

# CONNECTIONS WEEKLY SYSTEM UPDATE



**To:** CONNECTIONS Implementation Coordinators  
**From:** CONNECTIONS Communications  
**CC:** LAN Administrators, Security Coordinators, Keyusers,  
Directors of Services, CONNECTIONS Project  
Team  
**Date:** February 25, 2005  
**Re:** Activities for the week of 2/25/05-3/4/05

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## 1. **CONNECTIONS Case Management (Build 18) Update**

The NYS OCFS CONNECTIONS Project is pleased to announce the production release of CONNECTIONS Case Management (Build 18) commencing at 6:00PM on Friday, February 25, 2005, and completing on Saturday, February 26, 2005 at 9:00AM. On this date, Case Management (Build 18) functionality will be available for use by the Oswego County Department of Social Services, Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego. As previously communicated in the CONNECTIONS Weekly Update, the Case Management (Build 18) modifications to the functionality that support CPS investigations and common functions will be available to *all* CONNECTIONS users.

As a reminder, if you try to access the CONNECTIONS application and you receive a “**version mismatch**” error, or “**no server found to match request**” error, you will need to contact the NYS OFT Enterprise Help Desk immediately 1-800-NYS(697)-1323. Once in the CONNECTIONS system, if you wish to check the version number, you can do so by performing the following steps: from the Toolbar, select the Help menu, choose the About CONNECTIONS option, the window that opens will exhibit the following text: CONNECTIONS Ver 3.0, Build 18. This indicates that you have the proper version of CONNECTIONS Case Management (Build 18).

## 2. CONNECTIONS Case Management (Build 18) Production Release and Statewide Users Day 1 Impacts Document

The CONNECTIONS Case Management (Build 18) Production Release and the Statewide Users Day 1 Impacts document was forwarded to CONNECTIONS Implementation Coordinators, Directors of Services, CONNECTIONS Security and Back-up Security Coordinators and LAN Administrators on Thursday, February 24<sup>th</sup>. This document identifies information related to the specific impacts of the Case Management (Build 18) functionality on all users of the system. The document is attached below and also posted on the CONNECTIONS intranet website on the Implementation page.



Build 18 Day 1  
Document.doc (2...

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

The following schedule identifies dates for both the implementation of Preview as well as the implementation of Build 18. Detailed information regarding Preview, and suggested exercises to complete within Preview, will be forwarded by the middle of next week to the earlier Wave agencies and districts.

*\*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. It should also be noted that modifications to the functionality that supports CPS investigations and common functions will be available to *all* CONNECTIONS users.
- \*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

#### **4. Citrix Client Program Neighborhood (PN) Agent**

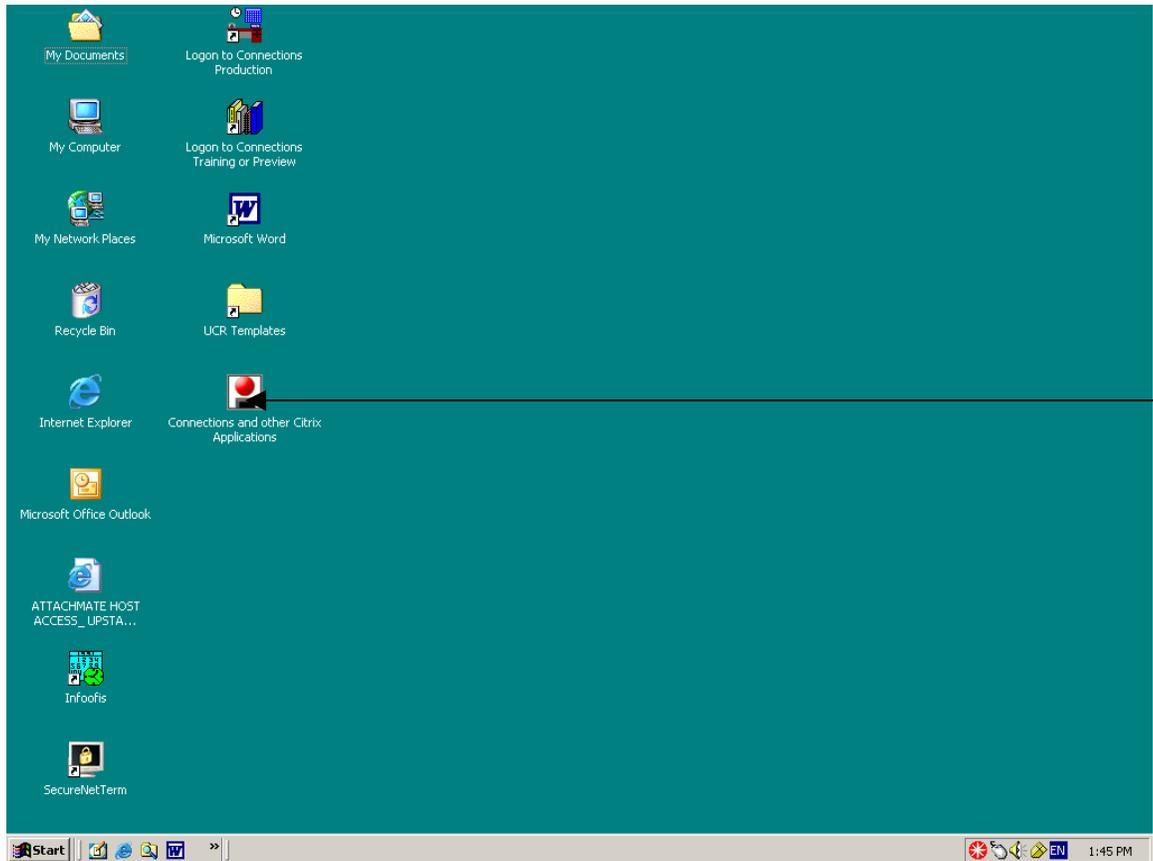
***Please note that we request that users not access the CONNECTIONS application through the PN Agent until 2/28/05. At that time we encourage users to access CONNECTIONS through the PN Agent.***

