

# CONNECTIONS WEEKLY SYSTEM UPDATE



President's Day ~ 2/21/05

**To:** CONNECTIONS Implementation Coordinators  
**From:** CONNECTIONS Communications  
**CC:** LAN Administrators, Security Coordinators, Keyusers,  
Directors of Services, CONNECTIONS Project  
Team  
**Date:** February 18, 2005  
**Re:** Activities for the week of 2/18/05-2/25/05

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

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 Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego 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 28<sup>th</sup>. 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:

*\*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.*

- 2/28/05 - Day 1 implementation of Build 18 for the Oswego County Department of Social Services and Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego. *In addition, those statewide CONNECTIONS*

*users who deal with Child Protective cases will experience some changes in CPS functionality as a result of the Build 18 Case management implementation. Specific details regarding those changes will be forthcoming in a separate document for communication to the field.*

- \*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. Citrix Client Program Neighborhood (PN) Agent Alert**

The following communication, regarding an alert related to the use of the Citrix Client Program Neighborhood Agent, was forwarded on Tuesday, February 15, 2005, to local district and voluntary agency Implementation Coordinators, Security and Back-up Security Coordinators and Directors of Services.

The CONNECTIONS Technical Support team, in conjunction with OFT, are currently involved in a remediation effort related to the Citrix Client Program Neighborhood (PN) Agent and we request that CONNECTIONS users **not** access the CONNECTIONS Application through the new Citrix Client Program Neighborhood (PN) Agent until **after** Build 18 is deployed on February 28, 2005.

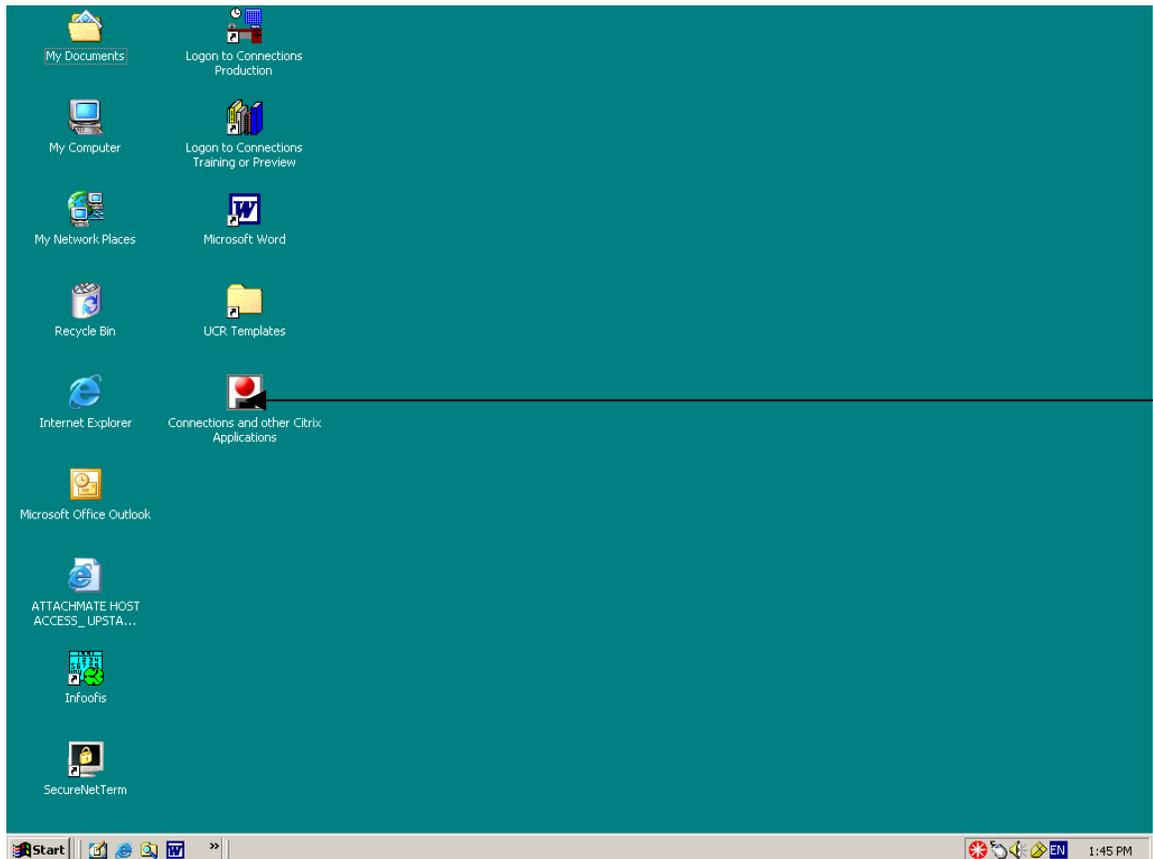
As referenced in the CONNECTIONS Weekly Update dated February 11, 2005, the Citrix Client Program Neighborhood (PN) Agent is currently being installed on users PCs, however, the new Citrix Client is not fully compatible with the current production version of Build 17.5 and, as a result, when users attempt to access the CONNECTIONS Application using this path an error message is generated and the user is unable to access the production environment. As such, we ask that CONNECTIONS users continue to access CONNECTIONS Production through the original desktop icon until after Build 18 is implemented on February 28, 2005.

