

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 23, 2004
Re: Activities for the week of 12/24/04-12/31/04

1. **Teleconference ~ CONNECTIONS Case and Financial Management Confidentiality**

There will be a teleconference on January 18, 2005, provided by the NYSOCFS, NYS OCFS/Bureau of Training and SUNY Training Strategies Group, on the topic of CONNECTIONS Case and Financial Management Confidentiality. The goal of the teleconference is to help both local district and voluntary agency staff gain a better understanding of the current standards of confidentiality, as they will apply to electronic financial and case management when Build 18 is implemented. The teleconference will provide helpful information regarding access to, and sharing of, information, external communication vs. electronic case records, progress notes, the caseworker's role in CPS investigations, and how computer security systems support confidentiality.

Further information regarding the specifics of the teleconference will be forthcoming in the next few weeks.

2. **OCFS Informational Letter (INF) on Phased Implementation for the New Case Management System in CONNECTIONS Build 18**

The purpose of this Informational Letter (INF) is to advise administrators and program staff of the respective period or "wave" of implementation to which each Local Department of Social Services (LDSS) or agency is assigned, as well as provide information necessary for the successful implementation of CONNECTIONS Build 18 and the new case practice that is supported in the Case Management system. The INF will also provide guidance regarding completion of the Uniform Case Record during the transition period that occurs from the initial wave of implementation

until full statewide implementation. The INF is located on the OCFS Intranet. The address of the OCFS Intranet is: <http://sdssnet5/ocfs/>, under the heading General Resources (on the left-hand side of the page) click on Policies - External then locate the INF and click on it. For your convenience a direct link to the document is posted below.

[04-OCFS-INF-10 Phased Implementation for the New Case Management System in CONNECTIONS Build 18](#)

3. 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 both the Training Info & Schedule and Implementation pages.



CONNECTIONS Case Management Build 18

4. 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.

5. 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!

6. 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)

7. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

Wednesday, 12/29/04 5:00 AM - 7:00 AM

Friday, 12/31/04 from 5:00 AM - 7:00 AM

8. 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, 12/26/04 from 1:00 AM - 6:00 AM