

CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: October 22, 2004
Re: Activities for the week of 10/22/04-10/29/04

1. **Build 17.5 Release Notes and Schedule Memo**

CONNECTIONS Build 17.5 is scheduled for release the morning of *Saturday, October 23, 2004*. The CONNECTIONS Application will be brought down on Saturday morning October 23rd, beginning at 4:00 AM. In advance of the Build, we recommend that all CONNECTIONS users be logged off the CONNECTIONS Application by 3:45 AM on Saturday morning (October 23rd). Local staff will **not** be able to access the CONNECTIONS Application between 4:00 AM (October 23, 2004) and 7:00 AM (October 23, 2004). During this time frame, CONNECTIONS downtime procedures will be implemented for the transmission of CPS Reports between the SCR, ECS and local districts. Network Exchange/Outlook e-mail will be available during this time period. We anticipate the CONNECTIONS Build 17.5 Application being available approximately 7:00 AM, Saturday, October 23, 2004.

The Build 17.5 Release Notes and Schedule memo were forwarded to Implementation Coordinators, LAN Administrators, Security Coordinators, and Directors of Services on October 12, 2004. Both documents are posted on the CONNECTIONS website on the Implementation page under the Build Information sub-heading.

2. **CONNECTIONS System Build 17.5 Job Aid**

The CONNECTIONS System Build 17.5 Job Aid is currently available on the CONNECTIONS website on the Desk & Job Aid page.

3. Progress Notes Event Date Data Fix

When a progress note is initially entered, an edit prevents recording a future Event Date – the event date may not be greater than the entry date. However, when a draft note is updated, the user is able to modify the event date making it greater than the original entry date. This effectively allows for the entry of contacts/progress notes in the future. A SIR has been entered which will be implemented with Build 18 on February 7, 2005. Until that time, users are cautioned to avoid changing the event date to be greater than the entry date when modifying a draft progress note. A data fix will be run periodically to correct these date errors until the correction is implemented. The data fix will identify records where the event date is greater than the entry date, and adjust the event date to be equal to the entry date.

4. Records Retention Notification

This notice is to inform you that the Records Retention Purge Program is scheduled to begin Monday evening, November 8, 2004. This program will purge cases/stages listed in the 8/17/04 "To Be Expunged Report." Due to the implementation schedule for Build 18, the timeframe for this round of records retention has been shortened from the usual 90 days to 83 days. By slightly reducing the number of days between production of the "To Be Expunged Report" and the running of the corresponding Records Retention Purge Program for this run and again for the January run, we will be able to complete two records retention purge cycles in advance of the implementation of Build 18. This schedule has the following advantages:

- Deleting of +/- 30000 stages/cases and related individuals will make conversion and implementation of Build 18 more efficient.
- The 2 cycles will be run on the current infrastructure which has had multiple, successful cycles to date.
- We will be current with records retention at the start of Build 18 implementation.

Designated Records Retention Report recipients in each local district will be able to access the "Expunged Report" beginning Tuesday morning, November 9th. The "Expunged Report" is accessed via the Report Icon on the CONNECTIONS Toolbar. Please note that the "Expunged Report" has a retention period of **120** days.

Local districts are required to locate and destroy all records related to these cases and stages. Cases and stages listed on the "Expunged Report" will be electronically erased from the CONNECTIONS system. Once the purge process is completed, there is no way to recover the case/stage or person information.

As we have previously informed you, modifications/enhancements to the CONNECTIONS Application have been implemented that make it easier for the user to perform data corrections. With the implementation of Build 15.1, which included the introduction of Local Data Maintenance functions, staff with the appropriate business functions are now able to make data corrections in cases that impact the retention period of cases/stages. If there are any cases/stages contained in the 8/17/04 "To Be Expunged" Report that require data corrections, staff will need to complete the corrections prior to November 8th, 2004. .

If you have questions about the Records Retention Program or CPS Local Data Maintenance, please refer to the CONNECTIONS System Build 15/15.1 CPS Local Data Maintenance Job Aid. The Job Aid is posted on the CONNECTIONS Intranet Website on the Desk & Job Aid page.

5. Upgrade to the Code-1 Address Validation File

An upgrade to the Code-1 Address Validation file was installed on Wednesday, October 20, 2004. This upgrade is associated with Build 17.5 and will allow the user to have access to the latest address information when validating addresses through the CONNECTIONS Application. No change to the address validation process should be apparent to the user.

6. Teleconference ~ Business Process Review and Analysis in Preparation for Build 18 Case Management ~ October 27, 2004

This notice is to inform you that there will be a teleconference, hosted by the NYS OCFS and the NYS OCFS/Bureau of Training, on the topic of Business Process Review and Analysis in Preparation for Build 18 Case Management, to be aired on Wednesday, October 27, 2004, from 10:00AM – 12:00PM.

Prior to the implementation of CONNECTIONS Build 18, numerous tools were developed to assist local districts, as well as voluntary agencies, in their preparation for the modifications, enhancements and changes evident with the implementation of this Build. The purpose of these tools is so that both districts and voluntary agencies are able to make a successful transition and accommodate the changes that Build 18 will implement. One of the available tools is Business Process Reengineering (BPR). In definition, BPR is a method that includes the critical analysis of existing business processes, and the redesign of these processes, in an effort to streamline and improve the day-to-day operations of local districts and voluntary agencies using the new automated system of case management.

For your convenience, the teleconference announcement is attached below.



announce43466.pdf

7. HSEN NYSeMail Update for Voluntary Agencies

As you may be aware, the NYS Office for Technology has been engaged in the process of upgrading the Human Services Network E-mail system of local districts to a new and improved E-mail platform known as NYSeMail.

The two attachments below were drafted to describe and define this new initiative. The first attachment is an introductory letter the second attachment outlines the major benefits and features of NYSeMail through the forum of frequently asked questions.



/elcome Letter
/A NYSeMail.d..



EMail FAQ
HSEN.doc

8. HSEN NYSeMail Schedule

The schedule below identifies the migration activities of the Human Services Enterprise Network (HSEN) NYSeMail for local districts.

Site Name	5.x-5.5 Move	Client Upgrade	Migration	Day 1 Support
ACS - Group 1	11/5-6-7/04	9/13/2004	11/5-6-7/04	11/8-9-10/04

9. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 10/22/04 from 5:00 AM - 7:00 AM

Saturday, 10/23/04 from 4:00 AM – 7:00AM*

Wednesday, 10/27/04 5:00 AM - 7:00AM

Friday, 10/29/04 from 5:00 AM - 7:00 AM

***Please note additional downtime for the implementation of Build 17.5.**

10. Microsoft Exchange Mail Servers

Due to regularly scheduled maintenance on MS Exchange E-mail 5.0 servers, all Exchange E-mail 5.0 servers will be unavailable on:

Sunday, 10/24/04 from 1:00 AM - 6:00 AM

Sunday, 10/31/04 from 1:00 AM - 6:00 AM