



CONNECTIONS Weekly Technical Bulletin

August 09-15, 2013

Weekly System Maintenance

Citrix Desktop Upgrade Scheduled for August 14th

On **Wednesday August 14**, during the normal morning maintenance window, the Citrix Desktop will be upgraded to the latest version. When this upgrade is complete, the look and feel of the Citrix Desktop will change. Nothing has to be done by local users when this change is completed, since the web addresses (URL's) and Citrix functionality will remain the unchanged.

A document outlining the changes users will experience is available on the CONNECTIONS Website at the following links:

Citrix Desktop Upgrade ([Intranet](#))

Citrix Desktop Upgrade ([Internet](#))

Please notify all affected staff of this upcoming change.

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

- **Friday, 8/09**
from
4 AM to 7 AM
- **Wednesday, 8/14**
from
4 AM to 7 AM
- **Friday, 8/16**
from
4 AM to 7 AM

Records Retention Cycle Scheduled for This Weekend, **August 9-11**

The quarterly Records Retention cycle is scheduled for this weekend, from August 9-11. This process leads to the expungement of Child Protective Services (CPS) electronic and hard copy case records pursuant to provisions provided for in New York State Social Services Law. The Law specifies the precise periods that case material must be retained and when it is required the case records be deleted.

Each local services district has identified individuals responsible for receiving case listings in two reports:

1. The *To Be Expunged Report* notifies districts which cases are slated to be expunged so they may review to be certain the expungement is appropriate.
2. The *Expungement Report* identifies cases that have been removed from the CONNECTIONS database, signaling that hard copies of CPS records for the case must also be destroyed.

There is a **tip sheet** that outlines the local district tasks in more details, which is available on both the [intranet](#) and [internet](#).

In closing, there are two important points:

- It is important for each district to keep the list of workers who receive these reports up to date. Make sure there is more than one person at the district and that they understand the responsibilities related to them.
- These reports contain confidential information. They are only available for a limited time and any printouts must also be destroyed.

If you have any questions about security tasks in general or the Records Retention process specifically, send them to acceptable-use@ocfs.state.ny.us.

If you wish to know who in your district receives the two records retention reports or to update recipients of the reports, contact the OCFS Communications mailbox at connections@ocfs.ny.gov