

CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: August 19, 2004
Re: Activities for the week of 8/20/04-8/27/04

1. Prohibition Against Installing Unauthorized Software on CONNECTIONS Equipment

This notification is to inform you of the OFT policy that strictly prohibits the installation of any unauthorized software on CONNECTIONS equipment, without the prior approval of the Office of Children and Family Services Information Security Officer. There is a need to determine that there is no risk of virus infection or interference with the image that OFT installs on the equipment by locally installing any software. This policy is detailed in the OFT policy *Protection of OFT's Information Assets*, Section 9, Virus and Malicious Software Prevention. This policy is available on the OFT Intranet Website under Technical Policies.

It should be noted that the installation of any unauthorized software could seriously compromise the security of the CONNECTIONS system, within which highly confidential information and data is maintained. The protection of the information within this system is an overriding priority of OCFS.

If you should have any questions related to the aforementioned, or you want to receive authorization to install software, you may contact Jo Shrader, OCFS Information Security Officer, at (518) 473-9254 or, Jo.Shrader@dfa.state.ny.us.

2. Guide for Business Process Review and Analysis in Preparation for Build 18 Case Management

The Guide for Business Process Review and Analysis in Preparation for Build 18 Case Management is one of a wide range of tools that may be

used by local district and voluntary agency staff as they prepare to implement the CONNECTIONS Case Management application. As a result of the changes that an automated system of case documentation brings, it is recommended that all district and agency implementation teams make the review and analysis of current and proposed business processes a part of their implementation preparation activities.

The methods and tools presented in this guide can be used by each district and agency to assess and redesign internal work processes, as well as to refine cross-agency work processes.

The Guide is currently available on the CONNECTIONS website on both the Home page and the Implementation page. The address of the CONNECTIONS website is <http://sdssnet5/ocfs/connect>. Assistance in utilizing the Guide is available from your CONNECTIONS Regional Field Support representative.

3. CONNECTIONS Case Management Overview PowerPoint Document

This PowerPoint presentation is a visual demonstration and explanation of the screens that will be introduced with the implementation of Build 18. This document will be mailed, in hard copy, to both districts and agencies by the middle of September. Within the next few days, the presentation will be forwarded, via e-mail, to both local district and voluntary agency Implementation Coordinators as well as local district Directors of Services. It should be noted that, because of the size of the presentation, this document will not be available on the CONNECTIONS Intranet site.

4. Government Technology Conference East ~ September 27-30, 2004

The annual Government Technology Conference, the premier training event for state and local government, will be held at the Empire State Plaza and will begin on Monday, September 27th to conclude Thursday, September 30th. For complete conference information you may visit the conference website at www.govtech.net/gtcE4 or, contact Maureen Torncello at (518) 435-1106 (mtorn@govtech.net).

5. OCI Report Distribution List Requests

As a reminder, when requesting receipt of any of the OCI reports we ask that you direct the requests through the local district Director of Services or Implementation Coordinator. It should be noted that the information contained in the reports is confidential and we want to assure that there are no discrepancies when we authorize receipt of these documents.

You may e-mail your requests; identifying the name, e-mail address, telephone number, title, User ID and county code of the person who should receive the reports to Donna Cramer (donna.cramer@dfa.state.ny.us), in the CONNECTIONS Communications Unit.

6. **New Spell Check Custom Dictionary**

To support the Build 16 versions of Progress Notes, Safety Assessment and RAP, a new spell check tool was implemented. This tool uses a single, common **Spell Check Custom Dictionary** that resides within CONNECTIONS. This common dictionary may be updated as necessary with terms or words, not originally recognized by the dictionary, but used frequently by local districts.

CONNECTIONS users may request that terms/words be added to the Spell Check Custom Dictionary for use by all districts. If you identify terms or words that you record in dialogs, that are not recognized by the dictionary, you may submit the terms/words to the CONNECTIONS Intranet Site (<http://sdssnet5/ocfs/connect>) and they will be added to the Spell Check Custom Dictionary.

