

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 24, 2003

Re: Activities for the week of October 24, 2003– October 31, 2003

1. CONNECTIONS Build 16 Training

On Tuesday, October 21st the CONNECTIONS Build 16 Training and Implementation Support Memo, identifying the various training tools that are available for Build 16, and the Build 16 training schedule electronically and registration forms for both upstate and NYC, were sent to Implementation Coordinators, Staff Development Coordinators, Directors of Service and LAN Administrators. These documents are also posted on the CONNECTIONS website on the Home page and Training Info and Schedule page.

It should also be noted that a *revised* version of the CONNECTIONS Build 16 training schedule has been posted on the website as well. The schedule is posted on both the Home page and the Training Info and Schedule page.

2. Build 16 Job Aids

We would like to inform you that the Build 16 Job Aids: Build 16 Safety Assessment, Build 16 CPS Functions, Build 16 Progress Notes and the Build 16 RAP have been posted to the CONNECTIONS website and will be distributed in hard copy to Local Districts on October 27th.

3. 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 through 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.

4. 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 completed
- Region I (the Buffalo Region) Ongoing - began the week of 10/09/03
- Region III (the Syracuse Region) scheduled for the week of 10/27/03
- Region IV (the Albany Region) November 2003
- Region V (the Yonkers Region) November 2003
- Region VI (the NYC Region) December 2003

Targeted communication regarding the 2003 CIAB Replacement Project was sent to agency systems coordinators and contact persons for the Rochester, Buffalo, Syracuse and Albany Regions. Targeted communication will be sent in advance of remaining region's implementation. If any CIAB sites in the Rochester, Buffalo, Syracuse or Albany Regions have not received communication materials regarding the CIAB Replacement Project, please contact Patrick Jones by phone (518) 473-4770 or email at Patrick.Jones@dfa.state.ny.us immediately, so that arrangements can be made to provide you with the necessary information.

For 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.

5. Maintenance on NYeNet 10/23/03 -- Service Interruption

****Reminder**** Yesterday, 10/22/03, the Communication Team sent an alert regarding an announcement from the NYS Office for Technology, the NYSNMC (Network Management Center) and Verizon regarding maintenance being completed on the NYeNet White Plains NNI Thursday evening 23rd Oct 2003 from 7:00 - 11:00 PM. This maintenance impacts CONNECTIONS users and other OCFS customers in the downstate area

from Westchester, South and will result in **service interruption for the entire 4-hour window**. During this time frame, CONNECTIONS downtime procedures will be implemented for the transmission of CPS reports between the SCR, ACS Children's Center (ECS) and Suffolk County DSS. For reference, a list of the affected sites is posted in the Public Folders > All Public Folders > Statewide > CONNECTIONS > Alerts and Notice > Alert: 10/23/03 NYeNet Maintenance/Service Interruption. Should you have any questions or concerns, please contact the New York State Network Management Center at 800.234.5364.

6. 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, 10/24/2003 from 5:00 am - 7:00 am

Wednesday, 10/29/2003 from 5:45 am - 6:30 am

Friday, 10/31/2003 from 5:00 am - 7:00 am

7. 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, 10/26/2003 from 1:00 am - 6:00 am

Sunday, 11/02/2003 from 1:00 am - 6:00 am