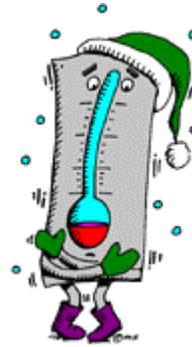


CONNECTIONS WEEKLY SYSTEM UPDATE



To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: January 29, 2004
Re: Activities for the week of 01/30/04 ~ 02/06/04

1. CONNECTIONS Build 16 Update

Since January 7, 2004, we have been sending a daily update, to the field, on Build 16 issues. The updates contain a daily status of the presenting issues. We are committed to resolving these issues at the earliest opportunity.

Revisions to Build 16

The following schedule has been developed for the post-Build 16 fixes that address some of the issues described in the previous Daily Updates.

Build 16.1

This Build is now in production and provides fixes to the SSA Person Search, Investigation Conclusion Determination, and Safety Assessment Approval.

Build 16.2

Build 16.2 was put into production the evening January 16, 2004. This Build will prevent workers from getting a "Data Access" error when creating a new Safety assessment in a pre-Build 16 investigation for a case that has an approved Safety Assessment in a post-Build 16 investigation. If you have previously encountered this error you are advised to go into the investigation again and create the pre-Build 16 Safety Assessment. In the event you continue to encounter an error, or have difficulty with the CONNECTIONS Application, please contact the Enterprise Help Desk immediately and report the problem.

Build 16.3

This Build was scheduled to go into production the weekend of January 30, 2004. However, a problem was discovered during Testing and it has been decided to postpone Build 16.3 until early February. At that time, it will consist of:

- A Safety Assessment fix that allows most recent Safety Assessment data to be pulled from the case Safety Assessments rather than from within a Stage.
- Progress Note's window sort changes, to include event time and a change that will allow users to print Progress Notes in chronological order rather than reverse chronological order.
- Delete the Notes option from the "Select All" option on the Generate Report window for pre-Build16 Stages.
- Apply a "462 Intelligent Save" fix that will save, to the user's local drive, any narratives lost as a result of a 462 Error.

462 Error Message - Continued Monitoring

Status: We are optimistic that we have resolved this issue, but, in the short run, we will continue to closely monitor this situation. In order for OCFS to accurately evaluate the status of this problem, it is essential that all new 462 Errors be immediately reported to the Enterprise Help Desk. To expedite this, a new VRU (Voice Response Unit) message and options are being presented to callers to the Enterprise Help Desk in order to prioritize 462 Error calls. Upon calling the Enterprise Help Desk, users should identify that the call is for a new issue, and that the caller is reporting a 462 Error. This will give the caller immediate priority to a Help Desk agent. As has been previously noted, there is a message related to 462 Errors posted on the CONNECTIONS log on window.

As noted above, with the implementation of Build 16.3, on January 30, 2004, narratives lost as a result of a 462 Error will be automatically saved to the local drive. Until this is implemented, it is suggested that users continue to compose their progress notes in a WORD document without table formatting, save that document, and then copy and paste that narrative into the CONNECTIONS Progress Notes window.

We have worked diligently to address the issues that have surfaced with the implementation of Build 16 and are confident that they have been identified and are being resolved. We have not had a new, verifiable 462 Error reported since January 9, 2004. Going forward, all updates on Build 16 issues will be included in the Weekly Update. As has been done previously, any significant issues that arise will be communicated to you at the earliest opportunity.

Problems with Printing

There have been occasional reports of CONNECTIONS users losing connectivity to their default HP 5SI printers and being unable to print from a CITRIX session. This problem appears to be related to sites being

migrated to the HSEN. The OCFS Technical team has resolved the issue for all reported problems. If you experience this problem, please call a ticket into the Enterprise Help Desk and the Technical team will work with you to resolve the problem.

2. **CONNECTIONS Case and Financial Management- District/Agency Profile**

The CONNECTIONS Case and Financial Management – District/Agency Profile memo was sent to local district and voluntary agency Implementation Coordinators and Directors of Services on Wednesday, January 21, 2004. The Profile is a web-based data collection instrument intended to assist the CONNECTIONS Implementation Management team, and district and agency administrators, plan for the successful implementation of CONNECTIONS Case and Financial Management.

3. **Update on the UCR Template Distribution**

- *Instructions for CONNECTIONS LAN Connected Windows 2000 Desktop PC's:*

Instructions were forwarded on Thursday, January 8, 2004, to local district and voluntary agency LAN Administrators, Implementation Coordinators and Security Coordinators related to the way LAN Administrators can access the new UCR template script and install the new UCR templates on CONNECTIONS LAN connected Windows 2000 Desktop PC's. A sharepoint was created to allow Administrator's access to the UCR script. The instructions and sharepoint were created to assist districts and agencies with the distribution of the templates to workstations at their respective sites that have not received the UCR templates through the WinInstall package. It should be noted that *only* LAN Adminsitators can perform this function.

- *Instructions for NT 3.51 Laptops and Desktops with WORD 95, 97 or 98:*

The following attached document provides instructions for downloading the *WORD '95 version of the UCR templates* by accessing a sharepoint. This version of the UCR's is being made available to allow users of NT 3.51 laptops or desktops to be able to complete the revised UCR's. However, if you attempted to download the UCR's prior to 1/27/04, there was an error contained in the Safety Factors. This has now been corrected, but it will be necessary for you to delete the UCR's you have on your desktop and download the corrected versions from sharepoint.



Word 95 versions of
the UCR documents.c

Please take note that all NT 3.51 laptops/desktops must be disconnected from the network and used "off-line" because they cannot be protected from current viruses.

Update on the WORD 95 UCR Progress Notes Templates

It should be noted that the WORD 95 UCR Progress Notes Templates, that were loaded in both Public Folders and the on the sharepoint, were protected for revisions; thus, the user was not allowed to type narrative into the document. A corrected version of these templates is currently in both the Public Folders and on the sharepoint. We advise that if a user downloaded the original version of these documents prior to January 13th they should repeat the download process in order to retrieve the corrected templates.

4. Records Retention Notice

This notice is to inform you that the Records Retention Purge Program which was scheduled to run Monday night, January 26, 2004 was postponed due to performance problems. No date has been set to reschedule this.

5. December 2003 Open Caseload Inquiry (OCI) Reports

The Batch Open Caseload Inquiry (OCI) reports that were run last weekend (January 24-25) contain the following inaccuracies: (i) The Open Case Inquiry Investigations Monthly Management Report does not display post-Build 16 investigations; and (ii) the Monthly Management Summary Report does not include post Build 16 investigations in the statistical totals. Data for investigations prior to B16 is accurate. OCFS IT staff are developing a plan to correct these reports and will provide information in future updates. Please note that the on-line OCI, accessed from each worker's workload, is accurate and displays both pre and post B16 investigations

6. Connections Case and Financial Management Implementation

The purpose of this Informational Letter is to provide an update of OCFS progress towards the full implementation of the CONNECTIONS system and to provide information on related planning and preparation activities that will take place over the next three years. During this period, CONNECTIONS will be expanded to include case and financial management, and data reporting functions in a manner that promotes the effective integration of the system with casework practice and business functions.

Please click below for this INF.

http://sdssnet5/ocfs/policies/external/OCFS_2004/

7. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

*Friday, 1/30/04 from 5:00 AM** - 7:00 AM*

Wednesday, 2/4/04 from 5:45 AM - 6:30 AM

Friday, 2/06/04 from 5:00 AM - 7:00 AM

8. 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, 2/01/04 from 1:00 AM - 6:00 AM

Sunday, 2/8/04 from 1:00 AM - 6:00 AM