The entry point into Citrix (CONNECTIONS Production and Training environment) will change via the installation of the Program Neighborhood (PN) Agent. The PN Agent is currently being distributed statewide via a Tivoli push; CIAB's will receive the PN Agent through a CD that will be forwarded to the agencies site contact. If users have not received the PN Agent they can then map to a sharepoint (<\\fnpcfs0a1abv\locfsshare\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.

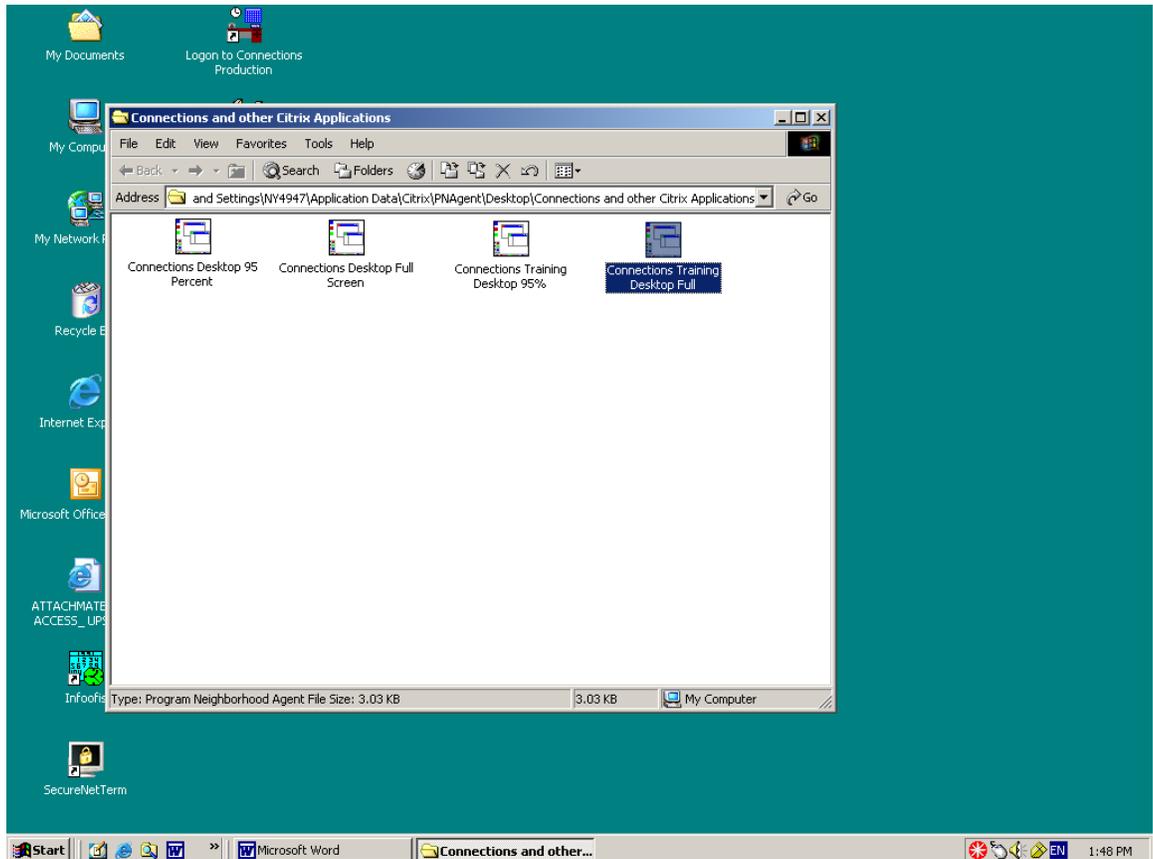
***Please note: If users do not see the "red ball" they should call the NYS OFT Enterprise Helpdesk.***

## 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.

### 5. **Administrative Directive (ADM) ~ Case Management Changes Associated with CONNECTIONS Build 18 ~ DRAFT Version**

This notification is to inform you that there has been a *draft* of the Case Management Changes Associated with CONNECTIONS Build 18 ADM release for comment. This ADM provides general information and guidance on specific New York State (NYS) Child Welfare practice changes, effective with the implementation of CONNECTIONS Case Management (Build 18). We ask that comments be returned by March 3, 2005, and to Lori Keegan-Brady (Lori.Keegan-Brady@dfa.state.ny.us or, (518) 474-4918).



ADM NEW Case  
Mgt Change with ...

## 6. **Creation of Build 18 Conversion Workers**

The attached document was forwarded to Security Coordinators and Directors of Services on February 17, 2005. The instructions detail the actions that districts and agencies need to take following their creation.



Creation of Build 18  
Conversio...

## 7. **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.



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## 8. **CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

***Friday, 2/25/05 from 6:00PM – Saturday, 2/26/05, 9:00AM***

***Wednesday, 3/2/05 from 5:00AM – 7:00 AM***

***Friday, 3/4/05 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, 2/27/05 from 1:00 AM - 6:00 AM***