

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 4, 2005
Re: Activities for the week of 2/7/05-2/11/05

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 Field Test participants (the Oswego County Department of Social Services, 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 31st. 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.

We are pleased to announce that the Field Test experience with WMS Interfaces is currently progressing. In order to accommodate the testing of the Interfaces the implementation design of Build 18 has been modified.

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

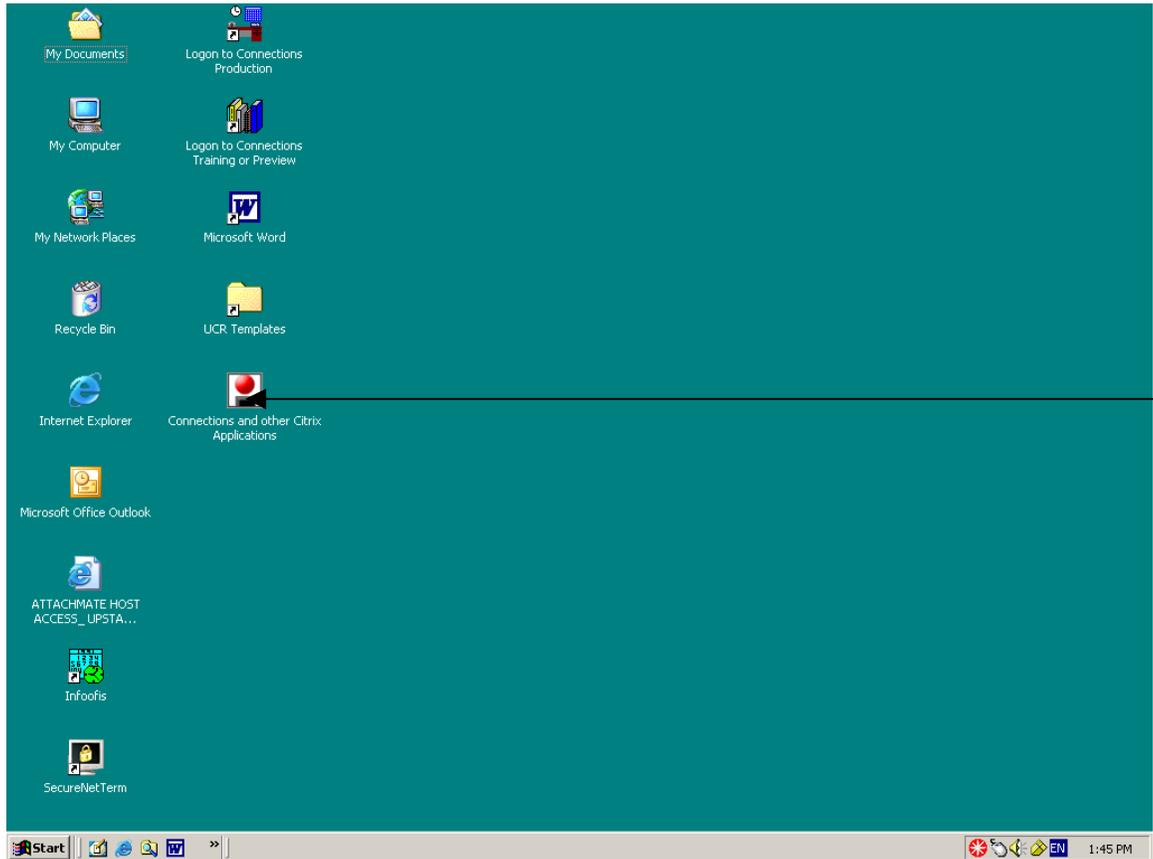
- 2/14/05 - The Preview environment would be available to Waves 1 and 2. It will not contain converted WMS data and will include a copy of CONNECTIONS Production as of 12/9/04
- 2/28/05 - Day 1 implementation of Build 18 for the Field Test participants (the Oswego County Department of Social Services, Liberty Resources, Inc., Oswego County Opportunities, Inc. and Catholic Charities of Syracuse/Oswego)
- 3/7/05 - The Preview environment with converted WMS data and a new snapshot of CONNECTIONS Production would be available to Waves 1 through 4 and the NYC Field Test sites.
- 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 ~ 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. 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.

