

CONNECTIONS WEEKLY SYSTEM UPDATE

happy valentines day



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Security Coordinators, Keyusers,
Directors of Services, CONNECTIONS Project
Team
Date: February 11, 2005
Re: Activities for the week of 2/11/05-2/18/05

1. Update ~ CONNECTIONS Case Management (Build 18) Preview and Implementation Schedule Update

****Please note the change to the Preview date for Waves 1 and 2 to 3/7/05, and the change to the Preview date for Waves 3 through 6W to 3/14/05. This change is necessary in order to populate the Preview environment with converted data.***

The OCFS CONNECTIONS Implementation Team completed their assessment of the Build schedule and have confirmed that CONNECTIONS Case Management (Build 18) will be live to the Oswego County Department of Social Services and all of their contract agencies on February 28, 2005.

As you are aware, there were unanticipated coding challenges, particularly involving the current Legacy system, and it was not possible to introduce the WMS Interfaces module to the Field Test until January 28th. It was deemed that since the CONNECTIONS Project Team wished to fully exercise WMS Interfaces in the Field Test, implementing Build 18 in the Production mode without WMS Interfaces created a risk, and is inconsistent with OCFS's commitment to delivering a quality and fully tested product to the field.

The following schedule identifies dates for both the implementation of Preview as well as the implementation of Build 18:

- 2/28/05 - Day 1 implementation of Build 18 for the Oswego County Department of Social Services and all of their contract agencies.

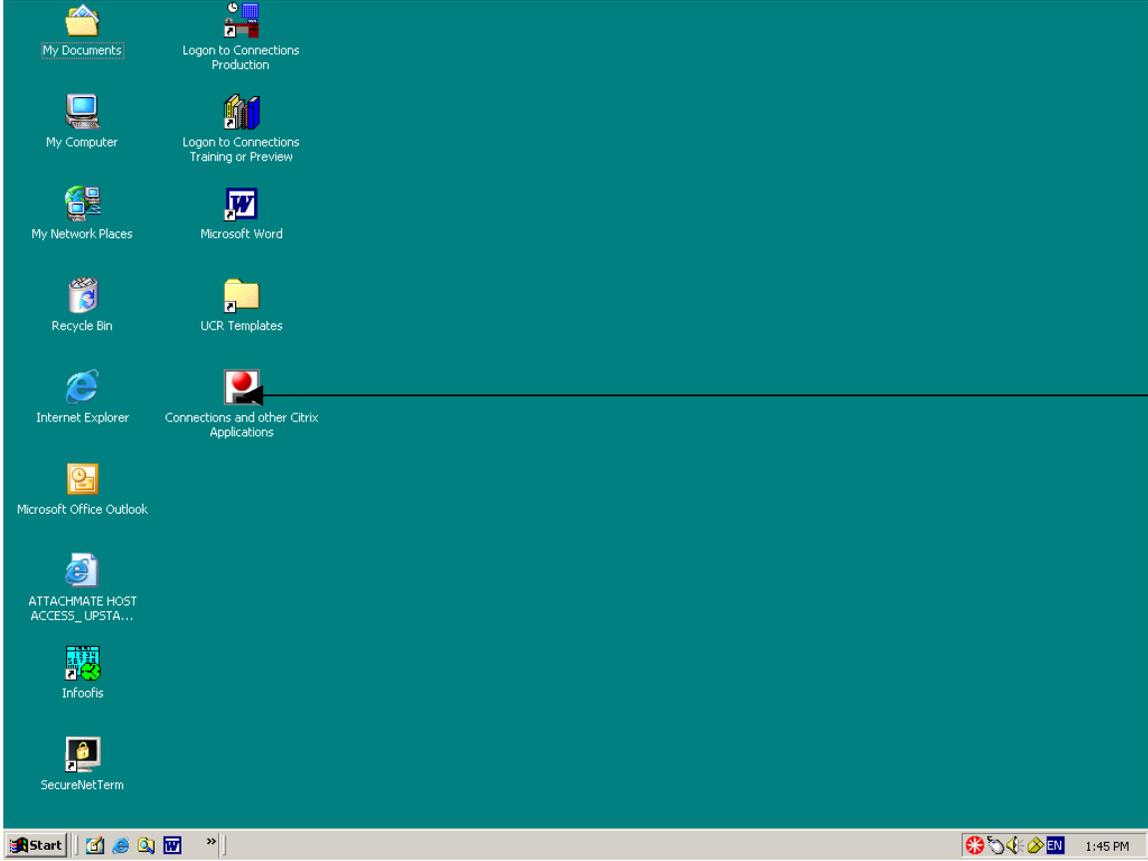
- *3/7/05 - The Preview environment with converted WMS data and a new snapshot of CONNECTIONS Production will be available to Waves 1 and 2 and the NYC Field Test sites.
- *3/14/05 – The Preview environment with converted WMS data (as of 3/7/05) will be available to Waves 3, 4, 5, and 6W.
- 3/21/05 - Day 1 implementation of Build 18 for Waves 1 and 2
- 3/28/05 - Start of NYC Field Test
- 4/11/05 - Day 1 implementation of Build 18 for Waves 3 and 4
- 4/25/05 – Day 1 implementation of Build 18 for Waves 5 and 6 West
- 5/16/05 – Day 1 implementation of Build 18 for Waves 6 East and 7
- 6/6/05 – Day 1 implementation for Waves 8 and 9
- 7/18/05 – Day 1 implementation for Wave 10
- 8/8/05 – Day 1 implementation for Wave 11
- 9/26/05 – Day 1 implementation for Wave 12
- 10/24/05 – Day 1 implementation for Wave 13
- 11/21/05 – Day 1 implementation for Wave 14

