

# CONNECTIONS WEEKLY SYSTEM UPDATE



## Memo

To: Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,  
CONNECTIONS Project Team  
Date: July 11, 2002  
Re: Weekly System Update--07/12/2002 Week's Activities

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### 1. CONNECTIONS 25% Desktop PC Replacement Project

We are pleased to announce that CONNECTIONS has received approval from the Federal Department of Health and Human Services to replace the remaining 25% of the CONNECTIONS baseline desktop personal computers. We anticipate rollout of the new personal computers beginning in early September 2002. In the next few weeks, we will be providing correspondence regarding the implementation schedule, reconciliation lists and other details.

Please Note: The above referenced desktop pc replacement project does not include supplemental equipment, CIABs, laptops, printers or servers.

### 2. Citrix Time Outs and Saving Work in CONNECTIONS

Based on call made by workers to the NYS, OFT Enterprise Help Desk since June, 13, 2002 regarding "lost narratives" in CONNECTIONS, our CONNECTIONS Implementation Team has been analyzing Help Desk tickets to better understand the possible causes for loss of narrative data. Base on their analysis, two-thirds of all reported occurrences of narrative loss of data has been traced to either Citrix "**Time Out**" or, workers not "**Saving**" their work.

Based on the above referenced information, we would like to remind staff of the importance of "Saving" documents when working in CONNECTIONS. When working on Home Studies or CPRS Notes templates, it is crucial that staff remember to routinely "Save" their narrative. Also, please remember, that the CONNECTIONS Citrix servers will "time-out" a session that has been idle for 30 minutes. Any narratives

that are open will be closed down without saving, so only work that has been previously saved will appear the next time the worker opens the narrative. If a staff member is interrupted by a phone call or meeting, he/she should always make sure to save the narrative on which they are working and exit CONNECTIONS.

**Saving** will prevent workers from having to redo work or from calling the Help Desk to recover their document.

**Remember:** When working in CONNECTIONS and creating or editing a Word narrative, you need to close the narrative and click the **Save** button on the corresponding CONNECTIONS window in order to save your work on the narrative, as well as any information you have entered on the window.

### **3. Clarification Re: Supplemental Equipment Request Form**

Over the last several weeks in the CONNECTIONS Weekly Update, we highlighted the procedure for local district/voluntary agency move requests. As a result of that communication, we have received several inquiries from the districts and voluntary agencies regarding cost information for new supplemental equipment (since move requests are made via the NYSDSS Supplemental Equipment Request Form). To clarify, our communication was to reinforce procedures local districts and voluntary agencies must use when moves are necessary.

The INF that addresses supplemental equipment has not yet been finalized. Information regarding costs and procedures will be forthcoming as soon as the INF is finalized. Until then, Districts and Agencies must continue to follow the current process for requesting supplemental equipment using the above referenced form, that can be found in Exchange in the Public Folder named, "COMMAND CENTER". This form should be completed/sent by the Commissioner of the Local District or his/her designee or, the Executive Director of the Voluntary Agency or his/her designee and e-mailed to the CONNECTIONS Command Center, to the mailbox COMCTRUP.

### **4. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 07/12/2002 from 5:00 am - 7:00 am

Friday, 07/19/2002 from 5:00 am - 7:00 am

Friday, 07/26/2002 from 5:00 am - 7:00 am

## **5. Microsoft Exchange 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, 07/14/2002 from 1:00 am - 6:00 am

Sunday, 07/21/2002 from 1:00 am - 6:00 am

Sunday, 07/28/2002 from 1:00 am - 6:00 am