

*~The CONNECTIONS WEEKLY~*  
*November 11 ~ 18, 2005*



In  
Memory  
of our  
Fallen  
Heroes



***System Latency\* Issue...***

The CONNECTIONS Technical Team has been working to resolve recently identified system latency issues. Some of the reasons causing latency have already been resolved and the Tech Team is continuing to work to identify and fix the remaining issues. We will provide updates as these issues are resolved.

\*Latency is defined as the lag experienced by users between typing and when the words appear on the screen, or when a user clicks on an item and the action is completed. Latency is commonly used to refer to performance issues.

***Planned Power Outage for the Veteran's Day Weekend (November 11-13, 2005)...***

***Please note that this communication is pertinent and effects all recipients of this message. This information was also reported in The CONNECTIONS Weekly the weeks of October 28th and November 4th.***

There is a planned power outage for 40 North Pearl Street, Albany, for the Veteran's Day holiday weekend. The purpose of this outage is to make necessary improvements to the cooling system in the Ten Eyck building, specifically in the Office for Technology (OFT) Data Center, located at 40 North Pearl Street, Albany.

The OFT Data Center houses OCFS network/server/email equipment, so there will be a major impact on most OCFS computer activity that weekend.

**The power is scheduled to be shut down at 12:00PM (Noon) on Friday, November 11, 2005, and restored by 12:00PM (Noon) on Sunday, November 13, 2005.** During that time the following will be unavailable for all users:

- Outlook/Exchange Email access
- HSEN Network
- VPN access
- CONNECTIONS Application

- OCFS computer applications requiring internet/network connectivity

If you are located at a site other than 40 North Pearl Street, you may have local computer access, but will not be able to access any network functions such as email, file-shares (your H: drive), or centralized applications (CONNECTIONS, etc.). You may be able to logon locally to your PC and access items physically residing on your PC's hard-drive, but you should be aware that lack of network connectivity may result in unexpected errors.

We request that at close of business on Thursday, November 10, 2005 - you turn off your PC and any peripheral equipment attached to it (scanners, printers, etc.). You may power up your equipment on Sunday November 13, 2005 after 12:00PM (Noon) or at start of business, Monday November 14, 2005 and proceed with business as usual.

Thank you in advance for your patience and participation in this effort.

### **Several Documents Have Been Updated on the CONNECTIONS Website...**

Just as an FYI...several documents have been updated to include current Build information. The following updated documents have been posted to the CONNECTIONS website:

- CONNECTIONS Build 18 Job Aid: Changes to CPS Functions– Version 1.3 revised September 22, 2005
- CONNECTIONS Build 18 Quick Start Guide – Version 1.4 dated September 19, 2005
- CONNECTIONS Supervisory Functions System Build 18 Job Aid – Version 1.2 dated October 4, 2005
- CONNECTIONS Step by Step Data Maintenance for Family Services Stages – Version 1 dated October 11, 2005
- CONNECTIONS Step by Step Guide: Training for CPS Workers revised September 15, 2005

### **nyseWebstar Informational Update... Webstar problem adding users to CONNECTIONS from 10/26/05 - 10/28/05**

Please note that during the time period 10/26/05 - 10/28/05, there was a problem with nyseWebstar that prevented users from being added to the CONNECTIONS Application. As a result, any users who were added to the Application during this period will have to be added again. We regret any inconvenience that this issue may cause and thank you for your understanding.

### **“Quick Tip...”**

To close a duplicate CPS case (DUP) users should highlight the case in your *Assigned Workload* with the type of DUP, click on the *Options* drop down and select *Intake Priority/Closure* from the list. On the *Intake Priority/Closure* window click on the drop down arrow for the *Reason Closed* field, select *Closed Duplicate Report* from the drop down list. The Save pushbutton does **not** enable. Once you have completed the closure reason click on the *File* menu and select *Save and Close* from the drop down list. The case will no longer appear on your Assigned Workload. Refer to Module 7 of the Build 16 Training for CPS caseworkers Step-by-Step.

### ***Did You Know...***

Training schedules for ongoing CONNECTIONS trainings are available in STARS. To access them, users should go to the STARS Home Page at <http://stars.bsc-cdhs.org/>

- ➔ Click on **STARS Provider** Link which is in the middle of the page under the State Training Provider Heading
- ➔ On the next page, click on the **Training Calendar** link under the Online Applications heading on the upper left section of the page.
- ➔ Under Provider, enter **SUNY TSG**
- ➔ Under Course Content, enter **Systems CONNECTIONS**
- ➔ Use the calendar to enter the dates you want to check for training.
- ➔ Click the check box for the Region where you want to attend
- ➔ Click the **Submit** Button

This will bring you to the list of the course offerings that fit your criteria. STARS is continuously updated as training courses are added or deleted. The course titles are in hyper text and link you to course descriptions. A password is required to register individuals for training

### ***Data Warehouse...***

OCFS Data Warehouse News and Notes November 2005 edition is available and has been posted on the Data Warehouse page of the CONNECTIONS Intranet.

### ***Data Warehouse Downtime...***

The OCFS Data Warehouse will be unavailable from 5PM Wednesday, November 9th through start of business Monday, November 14th. The downtime will allow the weekly Data Warehouse refresh to be completed prior to the planned weekend power outage.

### ***When CONNECTIONS Will Be Unavailable...***

- Friday 11/11/05 from 5:00AM – 7:00AM
- Friday, 11/11/05 from 12:00PM (noon) through Sunday, 11/13/05, 12:00PM (noon) to implement the planned power outage.
- Wednesday, 11/16/05 from 5:00AM – 7:00AM
- Friday 11/18/05 from 5:00AM – 7:00AM