

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: September 10, 2004
Re: Activities for the week of 9/10/04-9/17/04

1. **New York State Office for Technology Human Services Network - Network Integration Services (NIS)**

The NYS OFT Human Services Network and the CONNECTIONS project are pleased to announce the availability of Network Integration Services (NIS). The objective of this initiative, offered by the NYS OFT, is to allow local district and voluntary agency staff access to the CONNECTIONS Application, via local district and voluntary agency owned PCs, thus utilizing router-to-router connectivity. The attached document identifies information related to the submission procedure, the implementation plan, contact information, as well as a summary of offerings.

It should be noted that this document is posted on the OFT Customer Relations website. The path to the document is:
http://sdssnet5/crcc/nis/nis_voluntary_menu.doc



NISMenu
Number Revision

2. **Webstar 2000 and nyseWebstar LearnLinc Training Course**

PDP's Computer Training Services Unit is pleased to announce a new LearnLinc training course for local district and voluntary agency Security Coordinators and Back-up Security Coordinators, or other individuals in local districts or voluntary agencies who use Webstar 2000 and nyseWebstar. The class schedule includes the following training dates: Wednesday, September 15th (10:00AM-12:00PM) and Wednesday, September 29th (10:00AM-12:00PM). For information regarding a course description, course outline and registration information please see the attached document.



.earnLinc Webstar
and nyseWebs...

3. 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.

4. 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/gtcE4 or, contact Maureen Torncello at (518) 435-1106 (mtorn@govtech.net).

5. HSEN NYSeMail Informational 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. In the near future voluntary agencies will also be involved in this initiative.

The two attachments below were drafted to describe and define this new initiative. The first attachment is an introductory letter, that was forwarded to voluntary agency Implementation Coordinators earlier this week, the second attachment outlines the major benefits and features of NYSeMail through the forum of frequently asked questions.



Welcome Letter
/A NYSeMail.d..



Email FAQ
HSEN.doc

6. HSEN NYSeMail Schedule Report

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

9/7/04 – Day 1 Support - Oneida, Otsego, Schoharie, Tioga, Tompkins, Orleans

9/7/04 – Data Moves – Ontario, Cortland, Montgomery, Erie

9/7/04 – Caching Enabled – Suffolk

9/10/04 – Migrations – Onondaga, Ontario, Cortland, Montgomery, Chenango, Former SCR staff

9/11-9/12 – Current SCR Staff.

Site Name	5.x-5.5 Move	Client Upgrade	Migration	Day 1 Support
Oneida	8/23/2004	8/4/2004	9/3/2004	9/7/2004
Otsego	8/30/2004	8/4/2004	9/3/2004	9/7/2004
Schoharie	8/30/2004	8/4/2004	9/3/2004	9/7/2004
Tioga	8/30/2004	8/4/2004	9/3/2004	9/7/2004
Tompkins	8/30/2004	8/18/2004	9/3/2004	9/7/2004
Orleans	6/21/2004	8/4/2004	9/3/2004	9/7/2004
Onondaga	8/23/2004	8/4/2004	9/10/2004	9/13/2004
Ontario	9/6/2004	7/21/2004	9/10/2004	9/13/2004
Cortland	9/6/2004	8/11/2004	9/10/2004	9/13/2004
Chenango	9/9/2004	7/28/2004	9/10/2004	9/13/2004
Montgomery	9/6/2004	8/11/2004	9/10/2004	9/13/2004
Erie	9/6//2004	8/18/2004	9/17/2004	9/20/2004
OCFS – SCR	9/11-9/12/04	8/26/04-9/9/04	9/11-12/04	9/13-17/04

7. IBM Motherboard Replacement Notice Schedule Update

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.

8. **CONNECTIONS System Down Time**

On Friday, September 10th, 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, 9/10/04 from 5:00 AM - 7:00 AM*

Wednesday, 9/15/04 5:00 AM - 7:00AM

Friday, 9/17/04 from 5:00 AM - 7:00 AM

**** Please note additional downtime for the State Central Register: Friday, 9/10/04 from 2:30AM – 3:30AM***

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

Sunday, 9/19/04 from 1:00 AM - 6:00 AM