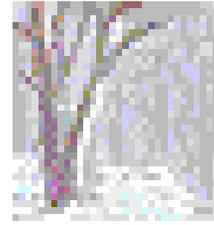


CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Security Coordinators, Keyusers,
Directors of Services, CONNECTIONS Project
Team
Date: January 21, 2005
Re: Activities for the week of 1/21/05-1/28/05

1. **Guidelines for Using Electronic Communication for Sharing Case Specific Information**

The document below identifies the guidelines that must be implemented when using electronic communication in the sharing of case specific information. As users are aware, it is important to protect case specific information that identifies clients and the types of services that are being provided. We ask that you both review and follow these guidelines when sharing case sensitive information. For your reference, the document is also posted on the CONNECTIONS Intranet website on the Security page.

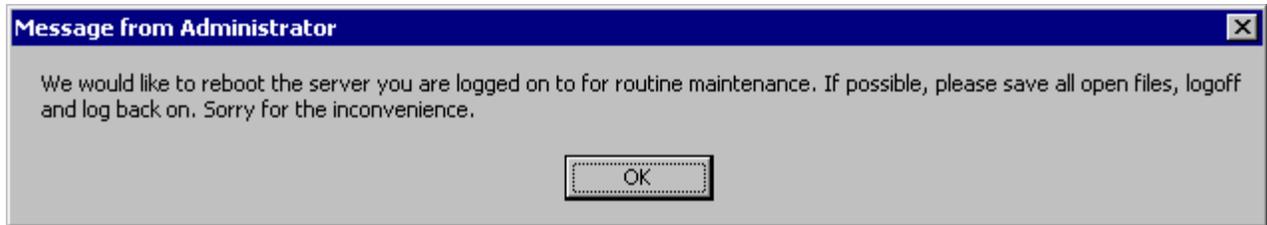


Guidelines for using
Electroni...

2. **Updated Instructions Related to Citrix Server Maintenance**

There will be maintenance performed on the Citrix servers that will be run every evening (with the exception of Thursday evenings), beginning at 11:59 PM, and finishing either within three to six hours. At the present time there is no definitive timeframe for completion of this maintenance, however, we will notify you when we have an anticipated completion date.

We ask that you follow the instructions outlined below when users receive the message identified below.



Instructions:

If users are logged onto their PC's and working in the CONNECTIONS application between the hours of 11:59 PM and 6:00AM they may receive the message below. Upon receipt of this message, we ask that the user click "ok" and log out of their Citrix session. After logging out of the Citrix session the user may then immediately log back in and resume their work. However, if a user is involved in an Intake situation and they can not immediately log out of the Citrix session, they can click "ok" and continue working. We ask that the users **only** ignore the message when they are involved in a critical situation, as continually ignoring this message will hamper further Citrix server maintenance activities.

3. Updated Version of the Build 18 Frequently Asked Questions and Answers Document

There is an updated version (as of January 7, 2005) of the Build 18 Frequently Asked Questions document posted on the CONNECTIONS Intranet website on both the Home and FAQ pages. It should be noted that this document includes questions that have been asked since the original posting of this document.

4. Updates/Changes to the CONNECTIONS Case Management Build 18 Training Schedule

The communication below was forwarded to Implementation, Staff Development, Security and Back-up Security Coordinators, as well as Directors of Services and Executive Directors on January 18, 2005.

As a result of feedback provided by Field Test and early wave participants, two changes have been made to the Build 18 training program. The half-day Introduction to CONNECTIONS Case Management (Build 18) non-computer course has been eliminated. In addition, the three day Resource User Course has been shortened to two days. Taken together, these changes will reduce the time that many trainees will need to spend out of the office, while still providing them with a sufficient introduction to the system. The SUNY Training Group has been in contact with users who were pre-registered to attend these sessions and informed them of the afore-mentioned changes. If anyone has questions about these changes, you may contact Sheryl Galinski at the SUNY Training Strategies Group, 1-877- 451-4835.

5. CONNECTIONS Case Management (Build 18) Training Schedule Information for Wave 7

The attachment below identifies a revised version of the Wave 7 training schedule. This information will be forwarded, in a separate communication, to Directors of Services, Executive Directors, Staff Development Coordinators, local district and voluntary agency Implementation, Security and Back-up Security Coordinators on Friday, January 21st. All of the Wave training schedules, including the Wave 7 schedule are posted on the CONNECTIONS Intranet website on the Training Info & Schedule page.



CONNECTIONS Case
Management Build 18

6. District/Agency Profile (DAP)

As many of you know the District/Agency Profile is the one of the tools that the project developed to identify critical information related to contact data, district/agency staffing, contract relationships, site information, as well as other significant information related to both local districts and voluntary agencies. We would like to stress the importance of this tool as a “living document” and therefore also state that it is very important that the data entered in the DAP be correct and up-to-date, as the project uses this information for various communication and reporting reasons. For reference purposes, the DAP is located on the CONNECTIONS Intranet website, on the Implementation page (right hand column). The address directly to the DAP is: <http://sdssnet5/ocfs/connect/DPM/>. If any district or agency is able to access this tool you may contact your CONNECTIONS Regional Office Field Representative. We thank you for taking the time to update the information.

7. 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](#)

8. Build 18 Fail-Over Test Information

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:

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

9. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 1/21/05 from 4:00 AM - 7:00 AM*

**** (extends the standing maintenance window by one hour)***

Wednesday, 1/26/05 from 5:00 AM - 7:00 AM

Friday, 1/28/05 from 4:00 AM - 7:00 AM

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, 1/23/05 from 1:00 AM - 6:00 AM