### 3. Updated Information on 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 11<sup>th</sup> through Friday, February 18<sup>th</sup> 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 22<sup>nd</sup> users have not received the PN Agent they can then map to a sharepoint (<\\fnpcfs0a1abv\OCFSShare\CitrixPNAgent>), they then have to click on *Run Citrix.exe* and reboot when the install has completed. NIS agencies will be able to access the Citrix Program Neighborhood (PN) Agent via the sharepoint as well.

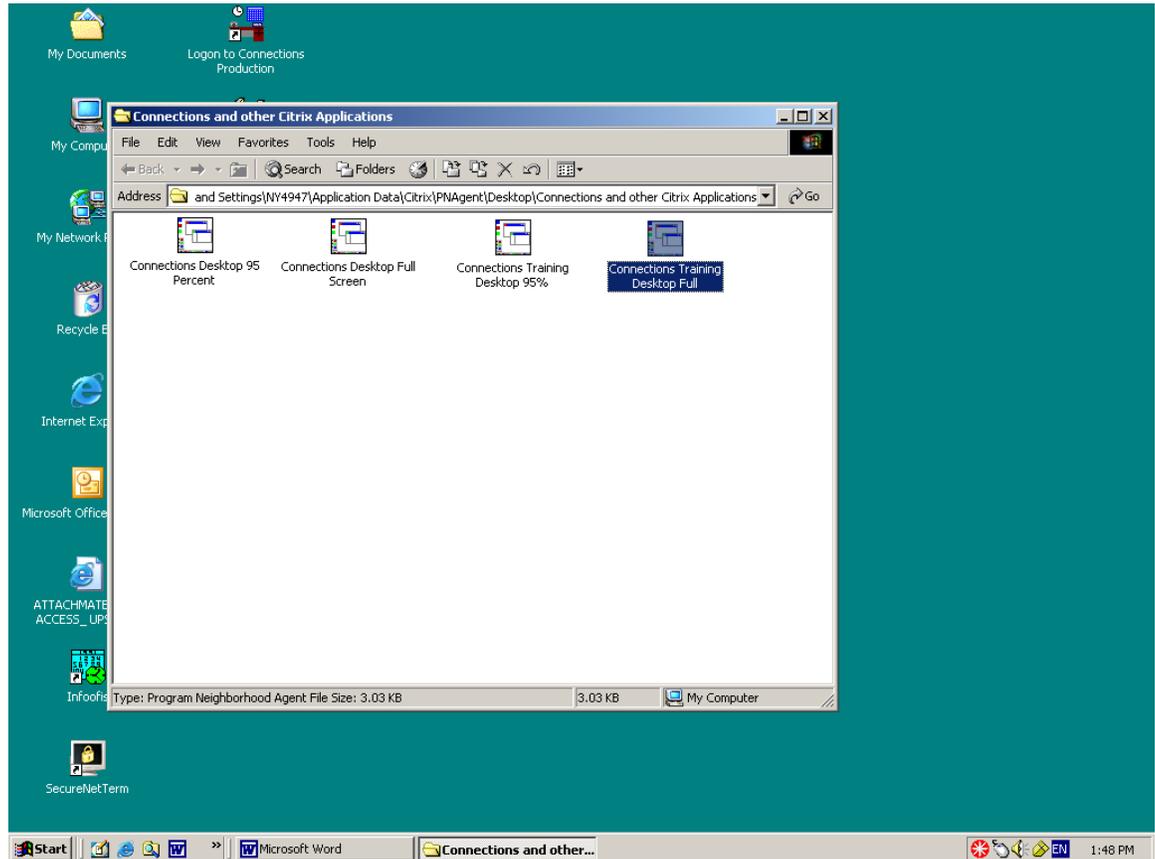
The window/screen below, (labeled Window A), illustrates what the PN Agent will look like. It will be located on the users desktop and be labeled as "Connections and other Citrix Applications". In order to gain access to the CONNECTIONS Production and Training environments users will have to double-click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

#### 4. CONNECTIONS Build 18 Guide to Training Courses

The brochure attached below was forwarded by the SUNY Training Strategies Group, and provides users with a brief overview of Build 18, a description of each Build 18 course, the recommended course tracks and the additional tools and supports available to users to help them prepare for Build 18. It should be noted that classes are available for individuals

with a variety of skill and experience levels. We ask that this brochure be made available to all staff experiencing the changes/modifications brought about by the implementation of Build 18. It should be noted that specific training dates are not included in this brochure.

As previously noted, the training schedules for each Wave are distributed in both soft and hard copy, included in the CONNECTIONS Weekly Update and posted to both the STARS and the CONNECTIONS Intranet sites. If you should have any questions related to CONNECTIONS training opportunities please contact the SUNY Training Strategies Group at 1-877-451-4835.



b18\_021405.pdf

## 5. **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.

## 6. **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 February 21, 2005.

## 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. **CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

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

***Wednesday, 2/23/05 from 5:00AM – 7:00 AM***

***Friday, 2/25/05 from 5:00 AM - 7:00 AM***

## **9. 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, 2/20/05 from 1:00 AM - 6:00 AM***