2. Updated Information Regarding the Citrix Program Neighborhood (PN) Agent

The entry point into Citrix (CONNECTIONS Production and Training environment) will be changing via the installation of the Program Neighborhood (PN) Agent. The PN Agent will be distributed statewide to both local districts and voluntary agencies, beginning Friday, February 11th through Friday, February 18th via a Tivoli push; CIAB's will receive the PN Agent through a CD that will be forwarded to the agencies site contact. If by Tuesday, February 22nd users have not received the PN Agent they will be given the mapping to a sharepoint and they will then be able to install the PN Agent from the sharepoint. NIS agencies will be able to access the Citrix Program Neighborhood (PN) Agent via the sharepoint as well. Specifics regarding mapping to the sharepoint will be available in next week's Weekly.

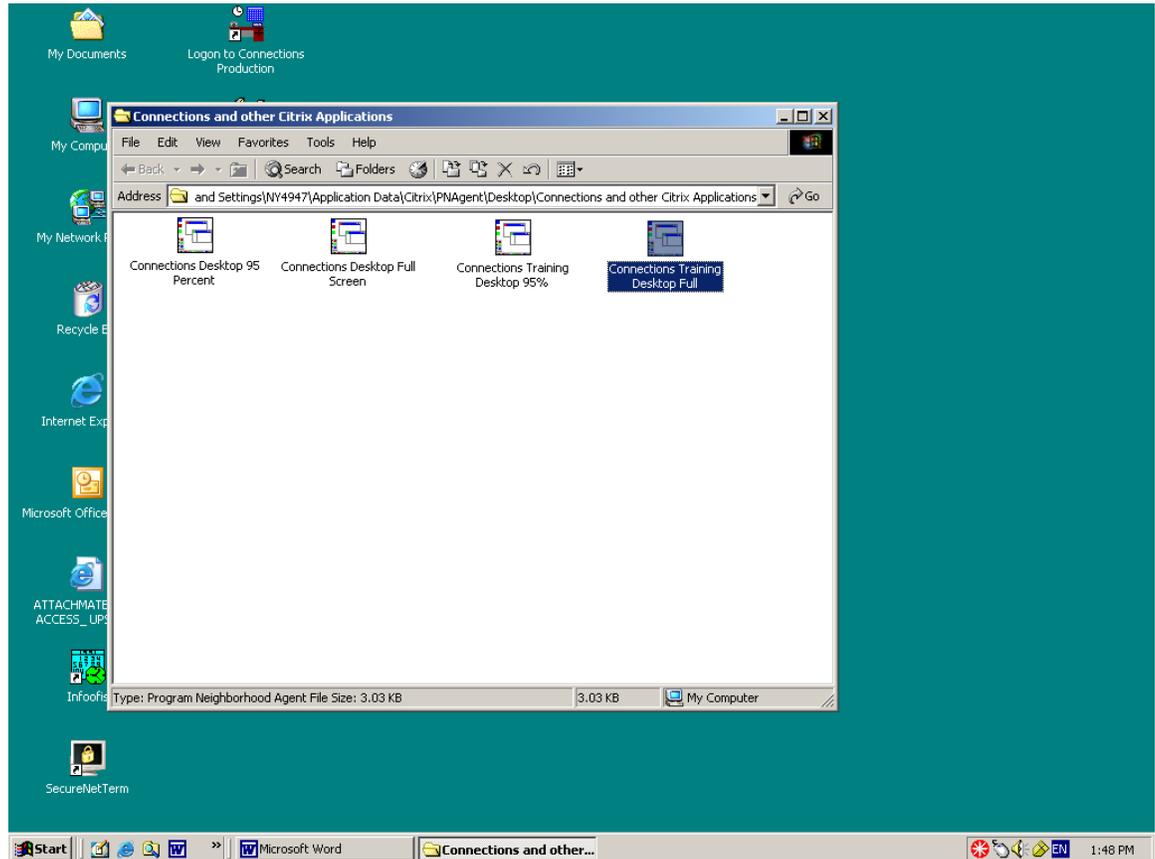
The window/screen below, (labeled Window A), illustrates what the PN Agent will look like. It will be located on the users desktop and be labeled as "Connections and other Citrix Applications". In order to gain access to the CONNECTIONS Production and Training environments users will have to double-click on the red ball on the icon.

