

CONNECTIONS WEEKLY SYSTEM UPDATE



Memo

To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: March 21, 2002
Re: Weekly System Update--03/22/2002 Week's Activities

1. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 03/22/2002 from 5:00 am - 7:00 am

Friday, 03/29/2002 from 5:00 am - 7:00 am

2. Microsoft Exchange Servers:

Due to regularly scheduled maintenance on Exchange email, all Exchange email servers (except for SSCRX1, SDFY2, EXCHSEN0A1MA, EXCHSEN0A1MB and SACS9X1) will be unavailable on:

Sunday, 03/24/2002 from 1:00 am - 6:00 am

Sunday, 03/31/2002 from 1:00 am - 6:00 am

3. CONNECTIONS Desktop PC Project (Update):

The schedule for installation of the new PCs in the remaining regions is as follows:

- Albany Region (Region IV) **Completed**
- Syracuse Region (Region III) **Completed**
- Rochester Region (Region II) **Completed**
- Buffalo Region (Region I) **Completed**
- Yonkers (Region V) **March 25 – April 30, 2002**

- NYC (Region VI) **Ongoing**
- NYC Voluntary Agencies **April 15 – June 30, 2002**

Important Note: Any **NYC agencies** that have not yet submitted Baseline Desktop PC Replacement Spreadsheets must submit them electronically to the Office of Technology: David Kislowski at David.Kislowski@dfa.state.ny.us immediately. In addition to the site packages, **Bailment Agreements** for participating Voluntary Agencies in NYC must be submitted immediately. If the site packages and Bailment Agreements are not received, your agency will not be scheduled for Desktop PC replacement and installation.

The Office for Technology Command Center will contact Districts/Agencies involved in the desktop pc rollout approximately two weeks prior to your scheduled implementation date. At that time, the OFT Command Center will send a follow-up letter to site contacts. This letter will contain instructions and stickers that will need to be placed on the computers that have been targeted for replacement. The stickers should be placed on the upper left hand corner of the monitor connected to the device being replaced.

Note: the computers that are being replaced should match up with the information contained on your district/agency Desktop PC completed spreadsheets that you sent to David Kislowski. **Additionally, if there have been changes to your site contact persons since you submitted your site spreadsheets, it is important that you call the OFT Command Center (1-800-603-0877) to provide them with the new names and telephone numbers.**

From the pilot experience, we recommend that staff review the PC Quick Start Guide prior to installation of the new pc, in order to insure a smooth installation and transition. The Quick Start Guide and several other preparatory reference materials are available both on the CONNECTIONS Intranet site (on the Desk/Job Aid Page) (<http://sdssnet5/ocfs/connect/>) and within the Public Folders (Public Folders>All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement). Note: Due to the size of the Quick Start Guide, you may have difficulty opening the file. We recommend saving the file to a local drive or C: drive and then opening it from there or open it from the Intranet Site.

Voluntary Agency Bailment Agreements

The following information is for Voluntary Agencies that have not yet returned their Bailment Agreement:

In mid-December, 2001 we sent communication to Voluntary Agency Implementation Coordinators regarding an agreement form (Bailment Agreement) and an appendix that is required in order for CONNECTIONS replacement computer equipment to be installed in, and retained by, your agency. In that correspondence, we asked that this form be signed, notarized and returned by December 21, 2001. In order that installation can proceed on schedule for your agency we ask that you send your Bailment Agreement Form ASAP. The signed, notarized form should be sent to the following address:

New York State
Office of Children and Family Services
CONNECTIONS Project - 15th Floor
Attn: Cindy Wheeler
52 Washington St.
Rensselaer, NY 12144-2796

If you have questions about the Bailment Agreement/Appendix or you need to make arrangement to have the addendum mailed or faxed to you, please feel free to contact **Nancy O'Hara 518-486-5894** at the CONNECTIONS Project.

If you have any questions related to the schedule of the rollout you may contact the **Office for Technology Command Center at 1-800-603-0877**.

- 4. The NYS Enterprise Help Desk Supporting CONNECTIONS:**
Effective Friday, March 15, 2002 at 8:00 am, the NYS Enterprise Help Desk assumed responsibility for support of CONNECTIONS. The phone number for the Enterprise Help Desk is 1-800-NYS-1323 (1-800-697-1323). On Wednesday, March 13th the CONNECTIONS Communications Team sent a memo that highlighted items of significance or change regarding the new Enterprise Help Desk, as well as the NYS Enterprise Help Desk Users Guide. If you haven't reviewed the memo and the new Enterprise Help Desk Users Guide, we encourage you to take some time to do so.

- 5. Best Practice for Logging Off CONNECTIONS Computers:**
We have been advised by OFT that when the new CONNECTIONS computers are installed at your sites, it is important to remember to leave all the computers "powered on". After installation, several WinInstall software packages are distributed to these computers. If the computers are "powered off", they will not be able to receive these WinInstall packages. To ensure that your new computer is left "powered on", log off by clicking on the START button, select Shut Down, a new window appears (Shut Down Windows), select the drop-down arrow in the Shut

Down Windows box and select “restart” or “logoff”. Do not select Shut Down or Stand By. Click OK.



6. **CONNECTIONS Build 15 Foster and Adoptive Home Cleanup Effort:**
Important On 03/06/02, we sent correspondence (memo and spreadsheet) to LDSS, ACS and Voluntary Agency Implementation Coordinators regarding system edits for foster/adoptive homes that become effective with implementation of CONNECTIONS Build 15 (currently scheduled for May 2002). These edits will require an LDSS, ACS and Voluntary Agency cleanup effort prior to implementation of the Build. The spreadsheet that we sent contained the information necessary to support your district or agency cleanup.

If you did not receive the above referenced communication, had difficulties opening the spreadsheet, or, if you have any questions regarding this cleanup effort, please feel free to contact your CONNECTIONS Implementation Regional Office staff or the CONNECTIONS Communication Team.