



CONNECTIONS Weekly Technical Bulletin

CONNECTIONS Outages Over Weekend of October 23

Due to necessary updates and relocation of ITS Customer Network Services (CNS) core infrastructure, CONNECTIONS and other statewide applications will be unavailable during the following brief outages:

- Saturday October 24, from 5 a.m. to 5:30 a.m.
- Saturday, October 24, from 8:30 a.m. to 10:30 a.m.

CONNECTIONS problems experienced following this scheduled maintenance should be reported to the ITS Enterprise Service Desk at 1-800-697-1323.

Build Implemented: Agency Access, Organizational Hierarchy, and Progress Notes Windows

Modernized Agency Access, Organizational Hierarchy, and Family Services Stage (FSS) Progress Notes were implemented to CONNECTIONS as scheduled on Friday, October 16th.

The CONNECTIONS Technical Team is working to resolve issues with latency when working with the Progress Notes module of the FSS, including adding addendums and printing large groups of Progress Notes.

Users should attempt to utilize date sort and filter functionality, narrowing down the amount of notes to be reviewed or printed within a specific time period, especially if the stage in which you are working contains a very large number of Progress Notes.

More information will be provided as it is known. If you're experiencing an issue with new build functionality, contact the ITS Enterprise Service Desk at 1-800-697-1323.

Records Retention Rescheduled for the Weekend of October 23

The quarterly Records Retention cycle scheduled for the weekend of October 16th has been delayed. Records Retention is expected to run this weekend, from October 23-25.

The records retention quarterly cycle leads to the expungement of Child Protective electronic and hard copy case records pursuant to NYS Social Services law, which specifies the precise periods that case material must be retained and when it is required to delete case records.

Each local district has identified individual recipients for receiving case listings in two reports:

1. The *To Be Expunged Report* notifies districts which cases are slated to be expunged so that they may review to be certain the expungement is appropriate.
2. The *Expungement Report* identifies cases that have been removed from CONNECTIONS, 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 detail, available on the [Intranet](#) and [Internet](#).

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

To determine the recipients of the two records retention reports in your district, contact the CONNECTIONS Communications Mailbox at connections@ocfs.ny.gov.

October 23-29, 2015

Weekly System Maintenance

Due to regularly scheduled maintenance, the CONNECTIONS application will be unavailable on:

- **Friday, October 23 from 4 a.m. to 7 a.m.**
- **Saturday, October 24, from 5 a.m. to 5:30 a.m. and 8:30 a.m. to 10:30 a.m.**
- **Wednesday, October 28, from 4 a.m. to 7 a.m.**
- **Friday, October 30, from 4 a.m. to 7 a.m.**