Please note: Capitalized acronyms, like “DA,” do not need to be in the dictionary because the tool ignores capitalized words when identifying misspellings.

7. **HSEN NYSeMail Schedule Report**

The schedule below identifies the migration activities of the Human Services Enterprise Network (HSEN) NYSeMail for local districts.

HSEN NYSeMail Migration Activities Notification – 8/9/04

- **8/9/04 – Day 1 Migration Support:** - Livingston, Niagara, Steuben, Wayne, Wyoming, Broome
- **8/9/04-8/13/04 - Data Moves:** Seneca, Delaware, Fulton, Herkimer, Madison, Nassau. * Subject to review of network integration – may be delayed 1-4 days. Will send special notification when data move is performed. (Delaware is ready and will go today 8/9/04)
- **8/11/04 - Upgrades:** Nassau, Genesee, Cortland, Montgomery
- **8/13/04 - Migration:** - Seneca, Suffolk, Delaware, Fulton, Herkimer, Madison

Site Name	5.x-5.5 Move	Client Upgrade	Migration	Day 1 Support
Livingston	8/2/2004	7/21/2004	8/6/2004	8/9/2004
Niagara	7/26/2004	7/21/2004	8/6/2004	8/9/2004
Steuben	8/2/2004	7/28/2004	8/6/2004	8/9/2004
Wayne	8/2/2004	7/28/2004	8/6/2004	8/9/2004
Wyoming	8/2/2004	7/28/2004	8/6/2004	8/9/2004
Broome	8/2/2004	7/28/2004	8/6/2004	8/9/2004
Seneca	*8/9/2004	7/21/2004	8/13/2004	8/16/2004
Suffolk	8/2/2004	7/28/2004	8/13/2004	8/16/2004
Delaware	8/9/2004	7/28/2004	8/13/2004	8/16/2004
Fulton	*8/9/2004	7/28/2004	8/13/2004	8/16/2004
Herkimer	*8/9/2004	8/4/2004	8/13/2004	8/16/2004
Madison	*8/9/2004	8/4/2004	8/13/2004	8/16/2004
Nassau	*8/9/2004	8/11/2004	8/20/2004	8/23/2004
Genesee	8/23/1934	8/11/2004	8/27/2004	8/30/2004
Cortland	8/30/2004	8/11/2004	9/10/2004	9/13/2004
Montgomery	8/30/2004	8/11/2004	9/10/2004	9/13/2004

8. IBM Motherboard Replacement Notice Schedule

OCFS, in conjunction with OFT and IBM, has undertaken a hardware replacement project to address *potential* problems with certain PC's. The 9700 PC's at issue are IBM model 6579/A40P. These comprise the CONNECTIONS 75% Desktop PC rollout that occurred in 2001–02. The 75% replacement PC's were the tan/beige colored models. These comprise approximately 75% of the so-called CONNECTIONS "tech refresh" rollout. Procedurally, a visiting technician will open each PC to inspect the motherboard's capacitor and replace it, if necessary. The procedure requires approximately 45 minutes per PC. A list of PC serial numbers to be inspected should be provided in advance of, or, at the time of the site visit. The procedure should not affect hard drive contents. However, as a precaution, users should move/copy critical documents or folders from the hard drive to a network drive (e.g. user directory). A site schedule is being issued on a monthly basis. IBM staff will notify designated contacts at scheduled sites in advance of the scheduled start date to confirm the visit or, reschedule in the event of conflicts.

The site schedule is attached below.



A40 Replacement
Summary & Schedule

If you have any questions related to the above, you may contact Paul Gavry/OCFS IT Operations.

9. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 8/20/04 from 5:00 AM - 7:00 AM

Wednesday, 8/25/04 5:00 AM - 7:00AM

Friday, 8/27/04 from 5:00 AM - 7:00 AM

10. 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, 8/22/04 from 1:00 AM - 6:00 AM

Sunday, 8/29/04 from 1:00 AM - 6:00 AM