Window A



Users will then see the following window/screen, (labeled Window B). Users should then click on either “Connections Desktop 95 Percent” or “Connections Desktop Full Screen” to access CONNECTIONS Production or, click on “Connections Training Desktop 95%” or “Connections Training Desktop Full” to access the CONNECTIONS Training environment.

Window B



Double clicking on either of the production options will bring the users directly to the Citrix desktop where they can launch the CONNECTIONS toolbar.

By selecting either of the Training ICONS the users will then be asked to enter their Training logon ID (DUxxxx or ILxxxx) to access the Training environment or, enter their NT ID, password and domain that they operate within (i.e. HSEN) to access the Preview environment.

3. HSEN Password Length Change

This notification is forwarded from NYS Office for Technology Customer Relations.

Effective February 19, 2005, the minimum length of the HSEN password will increase from six (6) to eight (8) characters. Other than the length

change, the complexity requirements will remain the same. Users will be impacted when they are next prompted to change their password.

4. CONNECTIONS Case Management (Build 18) Highlights

This notice is to inform you that the Build 18 Highlights document will be forwarded to Implementation Coordinators and Directors of Services by early next week.

5. CONNECTIONS Regulations

OCFS is pleased to inform you that the final CONNECTIONS regulations appeared in the State Register on January 26, 2005 and became effective on that date. They are attached below.



CONNECTIONS Re
Text_final pro...

6. SPAM

SPAM (unsolicited unwanted emails) has become an increasing problem for OCFS staff. During 2004, there were 1,868,861 viruses deleted, 2,018,092 spam emails tagged and 3,319,378 spam emails refused. The following steps have been taken over the past year to reduce the amount of spam received, and to provide assistance if spam gets through, or emails are identified as spam that are legitimate email

Determination of Spam

All emails coming in from outside the system are examined to determine the likelihood that they are SPAM. Each email is looked at to see if it was constructed in such a manner that it had some of the characteristics that SPAM normally has. The McAfee appliances that scan email that originate from outside our environment have a series of some 500 rules that the email is subjected to. Based upon the rules that are triggered, a final SPAM score is assigned to the email and action is taken based on that score.

