



# ..CONNECTIONS NEWS..

*for the week of May 1 - 8, 2009*

*Developing a more caseworker centric system*

**CONNECTIONS Intranet site:** <http://ocfs.state.nyenet/connect/>

## **FEATURED IN THIS EDITION**

### ***"Info to Know" for Caseworkers***

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**\*\*Reminder\*\*** Additional application downtime for:

**Saturday, 5/2/09** from 8:00 AM - 12:00 noon (a downtime of 4 hours) in order to install the foundation for a pilot (titled Q1-09) that will involve a new structure for the reporting system within the CONNECTIONS application. For further information please refer to the first article under the subheading "Info to Know" for Caseworkers...

## ***"Info to Know" for Caseworkers***



***\*\*CONNECTIONS ALERT\*\* -- Application Downtime for Saturday, May 2<sup>nd</sup>***

**\*\* Please note that the following information was sent on April 29<sup>th</sup> to local district and voluntary agency CONNECTIONS Implementation Coordinators, Security/Back-up Security Coordinators, Directors of Service, Resource Users and other key agency personnel.**

The CONNECTIONS application will not be available from 8:00 am -12:00 noon on Saturday May 2nd; an application downtime of 4 hours. During this time we will be installing the foundation for a pilot (titled Q1-09) that will involve a new structure for the reporting system within the CONNECTIONS application. The new reporting functionality will begin with the OCI report and will be deployed to one county and will involve a pre-selected group of caseworkers. Implementing the new functionality in a pilot environment will allow us to assess the impacts and suitability of these technologies for statewide use. As we move through the pilot phase we will update you periodically with the progress we have made.



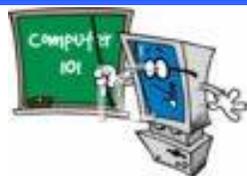
### *Casework Contact: Changes to Tracked Child and Biological Parent Contacts Reports*

Report prompts for Office Name and Unit Specialization have been added to the:

- Tracked Child Contacts by Worker/Case/Child reports
- Biological Parent Contacts by Worker/Case/ Parent reports

Please note that the use of the Office Name and Unit Specialization prompts is optional since not every agency structures their work assignments by Office Name and Unit Specialization. For your reference, Unit Specialization is the type of work that a Unit performs and is entered into CONNECTIONS by your agency Security Coordinator.

## *General "Info to Know"*



### *Upgrade of the Web Content Filtering Software*

**\*\*Please note that the piece below only applies to those individuals who are on HSEN.**

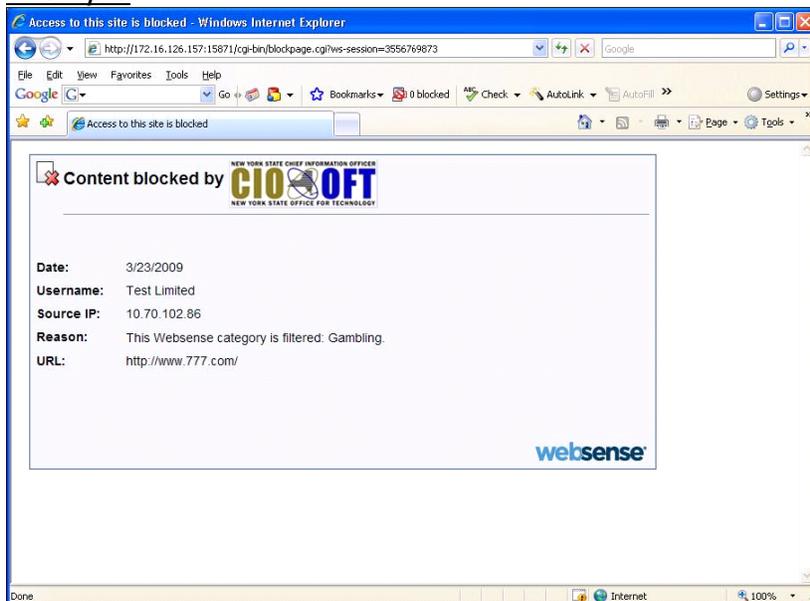
On Wednesday, May 6, 2009, CIO/OFT will upgrade the web content filtering software from SurfControl to Websense. Web content filtering software protects against access to inappropriate and potentially harmful websites. OFT and OCFS anticipate that there will be little if any impact on users. Each of these products, Websense and SurfControl, categorize and group websites differently. Because of these differences, some websites previously accessible under SurfControl may be blocked or unreachable under the new Websense filter. The image below is an example of Websense blocked web content. Users who receive the below ***Access Blocked*** message for any business related

websites to which they previously had access should contact their LAN Administrator or CIO/OFT's Customer Care Center (CCC) at 1-800-697-1323 and include the following information (which is displayed on the blocked screen):

- Username
- URL
- Reason Blocked

Please note that LAN Administrators can also contact the Customer Care Center 1-800-697-1323 for assistance.

