

~ THE CONNECTIONS WEEKLY ~  
*DECEMBER 28, 2007- JANUARY 4, 2008*



***“RAS-A-Mataz”...or, a Reminder About the Decommissioning of the Remote Access Server (RAS) (Dial-up Service)...***

This is just a reminder, because as you know, the phase out of the Remote Access Server (dial-up service) will be completed on Monday, December 31<sup>st</sup> (Happy New Year!!!). Just to refresh your memory (and for your reference if needed) a segment of the original email is included below.

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*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 - anyone with a HSEN account and Internet access can 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 from a non-state imaged device.** 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. This request must be submitted by your agency security administrator to [comctrup@dfa.state.ny.us](mailto:comctrup@dfa.state.ny.us)
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/>. This request must be submitted by your agency security administrator to [comctrup@dfa.state.ny.us](mailto:comctrup@dfa.state.ny.us)

4. If your district or agency no longer needs the PC or laptop that you have been using to RAS in, please send an email to [comctrup@dfa.state.ny.us](mailto:comctrup@dfa.state.ny.us) to request pickup of the device.
5. 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.

### ***A Letter from the Pen of Bill Travis to Commissioners and Executive Directors...***

On December 27<sup>th</sup> Bill sent a letter to local district commissioners and voluntary agency executive directors thanking them for their cooperation and attention ensuring that their staff have an alternative method for access to the Human Services Enterprise Network (HSEN) in lieu of the Remote Access Server (RAS) decommissioning. Our joint efforts have been very successful in this transition! Read the letter in its entirety on the CONNECTIONS website! It has been posted to the *Home, Implementation and News for Users* pages.

### ***The Training Database (or the “TDB”) Will Not Be Available...***

FAD updates need to be put into the training database so...the ‘TDB’ will not be available on *Friday, December 28<sup>th</sup>*.

### ***The “APP HELP” Mailbox...***

#### ***What Is It? How Should I Use It? and other ‘Fun’ Facts...***

***(Please note that this piece was included in the Weekly dated 12/21/07)***

In the beginning of June 2007 the CONNECTIONS project was very pleased to announce the ‘birth’ of the “APP HELP” Mailbox, via a letter (that is posted to the CONNECTIONS intranet on the *Home, Implementation and News for Users* pages) addressed to CONNECTIONS Implementation Coordinators and local district Directors of Service, as well as other key individuals at the local district. The mailbox was introduced as a new service for local district ‘Resource Users’ (and other key individuals at the local district) who were experiencing issues with the CONNECTIONS application, be they system issues or just questions about how to perform a task within the application. Since June the “mailbox” has taken on a few other roles as well, and has helped many district and agency CONNECTIONS system users immediately solve issues that they were experiencing within the application.

In case you missed the piece about the “mailbox” in the CONNECTIONS Weekly in June (because we know that June is a big vacation month and, we KNOW that you all, ALWAYS, read the Weekly!!!!)...here is just a bit of history about the evolution of the mailbox: In addition to contacting the Enterprise Helpdesk, selected local district staff were invited to contact the CONNECTIONS User Support/Triage unit **directly** through the **Application Help (App Help) mailbox** - and staff from the User Support/Triage unit have been (and continue to be) available to help with CONNECTIONS application

issues through this mailbox. It should be noted that early in 2008, we will formally invite voluntary agencies to use this service as well.

We want you to take note, though, that the address of the mailbox has slightly changed since then and it is now: ***ocfs.sm.conn\_app@ocfs.state.ny.us***. A few points about the address: please note that there is one underscore in the address, and the underscore has to be typed into the address in order for the email to be directed to the correct mailbox, and... if you are emailing 'out of our network' we ask that you tack on the following piece to the address: @dfa.state.ny.us or, @nysemail.state.ny.us.

We want to take this time to THANK YOU for sharing the success of this resource with us! Between your use and our ability to answer your issues, for the month of November we successfully answered 99% of the issues that we partnered with you to solve! So we encourage those of you who have not yet taken advantage of this tool, to contact us, and we applaud those of you who have contacted us and look forward to working with you to resolve any future issues!

## ***OCFS Data Warehouse News That You Can Use...***

*The OCFS Data Warehouse News and Notes...*

***(Please note that this piece was included in the Weekly dated 12/21/07)***

For your reading pleasure, the OCFS Data Warehouse has just released the new edition (December 2007) of their newsletter the "OCFS Data Warehouse News and Notes". Take a look, it is posted to the Data Warehouse page of the CONNECTIONS intranet and it is chock full of information! Some of the featured items are:

- info about Online Training for Cognos 8
- a piece for Report Studio Users
- an article on Report Write-Ups Are Online
- an article about the Case Manager Contact Reports

and much, much more!!!!!!