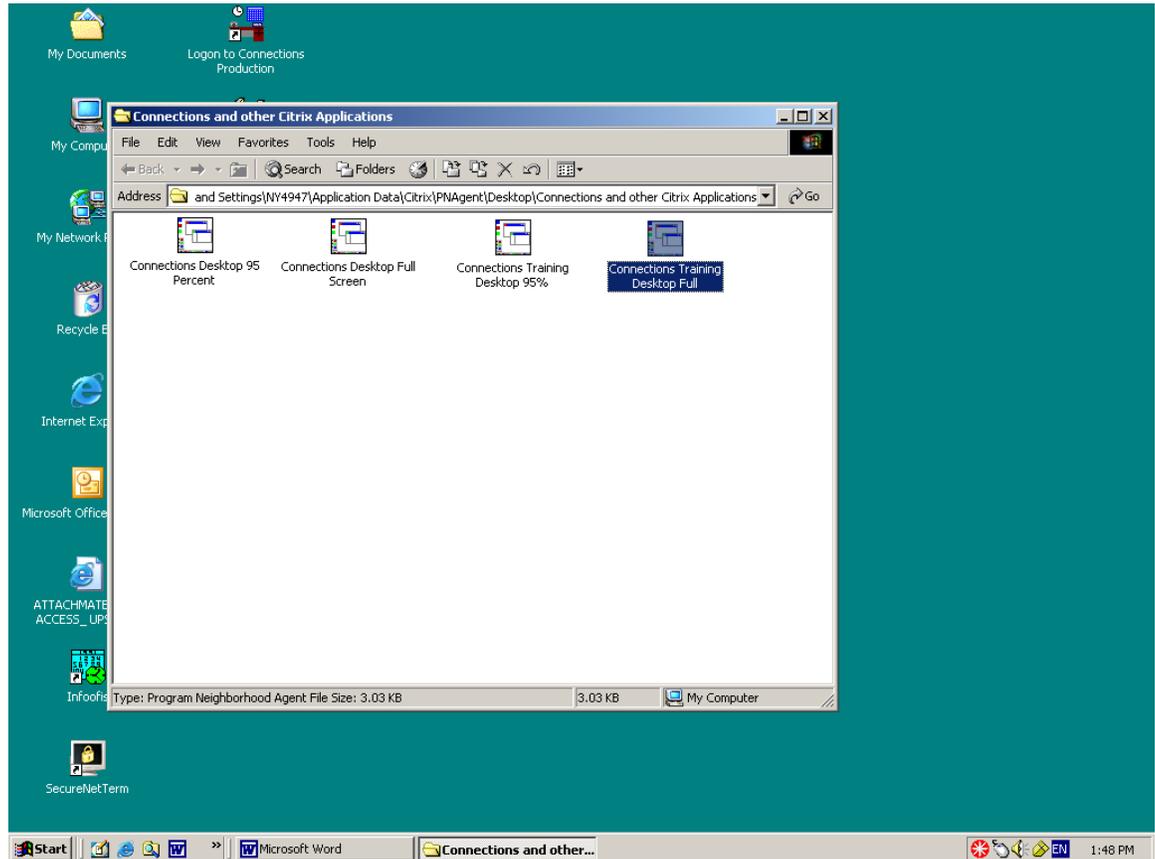
The window/screen below, (labeled Window A), illustrates what the PN Agent will look like. It will be located on the users desktop and be labeled as "Connections and other Citrix Applications". In order to gain access to the CONNECTIONS Production and Training environments users will have to double-click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

This notice is to inform you that a copy of the CONNECTIONS Quick Start Guide is posted on the CONNECTIONS Intranet on the Desk & Job Aid page.

