

# ..CONNECTIONS NEWS..

*for the week of December 31 - January 7, 2011*

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

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## *"Info to Know" for Caseworkers*



### *The **NEW** Transformation Page on the CONNECTIONS Intranet*

We are pleased to announce the creation of the **NEW** Transformation page of the CONNECTIONS intranet. This page houses all of info on the latest Transformation happenings! There is a button on the intranet - titled CONNECTIONS Transformation - that will link directly to the page! As we receive updated info about the transformation we will post that info directly to the page!!! So keep checking the page for new info!!!

The link to the page follows:  
<http://ocfs.state.nyenet/connect/CONNECTIONSTransformation.asp>



### *December's Records Retention Run Is Complete*

The sixth run cycle of Records Retention purge is complete. Please note that the next run cycle *is scheduled to begin on Monday, January 24, 2011*. The seventh run cycle will purge stages through 6/20/2010; with a "To Be" date of 9/20/2010.

A schedule of the Records Retention run cycle is posted below. As you are aware, the schedule includes the plan to “catch up” with the Records Retention runs, since they had been “on hold” for a number of months. There will be a recurring sequence of ‘To Be Expunged Reports’, and a subsequent purge every 5 weeks or so until we are “caught up”. If you have any further questions on this topic, please contact your regional CONNECTIONS Implementation Specialist.

[Records Retention Schedule](#)

| Cycle #   | Cycle Start Date | Cycle Complete | Purges Stages Thru | To Be Date              |
|-----------|------------------|----------------|--------------------|-------------------------|
| 1complete | 06/28/2010       | 07/3/2010      | 12/19/2009         | 03/20/2009              |
| 2complete | 08/2/2010        | 08/8/2010      | 03/20/2009         | 06/20/2009              |
| 3complete | 09/07/2010       | 9/11/2010      | 06/20/2009         | 09/20/2009              |
| 4complete | 10/12/2010       | 10/17/2010     | 09/20/2009         | 12/20/2009              |
| 5complete | 11/15/2010       | 11/20/2010     | 12/20/2009         | 03/20/2010              |
| 6complete | 12/20/2010       | 12/25/2010     | 03/20/2010         | 06/20/2010              |
| 7         | 01/24/2011       | 01/29/2011     | 06/20/2010         | 09/20/2010              |
| 8         | 02/28/2011       | 03/02/2011     | 09/20/2010         | 12/20/2010              |
| 9         | 04/04/2011       | 04/09/2011     | 12/20/2010         | 03/20/2011              |
| 10        | 05/09/2011       | 05/14/2011     | 03/20/2011         | 05/14/2011              |
| 11        | 08/15/2011       | 08/20/2011     | 05/14/2011         | resumes normal schedule |



***\*\*UPDATED\*\* Handling Progress Notes Print Errors***

**\*\*This piece has been updated from the version that was included in the 12/3 edition of the CONNECTIONS NEWS.**

When a batch of notes needs to be printed, and a corrupt note is in the batch, it will prevent notes from printing. The following error messages will appear which indicate there is a corrupt note in the batch: “insufficient memory,” “unexpected text control,” and “buffer overflow.”

The OCFS Application Help team continues to receive requests for help printing corrupt progress notes. These requests are not only for problems with recent notes, but are also for historical notes. An FSS that has been open for a lengthy amount of time, and has corrupt notes, prompts persons not familiar with the stage to call in help desk tickets.

It should be noted that certain types of data are not compatible with CONNECTIONS such as graphics, letterhead, logos, scanned documents, some email with special formatting, and certain templates with margins that extend beyond those in CONNECTIONS. Progress notes containing these data are “corrupt” and will generate the errors, and batches of notes will be blocked from printing. Instead of

copying/pasting data that is not compatible, a note should be entered that verbally summarizes the document.

If the corrupt notes are in draft status, they should be deleted before they save to final. If the notes are in final status, they can be removed from the print batch by individually de-selecting the note. Instructions for this task follow:

1. In the main progress note window click on the Select All button
2. Remove the corrupt notes in the highlighted batch by pressing the CTRL button and at the same time use the mouse to click on each corrupt note (this will un-highlight the corrupt notes and remove them from the print batch)
3. Then click on the Print Notes button and proceed as usual

## *General "Info to Know"*



### *OFT Customer Bulletin*

#### *OTDA Migration of Web-Based Applications & Standardization of URLs for OnSite Scanning (OSS)*

*The message below is directed to local district and voluntary agency LAN Administrators.*

A previous customer notification, 10-CSM-03 issued on October 26, 2010, provided initial notice for upcoming URL and/or IP changes for **OTDA applications**. This current notification (10-CSM-05) is a follow-up to make you aware of the migration schedule to move OnSite Scanning (OSS) to the new infrastructure. Please read the attached notification for further details.

If you have any questions or concerns regarding this Notification, please contact your OTDA Customer Response Center at 1-800-342-3010, Option 8.

You may also contact your CIO/OFT Customer Relations Manager at 1-866-789-4638 or 518-473-2658, or email [customer.relations@cio.ny.gov](mailto:customer.relations@cio.ny.gov)



10-CSM-05  
Notification OTDA Mig



### *OFT Customer Bulletin*

#### **- INTERNET ACCESS SERVICE CHANGE - ZSCALER IMPLEMENTATION -**

*The message below is directed to local district and voluntary agency LAN Administrators.*

CIO/OFT Customer Network Solutions (CNS) will be migrating the internet service for CIO/OFT HSEN and NYS customers from ISA/Websense/Finjan to an all-in-one solution, Zscaler, between Wednesday, December 22<sup>nd</sup> and Friday December 31<sup>st</sup>. Users will be migrated in a phased manner over the course of that timeframe. While CNS anticipates little impact on users, it is inevitable that some websites will be categorized differently by this new product and may result in blocked access.

During the first three weeks of implementation (12/22/10- 1/11/11), please encourage users in your organization to test websites they normally use for business. If users receive the Internet Access Notification pasted below indicating "Website Blocked" for any business-related website which they were previously able to access, they should report it to their LAN Administrator.

To report issues during the first three weeks of implementation, LAN Administrators should contact the Customer Care Center at 1-800-697-1323. After January 11<sup>th</sup>, 2011, LAN Administrators should use the existing procedure to contact the State agency ISO to request access to a blocked website. For all other errors, please contact the Customer Care Center.

Please see the attached document below for a copy the bulletin.



Customer Bulletin IA  
Service Change Zscal



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

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>



### ***CONNECTIONS Weekly System Maintenance***

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

- [Wednesday, 1/5/11](#) from 5:00 AM - 7:00 AM
- [Friday, 1/7/11](#) from 5:00 AM - 7:00 AM



Office of Children & Family Services  
Gladys Carrión, Esq., Commissioner