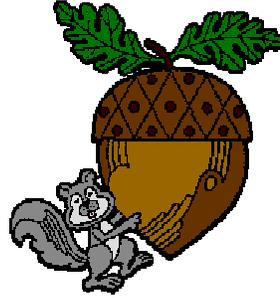


CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: October 8, 2004
Re: Activities for the week of 10/8/04-10/15/04

1. 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

2. **CONNECTIONS Impact Analysis ~ OCFS Custody Youth Placed in Voluntary Agencies**

This notification is to apprise you of the introduction of one other CONNECTIONS Impact Analysis. The subject, OCFS Custody Youth Placed in Voluntary Agencies. The document is attached below, as well as posted on the CONNECTIONS Intranet website on the Implementation page.



IA - OCFS
outh.doc (36 KB)

3. **CONNECTIONS Build 17.5**

CONNECTIONS Build 17.5 is scheduled for release on Friday evening, October 22, 2004. This Build will include many user requested modifications and enhancements to the Progress Notes, Injury List Detail and Safety Assessment. It is anticipated that the CONNECTIONS Application will be brought down on Friday evening, October 22nd and during that time 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.

Please note that the Build 17.5 Release Notes and Schedule Memo will be forwarded to local district and voluntary agency Implementation Coordinators and Directors of Services within the next few days.

4. **Security Awareness Guidelines**

Attached are three handouts on Security Awareness that contain guidelines that need to be read and followed by all staff who are users of the OCFS network. It is very important that everyone be aware of his or her roles and responsibilities regarding Information Security. These handouts have previously been included in the Weekly Update and were recently distributed to the CONNECTIONS Management Steering Committee, as well as local district Commissioners and voluntary agency Executive Directors. Please read and have the attached materials posted anywhere that users are located. Please be sure to share these materials with anyone in your district or agency who does not have access to this communication, as the material relates to the secure management of both paper and electronic information. If there are any questions, please contact the OCFS Information Security Officer, Jo Shrader at (518) 473-9254 or jo.shrader@dfa.state.ny.us.



Priority Awareness
Handouts_re.

5. 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.



Welcome Letter
/A NYSeMail.d..



E-mail FAQ
HSEN.doc

6. HSEN NYSeMail Schedule

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

- **10/4/04** - Migration Support – OCFS - 52 Washington / Miscellaneous;
- **Week of 10/4/04** - Client Upgrades - ACS sites Y26, M0F, B0U, B0K, Q3T, B1H, M2A, K0T & Q0Y
- **10/4 & 10/6** - Exchange Cached Mode: Erie County – 1L4/14X, 970, & 144 -;
- **10/8** - Migrations: OCFS – misc. 52 Washington

| 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 |

7. IBM Motherboard Replacement Notice Schedule

OCFS, in conjunction with OFT and IBM, has undertaken a hardware replacement project to address *potential* problems with certain PC's. The 9700 PC's at issue are IBM model 6579/A40P. These comprise the CONNECTIONS 75% Desktop PC rollout that occurred in 2001–02. The 75% replacement PC's were the tan/beige colored models. These comprise approximately 75% of the so-called CONNECTIONS "tech refresh" rollout. Procedurally, a visiting technician will open each PC to inspect the motherboard's capacitor and replace it, if necessary. The procedure requires approximately 45 minutes per PC. A list of PC serial numbers to be inspected should be provided in advance of, or, at the time of the site visit. The procedure should not affect hard drive contents.

However, as a precaution, users should move/copy critical documents or folders from the hard drive to a network drive (e.g. user directory). A site schedule is being issued on a monthly basis. IBM staff will notify designated contacts at scheduled sites in advance of the scheduled start date to confirm the visit or, reschedule in the event of conflicts.

The updated site schedule is attached below.



A40 Replacement
Summary & Schedule



Weekly Schedule for
System Board Replac

If you have any questions related to the above, you may contact Paul Gavry/OCFS IT Operations.

8. **CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 10/8/04 from 5:00 AM - 7:00 AM

Wednesday, 10/13/04 4:00 AM - 7:00AM*

Friday, 10/15/04 from 5:00 AM - 7:00 AM

**** Please note one hour of extended downtime.***

9. **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, 10/10/04 from 1:00 AM - 6:00 AM

Sunday, 10/17/04 from 1:00 AM - 6:00 AM