

CONNECTIONS WEEKLY SYSTEM UPDATE

Labor Day



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: September 2, 2004
Re: Activities for the week of 9/3/04-9/10/04

1. **Security Awareness**

Attached below are three handouts on Security Awareness that contain guidelines that need to be read and followed by all staff who are users of OCFS information technology. It is very important that everyone be aware of his or her roles and responsibilities regarding Information Security. Please read and post the attached materials and please 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**.



Awareness Materials
- FINAL.pdf

2. **Staff Security Report**

The Staff Security Report, which is accessed through the Data Warehouse, is a report that lists all staff in a district or agency. If a user wants access to the Data Warehouse, he or she has to send a request to Joe DeLucia of the Data Warehouse Unit.

There are two fields that have been added to the Staff Security Report in the Data Warehouse:

- **Date Last Accessed**
Since 3/28/03: This field will display the date that the user last accessed CONNECTIONS since 3/28/03. If the user has not accessed CONNECTIONS since 3/28/03, 00/00/00 will display.
- **# of Times in CONX**
Since 3/28/03: This field will display the number of times the user has accessed CONNECTIONS since 3/28/03. If the user has not accessed CONNECTIONS since 3/28/03, 0 will be displayed.

A prototype with fictitious data is attached. The modified Staff Security Report is now available in the Data Warehouse.

These fields can aid in staff cleanup, as the status of a staff person who has not accessed CONNECTIONS since 3/28/03 should be reviewed to determine if:

- He or she has left the agency or
- He or she no longer requires access to CONNECTIONS or,
- If he or she does require access to Build 18, whether his or her Business Function Profile needs to be changed.



Staff Security Report.pdf (630...

3. **NT Password Resets**

All users need to understand that there should be a local staff person who can perform Password resets for all of the staff in their district or agency. Unless there is an immediate need, the Help Desk does not need to be called to perform Password Resets.

If you need your password reset, and you know your Webstar Security Administrator, request the reset from them. If you do not know who in your agency can do Password resets, there are two ways to find out:

Click on Internet Explorer

Click on the appropriate Webstar

- If you have not been given any information about being migrated, you are likely to be using plain *Webstar*.

Then Click on Webstar Who's Who

- If you know you are in the HSEN domain, click on *WEBSTAR 2000 for HSEN Accounts*
Then click on administrators of my Account & or Computer
- If you know you are in the NYSeMail domain, click on *NyseWebstar for NYSeMail/HSEN Accounts*
Then click on Your Administrator

Or, you can look in the list in the Public Folders under:

dfa.state.ny.us
User Account Services
oftsec
Weekly Reports

The Password SADM and the Security Adms lists both contain the names of staff who can reset your password.

If you still cannot determine who in your district or agency can do password resets, have another staff person send an email to the oft.sm.cns.oftsec mailbox, and specifically ask for the name of someone in your agency who can do Password Resets.

If you are a staff who is listed as being able to do password resets and you have not done them before, go into internet explorer to the HSEN Intranet site and then into the appropriate Webstar as detailed above. There are instructions that you should be able to follow to do a password reset. If you have a problem, please send an e-mail to the oft.sm.cns.oftsec mailbox.

Local users must understand that the oftsec staff cannot do password resets because they have no way of verifying the identity of the user requesting the reset. Password resets should be done locally so that the person performing the reset can verify the appropriateness of the reset.

The oftsec mailbox is available during business hours.

NOTE: Remember that if there is an immediate need for a password reset, and no one is available locally to perform the reset, then call the Help Desk.

4. Prohibition Against Installing Unauthorized Software on CONNECTIONS Equipment

This notification is to inform you of the OFT policy that strictly prohibits the installation of any unauthorized software on CONNECTIONS equipment, without the prior approval of the Office of Children and Family Services Information Security Officer. There is a need to determine that there is no risk of virus infection or interference with the image that OFT installs on

the equipment by locally installing any software. This policy is detailed in the OFT policy *Protection of OFT's Information Assets*, Section 9, Virus and Malicious Software Prevention. This policy is available on the OFT Intranet Website under Technical Policies.

It should be noted that the installation of any unauthorized software could seriously compromise the security of the CONNECTIONS system, within which highly confidential information and data is maintained. The protection of the information within this system is an overriding priority of OCFS.

If you should have any questions related to the aforementioned, or you want to receive authorization to install software, you may contact Jo Shrader, OCFS Information Security Officer, at (518) 473-9254 or, Jo.Shrader@dfa.state.ny.us.

5. Guide for Business Process Review and Analysis in Preparation for Build 18 Case Management

The Guide for Business Process Review and Analysis in Preparation for Build 18 Case Management is one of a wide range of tools that may be used by local district and voluntary agency staff as they prepare to implement the CONNECTIONS Case Management application. As a result of the changes that an automated system of case documentation brings, it is recommended that all district and agency implementation teams make the review and analysis of current and proposed business processes a part of their implementation preparation activities.

The methods and tools presented in this guide can be used by each district and agency to assess and redesign internal work processes, as well as to refine cross-agency work processes.

The Guide is currently available on the CONNECTIONS website on both the Home page and the Implementation page. The address of the CONNECTIONS website is <http://sdssnet5/ocfs/connect>. Assistance in utilizing the Guide is available from your CONNECTIONS Regional Field Support representative.

6. Government Technology Conference East ~ September 27-30, 2004

The annual Government Technology Conference, the premier training event for state and local government, will be held at the Empire State Plaza and will begin on Monday, September 27th to conclude Thursday, September 30th. For complete conference information you may visit the conference website at www.govtech.net/qtce4 or, contact Maureen Torncello at (518) 435-1106 (mtorn@govtech.net).

7. HSEN NYSeMail Schedule Report

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
Cortland	8/30/2004	8/11/2004	9/10/2004	9/13/2004
Montgomery	8/30/2004	8/11/2004	9/10/2004	9/13/2004

8. Schedule Update - IBM Motherboard Replacement Notice

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.



Weekly Schedule for
System Board Replac



A40 Replacement
Summary & Schedule

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

9. CONNECTIONS System Down Time

On Friday, September 3rd, between 2:00AM and 10:00AM the Office for Technology is re-routing the VPN Firewall for the Data Center. This activity will impact connectivity to the CONNECTIONS Application at the NYS OCFS State Central Register between the hours of 2:30AM - 3:30AM. It should be noted that emergency procedures for off-line transmission of CPS reports between the SCR, ECS and Suffolk county will be implemented at this time.

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 9/3/04 from 5:00 AM - 7:00 AM*

Friday, 9/3/04 from 2:30AM – 3:30AM

Wednesday, 9/8/04 5:00 AM - 7:00AM

Friday, 9/10/04 from 5:00 AM - 7:00 AM

**** Please note additional downtime for the State Central Register: Friday, 9/3/04 from 2:30AM – 3:30AM***

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, 9/5/04 from 1:00 AM - 6:00 AM

Sunday, 9/12/04 from 1:00 AM - 6:00 AM