*Example:*



**!!!Update!!!**

***Client VPN cut-off date extended to May 31, 2009***

**\*\*Please note that this piece was in the last edition of the *CONNECTIONS NEWS*.**

Please see the bulletin below that was sent out by OFT on March 26th, 2009. Any device; PC, laptop or tablet, that uses Client VPN (currently Cisco) to connect to the HSEN network is required to make this change. The cut-off date has been **extended** by special request to **May 31, 2009**. Any device that has not converted to the new Juniper Client after that date will not be able to connect. **The hardware that supports the Cisco client will be decommissioned on June 1st.**

***NOTE: SSL VPN users WILL NOT be affected by this change.***

There are detailed instructions at the bottom of the bulletin below (in the attachment). All technical issues should be directed to the OFT Coordination Center at (800) 603-0877.

Any other issues or questions can be directed to: *Mike Demars*, NYS OCFS - IT, 40 N. Pearl St. - 15 B, 518-402-3695, [Michael.Demars@ocfs.state.ny.us](mailto:Michael.Demars@ocfs.state.ny.us)



## **Customer Notification - Juniper VPN Network Connect Client Migration (09-CNS-02)**

### **CUSTOMER NOTIFICATION—(CUSTOMER NETWORKING SOLUTIONS)**

**NUMBER:** 09-CNS-02  
**TITLE:** Juniper VPN Network Connect Client Migration  
**DATE ISSUED:** March 26, 2009

#### **Overview**

CIO/OFT's Customer Networking Solutions is migrating from the Cisco VPN Client to Juniper Network Connect VPN. **This migration will end on April 30, 2009.**

The new VPN solution is a web-based network access method that establishes a connection to the state network using a standard web browser. The new VPN client is coupled with an endpoint defense module called Juniper Host Checker. This component ensures that the accessing machine is a member of either the HSEN or NYS active directory domain, and it requires that the Symantec Protection Agent is installed and running.

Please read this notification in its entirety for more information and installation instructions.

#### **Services Impacted**

**All HSEN and CIO/OFT (OA) Cisco VPN users will be impacted by this change.** If administrative rights have been granted, users can install and begin using the new client immediately. If administrators are not certain that VPN users have administrative rights and are interested in granting them, view the document "Granting Administrative Access to Laptop Users." After April 30, 2009, the HSEN and OA Cisco VPN service will no longer be available.

#### **Audience**

This notice has been distributed to LAN Administrators and Local Security Administrators who support HSEN and OA Cisco Client VPN users for remote network access. Please inform your VPN user community accordingly.

#### **Customer Action Required: Yes**

The new VPN solution requires all users of the HSEN or OA Cisco Client VPN solution to download a software installer package available at [www.oft.state.ny.us/vpn/networkconnect.htm](http://www.oft.state.ny.us/vpn/networkconnect.htm).

To ensure a successful installation, all requirements and steps listed on the web page need to be followed. Support documentation can also be found on this web page.

## Details

CIO/OFT's Customer Networking Solutions is migrating from the Cisco VPN Client to Juniper Network Connect VPN. **This migration will end on April 30, 2009.**

The new VPN solution is a web-based network access method that establishes a connection to the state network using a standard web browser. The new VPN client is coupled with an endpoint defense module called Juniper Host Checker.

The software package provided ([www.oft.state.ny.us/vpn/networkconnect.htm](http://www.oft.state.ny.us/vpn/networkconnect.htm)) will install the Juniper Installer Service, the Symantec Protection Agent, and the SCCM client.

### Before installing the software package:

- The account installing the software must have administrative privileges on the local workstation.
- The computer must be a state asset and a member of the HSEN or NYS domain.
- The Cisco VPN Client should be uninstalled

Once the package has been installed; the user must proceed to the Juniper VPN appliance to complete the Network Connect Installation as described in the Network Connect Installation Guide (available at the link provided above).

## Attachment

### Granting Administrative Access to Laptop Users



09-CNS-02  
JuniperVPN \_ Attach\_



### *Password Protecting Excel and PDF Files*

For security purposes, you should always password protect Excel and PDF files that contain confidential information before sending them through email. Then, send the password in a separate email to the recipient. Do you know how to do this? If not, there

is a document posted to the CONNECTIONS intranet website that will provide instructions on how to. The document link is:

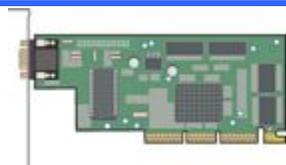
<http://ocfs.state.nyenet/connect/datawarehouse/Security/Password%20Protecting%20Files.pdf>



## ***NEW Postings to the CONNECTIONS Intranet***

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

- **...CONNECTIONS NEWS...**  
<http://ocfs.state.nyenet/connect/>
- **Password Protecting Excel and PDF Files**  
<http://ocfs.state.nyenet/connect/datawarehouse/Security/Password%20Protecting%20Files.pdf>



## ***Weekly System Maintenance***

### **\*\*Reminder\*\* Additional application downtime for:**

- **Saturday, 5/2/09** from 8:00 AM - 12:00 noon (a downtime of 4 hours) in order to install the foundation for a pilot (titled Q1-09) that will involve a new structure for the reporting system within the CONNECTIONS application. For further information please refer to the first article under the subheading "Info to Know" for Caseworkers...

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- **Wednesday, 5/6/09** from 5:00 AM - 7:00 AM
- **Friday, 5/8/09** from 5:00 AM - 7:00 AM



Office of  
Children & Family  
Services

Gladys Carrión, Esq.  
Commissioner