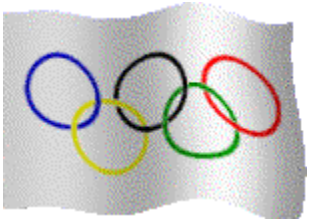
CONNECTIONS WEEKLY SYSTEM UPDATE



Memo

To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: February 21, 2002
Re: Weekly System Update--02/21/2002 Week's Activities

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1. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 02/22/2002 from 5:00 am - 7:00 am
Friday, 03/01/2002 from 5:00 am - 7:00 am
Friday, 03/08/2002 from 5:00 am - 7:00 am

2. Microsoft Exchange Servers:

Due to regularly scheduled maintenance on Exchange email, all Exchange email servers (except for SSCRX1, SDFY2, EXCHSEN0A1MA, EXCHSEN0A1MB and SACS9X1) will be unavailable on:

Sunday, 02/24/2002 from 1:00 am - 6:00 am
Sunday, 03/03/2002 from 1:00 am - 6:00 am
Sunday, 03/10/2002 from 1:00 am - 6:00 am

3. CONNECTIONS Desktop PC Project (Update):

The schedule for installation of the new PCs in the remaining regions is as follows:

- Albany Region (Region IV) **Completed**
- Syracuse Region (Region III) **Completed**
- Rochester Region (Region II) January 24, 2002 **Completed**
- Buffalo Region (Region I) February 11, 2002 **(Underway)**
- Yonkers (Region V) and NYC (Region VI) (Scheduled for March 2002)

The Office for Technology Command Center will contact Districts/Agencies involved in the desktop pc rollout approximately two weeks prior to your scheduled implementation date. At that time, the OFT Command Center will send a follow-up letter to site contacts. This letter will contain instructions and stickers that will need to be placed on the computers that have been targeted for replacement. The stickers should be placed on the upper left hand corner of the monitor connected to the device being replaced.
Note: the computers that are being replaced should match up with the information contained on your district/agency Desktop PC completed spreadsheets that you sent to David Kislowski. **Additionally, if there have been changes to your site contact persons since you submitted your site spreadsheets, it is important that you call the OFT Command Center (1-800-603-0877) to provide them with the new names and telephone numbers.**

From the pilot experience, we recommend that staff review the PC Quick Start Guide prior to installation of the new PC's, in order to insure a smooth installation and transition. The Quick Start Guide and several other preparatory reference materials are available both on the CONNECTIONS Intranet site (on the Desk/Job Aid Page) (http://sdssnet5/ocfs/connect/) and within the Public Folders (Public Folders>All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement). Note: Due to the size of the Quick Start Guide, you may have difficulty opening the file. We recommend saving the file to a local drive or C: drive and then opening it from there or open it from the Intranet Site.

Voluntary Agency Bailment Agreements

The following information is for remaining Voluntary Agencies who have not yet returned their Bailment Agreement:

In mid-December, 2001 we sent communication to Voluntary Agency Implementation Coordinators regarding an agreement form (Bailment Agreement) and an appendix that is required in order for CONNECTIONS replacement computer equipment to be installed in, and retained by, your agency. In that correspondence, we asked that this form be signed, notarized and returned by December 21, 2001. In order that installation can proceed on schedule for your agency we ask that you send your Bailment Agreement Form ASAP. The signed, notarized form should be sent to the following address:

New York State
Office of Children and Family Services
CONNECTIONS Project - 15th Floor
Attn: Cindy Wheeler

52 Washington St.
Rensselaer, NY 12144-2796

If you have questions about the Bailment Agreement/Appendix or you need to make arrangement to have the addendum mailed or faxed to you, please feel free to contact **Nancy O'Hara 518-486-5894** at the CONNECTIONS Project.

If you have any questions related to the schedule of the rollout you may contact the **Office for Technology Command Center at 1-800-603-0877**.

4. **Upcoming Region V Meeting for CONNECTIONS Desktop PC Replacement:**
Region V CONNECTIONS desktop PC replacement pre-implementation meetings have been scheduled for early March. The meetings will be held at Dutchess County DSS on March 4th from 10:30 to 12:30, and in Nassau County DSS on March 5th from 9:30 to 11:30. The target audience for these meetings is LDSS and Voluntary Agency LAN Administrators or equivalent IT staff. Please Note: this meeting only involves agencies that are participating in the 75% Desktop PC Replacement Project. This meeting does not apply to CIAB sites in Region V (Yonkers). Attached is the Meeting Agenda. The main topics being covered at the meeting will be as follows:

- Over-all Desktop PC Project Items (Project description, time frames, etc.)
- Preparation for the New Equipment (file storage, moving files, etc.)
- Overview of the Replacement Process (software/hardware specs, removal of materials, etc.)
- Pending INF
- Remaining 25% Replacement

The meetings will be held at the following LDSS offices:

Monday, 3/4/02 @ 10:30 Dutchess County DSS, 60 Market St., 4th Floor Conference Room, Poughkeepsie, NY

Tuesday, 3/5/02 @ 9:30 am Nassau County DSS, 101 County Seat Drive, 2nd floor Staff Development Conference Room, Mineola, NY

If you have any questions about these meetings or need directions to either of these sites, please feel free to Andrea Straker, Yonkers Regional Office CONNECTIONS Implementation staff person, by either email or phone (914) 377-2065.

5. Mailbox moves on Exchange Server, EXCHSEN0A1MC:

This activity began Thursday, 2/14. OFT and OCFS Staff that have exchange mailboxes on Exchange Mail Server EXCHSEN0A1MC, will be moved to a temporary server, EXCHSEN0AMZ**.** It is anticipated that this activity will occur until Monday, 2/25. After the mailboxes are moved to the temporary server, the OCFS mailboxes will then be moved to a new OCFS server and the OFT mailboxes will remain on the temporary server until they are moved to OFT's Exchange organization.

This activity should be transparent to the user, however, if a user tries to access their mailbox while it is being moved, they will receive a server unavailable message. In addition, if trying to send mail to a mailbox that is being moved, they may receive a message that the message sent was undeliverable. Users should be encouraged to try and send the mail again, as the problem stops once the mailbox is moved.

6. Revised Instructions for Requesting or Changing Security Information:

We have received the following security information from OFT regarding procedures for changing Security Administrator Account Information (Security Administrator, Cadm, and Wadm priviledges). Please review the attached.

Notification of REVISED User A...