Over the past year, emails have been identified as high, medium or low likelihood of being SPAM, depending on the final "SPAM" score assigned to it, which is based upon the rules that were triggered. If the email is tagged as "high" or "medium" likelihood of being SPAM, it is refused. If it is tagged as a "low" SPAM probability category, it will be tagged with "[spam]" in the Subject Line, and it will be left up to the recipient to determine if it is SPAM or not. Examples of the rules that can be triggered (and associated scores) are:

- 3.4 -- HTML has unbalanced body tags
- 3.1 -- Message is 30% to 40% HTML
- 1.1 -- HTML-only message, but there is no HTML
- 1.1 -- Message only has text/html MIME parts

- -0.5 -- HTML font face is not a commonly used
- -0.4 -- HTML has a big font
- 0.1 -- Quoted-printable line longer than 76
- 0.1 -- HTML included in message
- 0.0 -- HTML has unbalanced html tags

If email is received that is SPAM and not marked as such:

OFT maintains a SPAMhelp mailbox that is constantly monitored; the address is oft.sm.cns.spamhelp. The following is the message that you will get if you send an email to SPAMhelp; it explains the best way to send emails to be reviewed:

“The best way for you to assist us with untagged SPAM messages is to forward them to this mailbox for analysis by us (as you may have just done). Our spam filters won't ever catch all of the unwanted email that enters our system—spammers are constantly shifting tactics to try to get by our filters—but we are doing all we can to prevent SPAM email messages from getting to you. Please note, *you don't need to forward SPAM messages already marked with the [Spam] or [spam] designation in the subject line*. These are marked as such for easy identification by you. Most spam messages are deleted before ever getting to you, but those which are deemed debatable by our anti-spam rules are delivered to you for final review. If you receive actual SPAM email messages **NOT** marked as [Spam] or [spam], please continue to send them here ('oft.sm.cns.spamhelp'). Do this by:

- Creating a new mail item.
- Addressing it to the SPAMHelp mailbox.
- Dragging and dropping the unmarked spam messages into the new mail item.”

When done properly the new mail item will have an envelope icon within either the attachment or body section of the email for each attached message that you want to send.

Similarly, for falsely marked messages, which are not SPAM, please submit the original email message (incorrectly marked as SPAM) using the same method as above.

Lastly, to prevent future SPAM problems, do not publish your email address on websites or mailing lists that cannot ensure your privacy.

If email is received and marked as SPAM and it is not SPAM:

If a particular address is identified as SPAM, and it is not, an Allow Sender entry can be added to the HSEN and NYSEmail McAfee appliances. This will not subject any mail from that source to SPAM scanning.

If you have further questions regarding SPAM and how it is dealt with, please contact the SPAMhelp mailbox or send an email to the OCFS Information Security Officer at Jo.Shrader@dfa.state.ny.us.

More information will be included in the forthcoming draft ADM entitled Case Management Changes Associated with CONNECTIONS Build 18. This document will be sent out for comment in the near future.

7. Legacy Printer Issue

It should be noted that each PC does not have to be hooked to a WMS printer in order for the interfaces to work. However, in order for the user to be able to print when they click on the *App/Reg* or *Synch* buttons, the users Legacy ID (typically the same as the NT ID) must be associated with a WMS printer so that when they click on these buttons a report will be automatically printed from that PC. The agency LAN Administrator is the contact for updating users' Legacy printer ID's through WEBSTAR.

8. Business Function Change ~ Preliminary Clearance Business Function

The Preliminary Clearance Business Function was removed as part of the removal of unused Business Functions prior to Build 17. During Build 18 testing, it was discovered that the Business Function "Preliminary Clearance" was still assigned to DFY. This was an oversight as this Business Function was removed from all other office types as of January 2003. It has now been removed from DFY. In addition, when the Preliminary Clearance Business Function was removed, the associated Security Attribute was inadvertently left in the local district's bundled Business Functions of 'CPS Caseworker' and 'CPS Supervisor'. This security attribute was removed from these two bundled business functions effective February 7, 2005.

9. Server Configuration/Fail-over Test

In conjunction with OFT, OCFS Technical Support has scheduled a Server Configuration/Fail-over test for Sunday, February 13, 2005, from 1:00AM-7:00AM. 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, over the weekend of February 25, 2005. The purpose of the tests are 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.

10. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 2/11/05 from 4:00 AM - 7:00 AM*

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

Wednesday, 2/16/05 from 4:00AM – 7:00 AM*

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

Friday, 2/18/05 from 4:00 AM - 7:00 AM*

**** (extends the standing maintenance window by one 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, 2/13/05 from 1:00 AM - 6:00 AM