

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 28, 2005
Re: Activities for the week of 1/28/05-2/4/05

1. CONNECTIONS Case Management (Build 18) Update

At the NYPWA Winter Conference, Commissioner Johnson announced that the scheduled start date of CONNECTIONS Case Management (Build 18) has been moved to February 28, 2005. At this writing, it is planned that Waves 1 and 2 will be implemented on that date. It is possible that the implementation dates for the next few subsequent Waves will be moved approximately two to four weeks, and that some Waves may be combined. The OCFS CONNECTIONS Implementation Team is presently assessing the schedule and will issue an update as soon as possible.

Due to unanticipated coding challenges, particularly involving the current Legacy system, it was not possible to introduce the WMS Interfaces module to the Field Test until January 31st. Since the CONNECTIONS Project Team wished to fully exercise WMS Interfaces in the Field Test, implementing Build 18 in the Production mode on February 7th was deemed to create a risk, and is inconsistent with OCFS's commitment to delivering a quality and fully tested product to the field. The experience with WMS Interfaces in Field Test – and the resolution of a few issues as they relate to the WMS to CONNECTIONS Conversion module – will guide OCFS's decision concerning the production schedule in the coming weeks. The plan to make the Build 18 Preview Application available to the early-implemented Waves as far in advance of the Production release date as possible remains, as it is our understanding that local district and voluntary agency staff are eager to work in the Application.

The CONNECTIONS Case Management (Build 18) components that have been tested by the Field Test participants have received a positive response. OCFS gratefully acknowledges the Field Test participants for their continued commitment to this important task.

2. 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...

3. CONNECTIONS Case and Financial Management Confidentiality ~ Rescheduled Teleconference

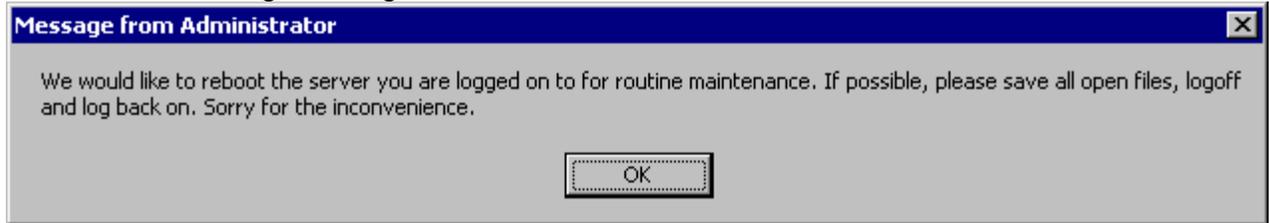
The teleconference that was previously scheduled for airing in January 2005 has been re-scheduled for the later part of February. The teleconference is sponsored by the NYSOCFS, NYS OCFS/Bureau of Training and SUNY Training Strategies Group and will highlight the topic of CONNECTIONS Case and Financial 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.

4. 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 following message:



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.

5. 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.

6. NYSeMail – Remaining Legacy Migration Targets

The attachment below identifies the remaining sites that are outstanding in the OFT NYSeMail initiative. If there are any questions related to this document they should be directed to Pete Whitford. Mr. Whitford can be reached via telephone at (518) 408-3502 or, via E-mail at Peter.Whitford@dfa.state.ny.us.



7. 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 was 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 January 25th. 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

8. OCFS Data Warehouse Database Migration ~ System Downtime

The databases that support the OCFS Production Data Warehouse environment are being migrated to a new hardware platform. This migration supports the following two initiatives:

- OCFS server upgrades in response to increased processing requirements of both the OCFS Data Warehouse and CONNECTIONS production environments.
- OFT prompted Disk Migration activities that will move information from older EMC disks to newer IBM disks.

This activity requires a period of downtime to effect the migration. This will impact users accessing data via Cognos, although "cube" information will remain available. There is no impact upon CONNECTIONS users. In order to minimize impacts on daily and weekly refresh cycles, the migration will occur on Monday, January 31st, from 5:00AM-9:00AM.

9. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

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

Wednesday, 2/2/05 from 5:00 AM - 7:00 AM

Friday, 2/4/05 from 4:00 AM - 7:00 AM*

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

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, 1/30/05 from 1:00 AM - 6:00 AM