dwaccess.asp>.

A link to the new interactive online **OCFS Data Warehouse Basic Training for Cognos 8** is located at <http://ocfs.state.nyenet/connect/datawarehouse/dwtrain.asp>. This training is a simulation of the Cognos 8 environment. Anything that takes place during the simulation does not carry over into the “real” Cognos 8 environment.

The OCFS Data Warehouse Newsletter for the Month of October...

The October version of the newsletter is available on the CONNECTIONS intranet website on the OCFS Data Warehouse page.

The Foster Care Roster...

The **Foster Care Roster** is a new predefined report, which provides local districts and regional office staff with a list of children currently in the care and custody of the Local Department of Social Services. You must be a Data Warehouse user to access this report:

1. Use the Quick Reference Guide (see above) to access Cognos 8 and get to the OCFS Data Warehouse tab.
2. Click on Child Welfare Services Reports.
3. Click on Foster Care Roster.
4. Follow the prompts to run the report by District or Region.

Please contact the Data Warehouse Team at data.warehouse@ocfs.state.ny.us with any questions you might have on any of the above, or other topics related to the Data Warehouse.

Remote Access Services (or RAS)...

***** Please note that this service will no longer be supported as of December 1, 2007.***

RAS, or Remote Access Services, means that you have used the dial up service to access the HSEN. OCFS staff identified as having accessed RAS in the past 6 months should have recently received a survey, to help OCFS IT identify alternative methods for these users to access email or other OCFS HSEN application(s).

RAS also applies to approximately 241 individual users at various local districts, as well as 73 individual users at various voluntary agencies. In an effort to communicate as well as help these staff, RAS users at the local districts as well as voluntary agencies will be receiving an email and survey within the next week, similar to the one that was received by OCFS staff.

As a “head’s up” to those district and agency staff, we are sharing the information below that was included in the communication, forwarded earlier this week to OCFS RAS users.

The following are a listing of alternate access methods that require that you have your own internet service provider (ISP).

In some cases public Internet Access may be used.

1. For general Email access, including Outlook Calendar and Global Address Book - use Outlook Web Access (OWA). Instructions can be found at <http://ocfs.state.nyenet/connect/remote%20access.asp>
2. If you require access to a specific application, such as Connections or Webstar, you may be able to use SSLVPN. Details may be found here: <http://www.ocfs.state.ny.us/main/vpn/sslvpn/>, including the link to form OCFS-4827 to request SSLVPN access.
3. If you require access to an application NOT available through SSLVPN, you may be able to use CISCO VPN. To use CISCO VPN you will need a state-imaged laptop or desktop with the VPN software installed, and you will need special access granted. More information may be found here: <http://www.ocfs.state.ny.us/main/vpn/>
4. If none of these solutions support your need for this access, please fill out the attached questionnaire and mail it to ocfs.dl.it.ras@ocfs.state.ny.us by close of business Monday October 29th.
5. If one of these solutions does meet your needs, please send an email to ocfs.dl.it.ras@ocfs.state.ny.us by close of business Monday October 29th specifying which one(s) it is.

6. If you need more information, please contact the RAS issues mailbox <mailto:ocfs.dl.it.ras@ocfs.state.ny.us> . Please include: your contact information, and what you use the RAS server for, as well as your questions or concerns.

****Please note: If you use RAS, but have not received your survey, or if you have any questions regarding the decommission of RAS, please send e-mail to ocfs.dl.it.ras@ocfs.state.ny.us . Please include: your contact information, your use of the RAS server (if any), as well as your questions or concerns.**

Daylight Savings May Affect NYSeMAIL Calendaring...

The following information is contained in an OFT Customer Notification that was issued on October 25th.

Beginning in 2007, Federal legislation expanded Daylight Savings Time by four weeks. As you may recall, Daylight Savings Time began three weeks earlier than in previous years, and will end one week later than usual (on 11/4/07).

The CIO/OFT NYSeMail Operations team successfully patched all our servers prior to the onset of Daylight Savings Time in the spring of 2007, however, though NYSeMail servers are current with patches and updates, errors may be present during the week of 10/28/2007 through 11/3/2007. Users are urged to check calendar items scheduled to occur during that time period. Potential errors include incorrect start times for meetings and full day appointments that falsely span 2 days.

If these issues are observed, the meeting organizer should adjust meeting start times and send an update to all invitees. CIO/OFT also suggests including the meeting time and date in the subject line of any new meetings scheduled during that week.

We appreciate your patience and consideration as we make our best effort to accommodate this significant change.

New Postings to the CONNECTIONS Intranet...

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

- OCFS Data Warehouse Newsletter for October
- Letter regarding Computer Based Training Information & Feedback Request
- The CONNECTIONS Weekly

Weekly System Maintenance... CONNECTIONS Application Downtime...

- **Wednesday, 10/31/07** from 5:00 AM – 7:00 AM

- **Friday, 11/2/07** from 5:00 AM – 7:00 AM
- **Wednesday, 11/7/07** from 5:00 AM – 7:00 AM