

CONNECTIONS WEEKLY SYSTEM UPDATE



Memo

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: October 10, 2003, 2003
Re: Activities for the week of October 10, 2003– October 17, 2003

1. **CONNECTIONS Case Management Issue Brief**

Local districts and contracted child welfare agencies will soon begin the task of planning for the new CONNECTIONS Case and Financial Management system that will be implemented with CONNECTIONS Build's 16, 18, and 19. In this endeavor, both local districts and contracted child welfare agencies will reach a number of decision points. In order to understand these decision points, the CONNECTIONS Implementation Management Team is introducing a tool entitled the CONNECTIONS Case Management Issue Brief. The Issue Brief is intended to both assist administrators in their understanding of the choices they have and help them to make decisions that will work best for their staff and the families that they serve.

The CONNECTIONS Case Management Issue Brief is a standardized series of documents. Each Issue Brief will present a different decision point (issue), provide background information and lay out the costs and benefits of alternative courses of action. Each Issue Brief will contain a recommendation however, districts and agencies have the discretion to select another decision.

The first Issue Brief to be released concerns the conversion of WMS cases to CONNECTIONS cases and will be of most interest to local district staff. This Issue Brief will address whether a district should require the inclusion of the WMS Services Case number in the CPS Investigation Conclusion. It will be forwarded to LDSS Directors of Service and Implementation Coordinators, and will also be posted to the CONNECTIONS web site within the next two weeks. Future Briefs will be

distributed to districts and contracted child welfare agencies as appropriate, and all the Issue Briefs will be posted to the website.

The CONNECTIONS Implementation Team appreciates the efforts child welfare administrators and their staff will be making to implement forthcoming practice and system changes. We hope that the Issue Brief series, and other tools, will facilitate the successful completion of your work.

2. CONNECTIONS-In-A-Box (CIAB) Replacement Project (CIAB Sites Only)

The 2003 CONNECTIONS-In-A-Box (CIAB) Replacement Project is moving forward. The rollout of the new CONNECTIONS-In-A-Box (CIAB) Windows 2000 workstations is as follows:

- Region II (the Rochester Region) - Rollout of new CIABs began the week of 9/29/03
- Region I (the Buffalo Region) tentatively scheduled for the week of 10/13/03
- Region III (the Syracuse Region) tentatively scheduled for the week of 10/27/03
- Region IV (the Albany Region) Date to be Determined
- Region V (the Yonkers Region) Date to be Determined
- Region VI (the NYC Region) Date to be Determined

Targeted communication regarding the 2003 CIAB Replacement Project was sent to agency systems coordinators and contact persons for the Rochester, Buffalo and Syracuse Regions. Targeted communication will be sent in advance of remaining region's implementation. If any CIAB sites in the Rochester, Buffalo or Syracuse Regions have not received communication materials regarding the CIAB Replacement Project, please contact Patrick Jones immediately, so that arrangements can be made to provide you with the necessary information

For the Albany, Yonkers and NYC Regions, communication materials are expected to be sent in the very near future, however, in the interim we would like to bring to your attention to a critical task that we recommend that IT Staff or Security Coordinators complete in order to assist OCFS/CONNECTIONS and the Office for Technology (OFT) in the CIAB workstation replacement process. Prior to your regions implementation, the OFT Coordination Center will be calling district/agency site contacts approximately two weeks prior to your district/agency implementation date to schedule a date for our vendor (IBM) to install and replace your new equipment. In addition to scheduling the date for installation, staff from the OFT Coordination Center will also be asking for a list of NT Log-on

ID's of any staff who will be using the new Windows 2000 CONNECTIONS-In-A-Box workstations at your site. As an early preparatory task, we encourage security coordinators, or other identified site contacts, to take the time to collect all appropriate NT ID's of staff. This will facilitate the installation and log-on process to the new Windows 2000 CONNECTIONS-In-A-Box (CIAB) workstations into the HSEN domain. Please check the NT ID's of all staff who will be using the new CIAB devices and make sure the NT accounts are still active. In our experience thus far, with CIAB installation in the Rochester Region, we found that when IBM installed the new CIAB devices and attempted to assist users with logging on to the new workstations, there were several instances wherein the NT Log-on ID was no longer valid or the account was deleted due to inactivity. We recommend that Security Coordinators begin the process of collecting the NT Log-on ID's of staff and verifying that the accounts are still active. If the accounts are no longer active, the Security Coordinator at each site should immediately create new accounts for staff using WEBSTAR.

3. **Virus Activities and Requirement to Keep PC's Powered On**

*****Reminder *****As we all have become increasingly aware, every so often our Network is confronted with new computer virus attacks. To address computer virus attacks, the Office for Technology has implemented filtering techniques and other strategies (distribution of security patches) to assist in the prevention of computer virus infections.

In order for the NYS Office For Technology (OFT) to continue to successfully protect our Network and minimize further risk of infection, it is essential that all state and local PCs which are connected to the state Human Services Network (also known as HSN and HSEN), **be powered on 24 hours/day, 7 days/week**. This helps to facilitate software delivery of security patches and anti-virus updates as needed. This is critical to the day-to-day business of the entire Human Services Network.

Staff may turn their monitors off, but the processing component of the PC must remain on at all times. Servers should never be turned off without first contacting OFT staff. **Do not "power off" or shut down your workstation.** For CONNECTIONS Windows 2000 workstations, when users "log off" they should do so in the following manner:

- ❑ Select "shut down" from the Start menu;
- ❑ Select either "**log off**" or "**re-start**" (This ends your session leaving the computer running on full power. The "ctrl+alt+delete" message will be visible on the monitor).

4. CONNECTIONS System Down Time

Please Note that a change to the CONNECTIONS weekly maintenance schedule has been implemented. The new schedule is as follows:

Friday, 10/10/2003 from 5:00 am - 7:00 am

Wednesday, 10/15/2003 from 5:45 am - 6:30 am

Friday, 10/17/2003 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, 10/12/2003 from 1:00 am - 6:00 am

Sunday, 10/19/2003 from 1:00 am - 6:00 am