### ***\*\*NEW\*\* Contact Reports for Local District's...***

The OCFS Data Warehouse Team is pleased to announce two **new** contact reports in Cognos 8 that are available to local district staff. The **Case Manager: Tracked Child Contacts** and **Case Manager: Biological Parent Contacts** reports are located in the "Casework Contact Reports" folder. These reports provide a detailed list of tracked children and their "Casework Contact" or "Attempted Casework Contact" Progress Notes from Case Managers, and all staff working with the Case Managers (including contract agency staff), during a specified month.

Persons (working in local districts) who have access to the Data Warehouse can run the Case Manager contact reports by following these steps:

1. Login to **Cognos 8**.
2. Click on the **OCFS Data Warehouse** tab, if it is not already open. [If you do not see the OCFS Data Warehouse tab, use the instructions on the Quick Reference Guide at <http://ocfs.state.nyenet/connect/datawarehouse/dwstep.asp> to add it.]
3. Click on **Casework Contact Reports**.
4. Click on **Local Districts and Regional Offices**.

5. Click on the link for the Case Manager report of your choice:
  - Case Manager: Tracked Child Contacts by Case
  - Case Manager: Tracked Child Contacts by Child Name
  - Case Manager: Biological Parent Contacts by Case
  - Case Manager: Biological Parent Contacts by Parent
6. Complete the report prompts to run the report.

Please be patient; these reports may take several minutes to run. For your convenience, you can contact the Data Warehouse Team at [data.warehouse@ocfs.state.ny.us](mailto:data.warehouse@ocfs.state.ny.us) with any questions.

### *Change is Good...*

#### *From NIS to OneNetNYS - A Successful Transition...*

*(Please note that this piece was included in the Weekly dated 12/21/07)*

In order to affect a continuum of service, and provide our customers with the most current technological environments, OCFS has been partnering with the CIO/Office for Technology (OFT) in a pilot to upgrade their access system. We are very happy to report that our voluntary agency pilot site, the Northeast Parent and Child Society, was successfully transitioned from NIS to OneNetNYS!!!! Congratulations to all those from Northeast, OCFS and CIO/OFT (DCN, CNS and CR) who partnered on this venture! A job well done!

#### *NEW Equipment Procurement Process via Revenue Intercept ...*

*(Please note that this piece was included in the Weekly dated 12/21/07)*

Just as an FYI...there are NEW steps to follow when you are either requesting additional or replacement equipment that **will or will not** reside on the HSEN (Human Services Enterprise Network); as well as for used equipment that **will** reside on the HSEN. The following is a *summary* of these procedures.

*Please note that the steps below are not all inclusive. We ask that prior to submitting any forms, you contact Dave Kislowksi at either [Dave.Kislowksi@ocfs.state.ny.us](mailto:Dave.Kislowksi@ocfs.state.ny.us), or (518) 486-9522.*

*For additional or replacement New York state equipment that **will** reside on the HSEN (Human Services Enterprise Network)*

- The local district submits a Revenue Intercept Authorization Letter to NYS OCFS.
- OCFS then provides the local district with a model Revenue Intercept Letter and order forms and the local district then completes the forms.
- Once the original hard copy forms are received by OCFS, the equipment order process will begin.

*For additional or replacement non-state equipment that **will NOT** reside on the HSEN (Human Services Enterprise Network)*

- Local district and voluntary agencies should follow local procurement procedures.

- Both entities are encouraged to take advantage of the NYS Aggregate Purchase program. Information about the program can be found at the following site:  
<http://www.ogs.state.ny.us/purchase/PCPurchase.htm>
- Local procurement connectivity to HSEN would be via a OneNet connection or Secure Socket Layer Virtual Private Network (SSLVPN).

For used equipment that **will** reside on the HSEN (Human Services Enterprise Network)

- Complete the request forms located at <http://ocfs.state.nyenet/admin/forms/it/>- if submitting the forms from *an HSEN device*, send to the following mailbox: ocfs.sm.comctrup; if submitting them from a device *outside the HSEN*, send the request to: [comctrup@nysemail.state.ny.us](mailto:comctrup@nysemail.state.ny.us).

Again, please note that the steps above are not all inclusive. We ask that *prior to submitting any forms*, you contact Dave Kislowksi at either [Dave.Kislowksi@ocfs.state.ny.us](mailto:Dave.Kislowksi@ocfs.state.ny.us), or (518) 486-9522.

### ***New Postings to the CONNECTIONS Intranet..***

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

- The letter from Bill Travis, to commissioners and executive directors about the decommissioning of the RAS
- *The CONNECTIONS Weekly* for the week of December 21, 2007

### ***Weekly System Maintenance...***

***Because of regularly scheduled system maintenance, the CONNECTIONS application will not be available on...***

- **Wednesday, 1/2/08** from 5:00 AM – 7:00 AM
- **Friday, 1/4/08** from 5:00 AM – 7:00 AM
- **Wednesday 1/9/08** from 5:00 AM – 7:00 AM