



CONNECTIONS Weekly Technical Bulletin

February 22-28, 2013

Weekly System Maintenance

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

- **Friday, 2/22**
from 5 AM to 7 AM
- **Wednesday, 2/27**
from 4 AM to 7 AM
- **Friday, 3/01**
from 4 AM to 7 AM
- **Wednesday, 3/06**
from 4 AM to 7 AM
- **Friday, 3/08**
from 4 AM to 7 AM

PN Agent and Citrix Upgrades

Upgrades to the Citrix and PN Agent applications are planned that will alter user-interface in accessing the CONNECTIONS application and other applications accessed via Citrix. The upgrade will occur in two stages:

1. PN Agent
2. Citrix Application

The PN Agent is a program on users' desktops that enables access to the Citrix application. A pilot of the upgraded PN Agent application is underway, and implementation is tentatively planned for early March. Users who are on the HSEN network will receive an automatic download of the upgraded PN agent on the implementation date. As this upgrade will occur overnight, it is important that users do not turn off their computers completely, but merely log off their profile at the close of the previous business day. In sites that are not on the HSEN network, LAN Administrators will be provided with a website address from which they will be able to download and install the upgraded PN Agent on each PC requiring it.

A document outlining the changes that users will experience when utilizing the upgraded PN Agent is available at the links listed below. It is *strongly urged* that users take the time to read and understand these impending changes prior to implementation.

The upgrade to the Citrix application is planned for late spring or early summer. More details will be provided as we get closer to these dates.

Intranet: <http://ocfs.state.nyenet/connect/projupdt/sys.asp>

Internet: <http://www.ocfs.state.ny.us/connect/projupdt/sys.asp>

National Youth in Transition Database Requirements to Modify CONNECTIONS: Training Coming Soon!

The National Youth in Transition Database (NYTD) requires states to collect and report data to the federal government on youth receiving independent living services as well as surveying youth who are or were in foster care. As of March 1st, functionality within CONNECTIONS will change to enable caseworkers to report the provision of independent living services to foster youth as well as to report tribal membership for all foster children.

State and voluntary agency staff are urged to attend training that addresses modifications to CONNECTIONS. Training will be offered between March 13th and 20th and provided via iLinc. The complete schedule and registration procedures for the upcoming sessions are available at the following links:

Intranet: <http://ocfs.state.nyenet/connect/training>

Internet: <http://ocfs.ny.gov/connect/training>

Because registration is slightly different than the usual processes for iLinc classes, training coordinators should pay particular attention to the linked document.

Additionally, a Tip Sheet is in development with a step-by-step overview of new functionality within CONNECTIONS and will be available soon.

CONNECTIONS Issues Update

Two issues related to unite maintenance and unit summary were identified on Tuesday morning in CONNECTIONS. More recently, a third and fourth issue have been identified within the CONNECTIONS application. Briefly, the issues manifest as follows:

- 1) The first issue involves an inability to add or modify staff via unit hierarchy when the unit involved has a parent unit
- 2) The second issue results in supervisors being denied access to unite summary access. When this issue occurs, an error message is received which states: "The unite entered is outside of your area of responsibility."
- 3) The third issue occurs when a user merges two people. In some merges, the person closed remains on the person list along with the person merged forward. Also, in some instances the role of *Subject*, *Alleged Subject*, or *Maltreated Child* is replaced by 'Unknown' or "No Role" following the merge.
- 4) In some instances, the Mandated Report Summary Letter is not populating the final determination in the case

Fixes for issues 1-3 are scheduled to be implemented during the maintenance window between 5AM and 7AM Friday morning, 2/22/13. The fixes should be in place by the time most local staff begin using CONNECTIONS on Friday. In cases where the problems related to merging described in issue 3 have already occurred, staff can contact the Triage Unit by email at ocfs.sm.conn_app@ocfs.state.ny.us for assistance in correcting the problem. A fix for issue 4 is tentatively scheduled for implementation on Monday morning, 2/25/13. If a person has already experienced this issue, we recommend that you wait until the fix has been implemented and then regenerate the letter.

March Computer Training Courses

New computer courses are available throughout the month of March, both in instructor led computer labs and via distance learning options (i.e. LearnLinc, Training Space).

Classes include Excel 2010, Word 2010, Access 2010, Outlook 2010, and other courses to assist staff in transitioning to Microsoft Office 2010 and Windows 7.

Listings of the classroom and distance learning courses are available on the CONNECTIONS website at the following links:

Intranet: <http://ocfs.state.nyenet/connect/projupdt/sys.asp>

Internet: <http://ocfs.ny.gov/connect/projupdt/sys.asp>

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

CONNECTIONS Internet Site: <http://ocfs.ny.gov/connect/>