

CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Security Coordinators, Keyusers,
Directors of Services, CONNECTIONS Project
Team
Date: December 17, 2004
Re: Activities for the week of 12/17/04-12/24/04

1. Successful Implementation of the Field Test and Preview for CONNECTIONS Case Management (Build 18)

The Field Test for CONNECTIONS Case Management (Build 18), that began on Tuesday, December 14th, was successfully implemented as scheduled. We thank the Field Test participants, the Oswego County Department of Social Services, as well as, Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego for their partnership in this venture.

It should be noted that both the infrastructure of the Field Test and the participants of the test are being supported, daily, through the collaborative efforts of both the CONNECTIONS Technical, as well as Implementation project staff.

2. CONNECTIONS Case Management (Build 18) Training Schedule for Wave 5

The training schedule for Wave 5 is attached. Please note that the schedule is also posted on the CONNECTIONS website on the both the Training Info & Schedule and Implementation pages.



CONNECTIONS Case
Management Build 18

3. Resolution of Printing Issues with Lexmark Z705 Printers

It was recently discovered that CIABs were experiencing a printing problem when using the Lexmark Z705 printers. This issue has been resolved and the plan for implementation of the resolution includes deploying a new driver to all Citrix servers. The deployment will begin on Monday, December 27, 2004 and is expected to be completed by Wednesday, January 5, 2005. It should be noted that no downtime is necessary for this deployment.

4. CONNECTIONS Communication Team News

As many of you may not know, the CONNECTIONS Team has bid adieu to one member and is welcoming another. We would like to wish Nancy O'Hara success in her new position with NYS OCFS IT, as a member of the CONNECTIONS Regional Implementation Team in the Albany region, and welcome Marie Wiley. Prior to accepting her position on the Communication team, Marie had been the Director of Services in Montgomery County. Much success, Nancy, welcome Marie!

5. Revised Document ~ NYS OFT HSEN Network Integration Services (NIS)

This notification is to inform you that the document describing and detailing the New York State Office for Technology/Office for Children and Family Services initiative, Network Integration Services (NIS), has been updated. A copy of the document is attached below and is also posted on the Office for Technology Customer Relations website. The URL address directly to the document is: http://sdssnet5/crcc/nis/nis_voluntary_menu.doc.



NISMenu October
28 2004 Revisi...

6. Updated URL Address for the NYS OCFS Virtual Private Network (VPN) for CIABs Documents

The information regarding VPN access request for state CONNECTIONS In A Box (CIABs) notification, that was included in the CONNECTIONS Weekly Update dated December 3, 2004, has been updated. Since that time, the URL address has been changed to provide easier user access directly to the VPN document. The direct path to the document is via a VPN webpage at the following address: <http://www.ocfs.state.ny.us/main/VPN>. It should be noted that the document name on the website is **VPN Procedures and Application Process** and the form name is **VPN Access Request Form OCFS-4735**.

The prime objective of this initiative is to allow voluntary agency staff access to the CONNECTIONS Application, through state CIAB computers, via the use of the VPN solution. A virtual private network supplies connectivity over a long physical distance. The key feature of a VPN is its' ability to use public networks, like the Internet, rather than rely on private leased lines. VPN technologies implement restricted-access networks that utilize the same cabling and routers as a public network without sacrificing features or basic security. It should be noted that connectivity provided by an Internet Service Provider (ISP) must be in place before submitting the request for the CIAB VPN solution.

7. Build 18 Fail-over Test

In conjunction with OFT, OCFS Technical Support has scheduled the Server Clustering/Fail-over tests listed below. The testing will require downtime of the CONNECTIONS Production and Training environments, as well as the OCFS Production Data Warehouse environment. These tests are in support of Build 18 server configuration changes of the CONNECTIONS Production and Training application/database servers, which will go into effect during Build 18 deployment scheduled the weekend of February 5, 2005. The purpose of these tests is to ensure that in the event of a hardware failure, the CONNECTIONS Production and Training applications will still be able to function utilizing the designated backup database/application server.

Fail-over test dates:

- ***Sunday, 1/9/05 from 1:00 AM – 7:00 AM***
- ***Friday, 1/14/05 from 4:00 AM – 7:00 AM*** (extends the standing maintenance window by 1 hour)
- ***Friday, 1/21/05 from 4:00AM – 7:00 AM*** (extends the standing maintenance window by 1 hour)

8. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 12/17/04 from 5:00 AM - 7:00 AM

Wednesday, 12/22/04 5:00 AM - 7:00 AM

Friday, 12/24/04 from 5:00 AM - 7:00 AM

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, 12/19/04 from 1:00 AM - 6:00 AM