4. **CONNECTIONS Case Management (Build 18) Highlights**

The Build 18 Highlights document will be forwarded to Implementation Coordinators and Directors of Services by Friday, February 11th.

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. Guidelines for Using Electronic Communication for Sharing Case Specific Information

The document below identifies the guidelines that must be implemented when using electronic communication in the sharing of case specific information. As users are aware, it is important to protect case specific information that identifies clients and the types of services that are being provided. We ask that you both review and follow these guidelines when sharing case sensitive information. For your reference, the document is also posted on the CONNECTIONS Intranet website on the Security page.



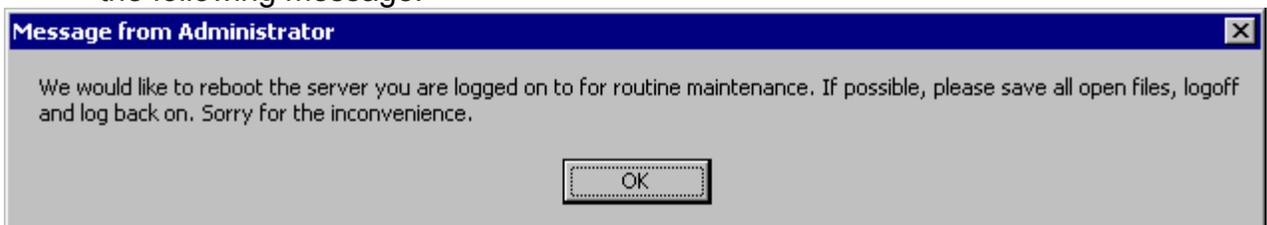
8. Business Function Change ~ Preliminary Clearance Business Function

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 will be removed from these two bundled business functions effective February 7, 2005.

9. Updated Instructions Related to Citrix Server Maintenance

There will be maintenance performed on the Citrix servers that will be run every evening (with the exception of Thursday evenings), beginning at 11:59 PM, and finishing either within three to six hours. At the present time there is no definitive timeframe for completion of this maintenance, however, we will notify you when we have an anticipated completion date.

We ask that you follow the instructions outlined below when users receive the following message:



Instructions:

If users are logged onto their PC's and working in the CONNECTIONS application between the hours of 11:59 PM and 6:00AM they may receive the message below. Upon receipt of this message, we ask that the user click "ok" and log out of their Citrix session. After logging out of the Citrix session the user may then immediately log back in and resume their work. However, if a user is involved in an Intake situation and they can not immediately log out of the Citrix session, they can click "ok" and continue working. We ask that the users **only** ignore the message when they are involved in a critical situation, as continually ignoring this message will hamper further Citrix server maintenance activities.

10. NYSeMail – Remaining Legacy Migration Targets

The attachment below identifies the remaining sites that are outstanding in the OFT NYSeMail initiative. If there are any questions related to this document they should be directed to Pete Whitford. Mr. Whitford can be reached via telephone at (518) 408-3502 or, via his email address: Peter.Whitford@dfa.state.ny.us.



11. OCFS Data Warehouse Database Migration ~ System Downtime

The databases that support the OCFS Production Data Warehouse environment are being migrated to a new hardware platform. This migration supports the following two initiatives:

- OCFS server upgrades in response to increased processing requirements of both the OCFS Data Warehouse and CONNECTIONS production environments.
- OFT prompted Disk Migration activities that will move information from older EMC disks to newer IBM disks.

This activity requires a period of downtime to effect the migration. This will impact users accessing data via Cognos, although "cube" information will remain available. There is no impact upon CONNECTIONS users. In order to minimize impacts on daily and weekly refresh cycles, the migration will occur on Monday, February 7, from 5:00AM - 9:00AM.

12. 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 1:00-7:00AM. 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.

13. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

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

Wednesday, 2/9/05 from 4:00 AM - 7:00 AM*

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

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)***

14. 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, 2/6/05 from 1:00 AM - 6:00 AM