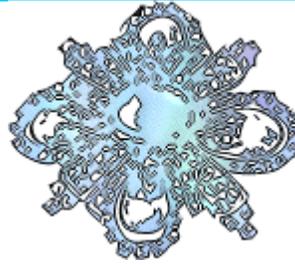


# CONNECTIONS WEEKLY SYSTEM UPDATE



**To:** CONNECTIONS Implementation Coordinators  
**From:** CONNECTIONS Communications  
**CC:** LAN Administrators, Security Coordinators, Keyusers,  
Directors of Services, CONNECTIONS Project  
Team  
**Date:** January 6, 2005  
**Re:** Activities for the week of 1/7/05-1/14/05

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**1. Update on the Teleconference ~ CONNECTIONS Case and Financial Management Confidentiality**

The teleconference scheduled for January 18, 2005 has been postponed. It is anticipated that it will be re-scheduled for a date in February. Further information regarding the specifics of the teleconference will be forthcoming within the next few weeks.

**2. Cancelled ~ Build 18 Fail-Over Test for Sunday, January 9, 2005**

Please note that the Build 18 fail-over test, scheduled for Sunday, January 9, 2005 has been cancelled.

**3. Letter Dated November 11, 2004 ~ CONNECTIONS Laptop Replacement Project/Enhancing Staff Equipment Project**

The attached was mailed to local district Commissioners and voluntary agency Executive Directors on November 11, 2004. The letter describes two initiatives that will address both replacement of outdated existing equipment and the availability of needed additional equipment.



Form\_Letter.doc  
(68 KB)

**4. Children In Care by Location, Agency and District ~ Excel Spreadsheet**

This notification is to inform you that an Excel spreadsheet that highlights information related to children in care as of 9/30/04, as identified by *District with Custody, Agency Where Placed, Agency Where Placed Name,*

*Agency Location, Facility Type, Facility Location and Child Count*, is available to both local districts and voluntary agencies. In order to obtain a copy of this document staff from either the district or agency should contact their CONNECTIONS Regional Field Representative.

**5. 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](#)

**6. CONNECTIONS Case Management (Build 18) Training Schedule Information**

- ***Revised Training Schedule for CONNECTIONS Case Management Wave 4***

Please note that the training schedule for CONNECTIONS Case Management Wave 4 has been revised. The revised schedule was forwarded, earlier today, to local district and voluntary agency Implementation, Security and Back-up Security and Staff Development Coordinators, as well as, local district Director’s of Services and voluntary agency Executive Directors. A copy of the document is attached below. The revised schedule is also posted on the CONNECTIONS intranet website on both the Training Info & Schedule and Implementation pages.



revised  
CONNECTIONS Case

- ***Memo and Training Schedule for CONNECTIONS Case Management Waves 5 and 6***

The Memo and Training schedule for CONNECTIONS Case Management Waves 5 and 6 was forwarded, earlier this week to local district and voluntary agency Implementation, Security and Back-up Security and Staff Development Coordinators, as well as,

local district Director's of Services and voluntary agency Executive Directors. Copies of the aforementioned documents are attached below. These documents are also is also posted on the CONNECTIONS intranet website on both the Training Info & Schedule and Implementation pages.

***Memo / Wave 5 Training Schedule / Wave 6 Training Schedule***



rev 12-20 Schedule  
cover memo...



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## 7. **CONNECTIONS Case Management Build 18 Training Course Descriptions**

The attached document contains descriptions of the various training courses, offered through the SUNY Training Strategies Group, related to CONNECTIONS Case Management Build 18 training. This document is also posted on the CONNECTIONS intranet website on the Training Info & Schedule page.



# bat Docu

## 8. **Network Issues**

As you may be aware, several sites experienced network related issues on Monday, December 27, 2004. There were multiple causes identified dependent on each users site. It should be noted that the causes of this problem have since been resolved. Sites/agencies who experience *new* problems with access to the network and/or the CONNECTIONS Application should continue to call the NYS OFT Enterprise Help Desk (1-800-697-1323).

Many users also have experienced slowness in response or system freezing, both within the CONNECTIONS Application, as well as within other desktop applications such as, Outlook, WORD and Excel. This slowness in response, or freezes, are referred to as "latency" problems and are most often associated with network problems. OCFS Management is currently in dialogue with OFT, Citrix and Microsoft representatives to diagnose the root cause of these instances. Currently, no estimated time of resolution is available. However, in order to assist in diagnosing this issue, we ask that you contact the NYS OFT Enterprise Help Desk immediately with all additional instances of slowness and/or latency, both within, as well as outside, the CONNECTIONS Application. Please note that it is very important that you identify that you are experiencing slowness or latency with the CONNECTIONS Application, or with any other desktop application.

Your continued cooperation in reporting all instances of slowness or latency is essential to our permanent resolution of this issue.

## **9. 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, 1/14/05 from 4:00 AM – 7:00 AM*** (*extends the standing maintenance window by 1 hour*)
- ***Friday, 1/21/05 from 4:00AM – 7:00 AM*** (*extends the standing maintenance window by 1 hour*)

## **10. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

***Friday, 1/7/04 from 5:00 AM - 7:00 AM***

***Wednesday, 1/12/05 from 5:00 AM - 7:00 AM***

***Friday, 1/14/05 from 4:00 AM\* - 7:00 AM\****

***\*(extends the standing maintenance window by 1 hour)***

## **11. 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, 1/9/05 from 1:00 AM - 6:00 AM***

***Sunday, 1/16/05 from 1:00 AM - 6:00 AM***