

CONNECTIONS WEEKLY SYSTEM UPDATE



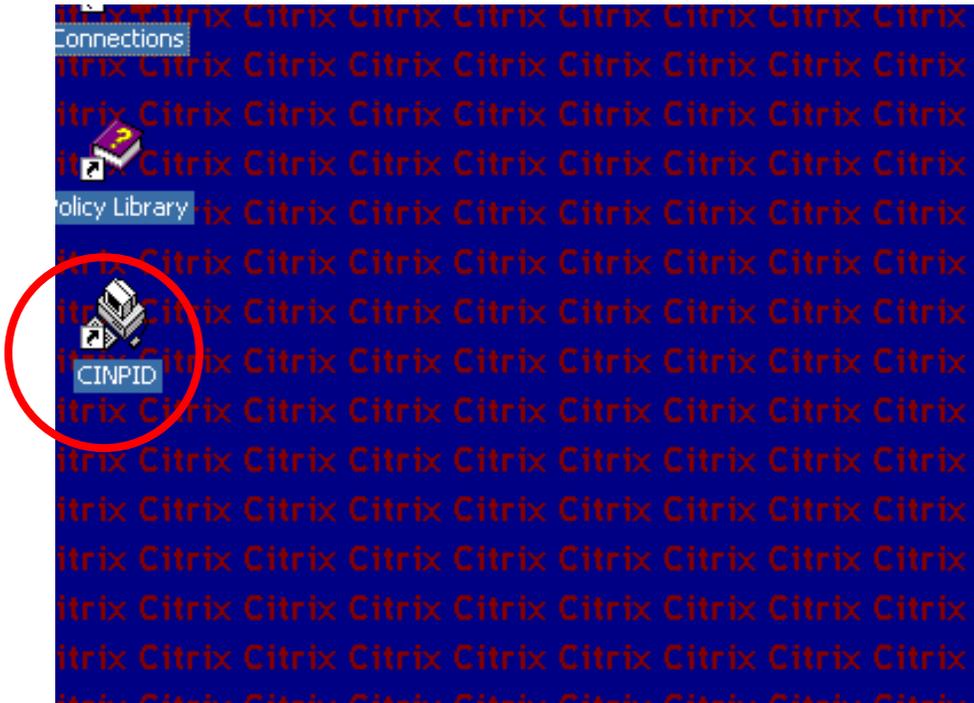
"Spring forward, fall back"

Memo

To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,
CONNECTIONS Project Team
Date: April 4, 2002
Re: Weekly System Update--04/05/2002 Week's Activities

1. CIN/PID:

Last week we notified users that beginning Friday, April 5th, 2002 a new icon, the CIN/PID Icon would appear on the Citrix desktop of CONNECTIONS pcs. The distribution date for the CID/PID Icon has been moved to Monday April 8th, 2002 at 10:00 am. All CONNECTIONS users who logon after 10:00am on April 8th will see the CIN/PID Icon. Only authorized staff in districts will be able to access the CIN PID Application. Unauthorized users will receive the error message displayed below.





The CIN/PID Project was developed to bridge the gap between CCRS and CONNECTIONS, and the CIN was identified as the most appropriate link between the services systems. The project offers a unique opportunity for a district to manage the process of updating CONNECTIONS CINs with the Legacy system. The CIN/PID Application supports the updating of CINs in both open and closed Investigation Stages. Through this Application districts will be able to link individuals in CCRS with the same individuals in a CONNECTIONS case. With the individuals linked by CIN, case level reporting that spans both systems is available through the OCFS Data Warehouse. This Project is an interim solution until the CONNECTIONS Application itself can support the entry of CINs in all stages.

Districts that are interested in participating in the Project can find further information about the CIN/PID Project through the Project's manual that is located in the Public Folders (Public Folders > All Public Folders > Statewide > CONNECTIONS > Committees and Workgroups > Management Reporting Workgroup > Data Warehouse > Manuals > CIN PID Project.Doc). Districts requesting to participate should contact Joe De Lucia at 518-473-8209 or via e-mail (Joe.DeLucia@dfa.state.ny.us).

2. **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.

3. **Build 15 Foster and Adoptive Home 2nd Cleanup Effort :**
On 04/03 and 04/04/02, correspondence (memo and spreadsheet) was sent to a small number of Upstate Implementation Coordinators and Directors of Services regarding an additional clean up effort that identifies foster homes that are certified/approved in which no individuals have been

entered into the home in CONNECTIONS. NYC CONNECTIONS staff will be communicating this same information to a small number of Region VI (NYC) contract agencies and ACS. The above referenced memo and accompanying spreadsheet contain the information necessary to support your district/agency cleanup. This cleanup effort must be completed prior to the implementation of Build 15 (currently scheduled for May 2002).

4. 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**

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 Kislowksi. **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.

The CONNECTIONS Intranet Website has “best practice” guidelines that provide instructions and procedures for copying your current files and migrating data to help you prepare for your new CONNECTIONS personal computers. If you need to take action on any of these preparatory activities, we urge you to do so as soon as possible. Old computers will be removed and the files purged on the day of installation before the new pcs are installed.

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**.

5. Region VI (NYC) Voluntary Agency PC Replacement Meeting:

Region VI CONNECTIONS Desktop PC replacement pre-implementation meetings have been scheduled for Thursday, April 18th, 2002 from 1:30pm to 3:00pm and Friday, April 19th, 2002 from 9:30am to 11:00am. The target audience for these meetings is Voluntary Agency LAN Administrators or equivalent IT staff. Please Note: this meeting only involves agencies that are participating in the 75% Desktop PC Replacement Project (ACS staff need not respond as ACS MIS is coordinating PC replacement). This meeting does not apply to CIAB sites in Region VI (NYC). The main topics being covered at the meeting will be as follows:

- Over-all Desktop PC Project Items (Project description, time frames, etc.)
- Preparation for the New Equipment (file storage, moving files, etc.)
- Overview of the Replacement Process (software/hardware specs, removal of materials, etc.)
- Pending INF
- Remaining 25% Replacement

The meetings will be held at OCFS, 80 Maiden Lane, Room 603B, NYC. To reserve a slot to attend one of these sessions you must call Penny Manigault at 212-383-1775. Space is limited; please call immediately.

6. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 04/05/2002 from 5:00 am - 7:00 am

Friday, 04/12/2002 from 5:00 am - 7:00 am
Friday, 04/19/2002 from 5:00 am - 7:00 am

7. 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, 04/07/2002 from 1:00 am - 6:00 am
Sunday, 04/14/2002 from 1:00 am - 6:00 am
Sunday, 04/21/2002 from 1:00 am - 6:00 am