

# 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:** November 14, 2003  
**Re:** Activities for the week of November 14<sup>th</sup> ~ 21<sup>st</sup>, 2003

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### 1. **OFT Workstation Policy – Workstation Lockdown**

On Monday, December 1, 2003 the New York State Office for Technology (OFT) will be implementing a new policy to automatically lock workstations after a period of fifteen (15) minutes of inactivity. The policy will be applied to all computer workstations that authenticate through the HSEN domain. This policy is in response to the Information Security Policies (P03-002) document released by the New York State Office of Cyber Security and Critical Infrastructure Coordination. It is intended to increase security on the network by helping to prevent unauthorized access to workstations when staff are away from their desks.

In order to help CONNECTIONS users understand what the implementation of this policy will mean and the actions that will have to be taken in response to it, we are providing the information below.

#### **What You Should Know About The New Policy**

- As long as you are working on your workstation, pressing keys on the keyboard or moving the mouse, nothing will change.
- If you stop pressing the keys or moving the mouse for a time period longer than 15 minutes, your screen will blank out or, your screen saver will be activated. When you press a key, you will have to re-enter your user name and password to unlock the workstation. This will most likely occur when you are engaged

in long telephone conversations, when you leave your desk to go to meetings, or leave your desk to take your lunch break. You will see a screen that looks something like this:



If it does not already appear, you will have to enter your User ID (i.e. NYS123, AB0200, etc.) in the box next to “User name:”. You will then have to enter your password in the box next to “Password:”. Then click on the “OK” button and your desktop will reopen. Any Applications, documents, spreadsheets, mail notes, etc. that you had open when the workstation locked will still be open when you unlock the workstation. It should be noted that in an environment where there are shared workstations, re-booting will unlock the workstation and allow another user to sign on.

- You may force the workstation to lock if you know you will be away from your desk by pressing the CONTROL-ALT-DELETE keys simultaneously.

The following screen will then appear:



Please note that when you select "Lock Computer", no one can use your desktop until it has been unlocked with your password.

- You cannot override this policy by changing the settings on the workstation. The OFT policy will override any changes that you may make. Please note that all OFT workstation policies are updated routinely on the workstation.
- You should still logout of the workstation before you go home for the day to insure that your files are properly backed up. While the new policy prevents unauthorized access, it does not close any open files and open files are not backed up. Outlook must be closed for the personal folders to be backed up.

If you have any questions or need further assistance, please contact your CONNECTIONS Regional Field Support Staff.

## **2. Build 16 Readiness Checklist for Implementation Coordinators**

The CONNECTIONS Build 16 Readiness Checklist ~ CPS Enhancements will be available on the CONNECTIONS Intranet website later today. The checklist is a tool, designed to aid local districts in their preparation for the implementation of Build 16. It is recommended that both Implementation Coordinators, as well as Implementation Teams, review their district's readiness in symmetry with the items identified on the checklist and begin to take any necessary actions to prepare their districts for a smooth transition into the Build 16 environment.

## **3. Build 16 Preview Application**

This notice is to inform you that the Build 16 Preview Memo and Build 16 Preview Request form were forwarded to Directors of Service, CONNECTIONS Implementation Coordinators and Staff Development Coordinators on November 7, 2003. These documents are also available on the CONNECTIONS website on both the Home page and the Implementation page.

Availability of the Preview Application offers local district staff an advance look at the Build 16 system modifications, enhancements and changes prior to the "live" date of the Build. It should be noted that although the Preview Application will be available as an icon on users desktops on Tuesday, November 18, 2003, local districts have to request a test case in order for staff to work with the Build 16 functionality.

The instructions to access the Preview Application icon will be forwarded to CONNECTIONS Implementation Coordinators on, Friday, November 14<sup>th</sup>. The instructions will also be posted on the website on both the Home and Implementation pages.

#### **4. HSEN Password As It Relates To FAD/CPS Approvals**

It should be noted that users who have been migrated to the HSEN environment might be having difficulties completing approvals. In order to validate the approval, users must create a password that includes characters that are alpha-numeric only. ***Do not include punctuation marks or other characters.***

#### **5. Multiple Person Report**

This notice is to advise you of the availability of the Multiple Person Report in the Public Folders. This report identifies multiple instances of the same person within CONNECTIONS and allows the user to consider them for person merge.

If users have questions related to the report they may contact their CONNECTIONS Regional Office Field Support Representative.

#### **6. 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 tomorrow, Friday, November 14<sup>th</sup>. 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.

## **7. CONNECTIONS-In-A-Box (CIAB) Replacement Project**

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) ~ rollout of new CIABs completed
- Region III (the Syracuse Region) ~ rollout began the week of October 27, 2003
- Region IV (the Albany Region) ~ scheduled to begin the week of November 17, 2003
- Region V (the Yonkers Region) ~ early December 2003
- Region VI (the NYC Region) ~ December 2003

Targeted communication regarding the 2003 CIAB Replacement Project has been 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 regions implementation. If any CIAB sites in the Rochester, Buffalo, Syracuse, Albany and Yonkers 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](mailto:Patrick.Jones@dfa.state.ny.us) immediately so that arrangements can be made to provide you with the necessary information.

For the NYC region, communication materials are expected to be sent in the very near future however, in the interim, we would like to bring 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) 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 the CIAB installation in the Rochester region we found that when IBM installed the new CIAB devices and attempted to assist users with logging onto the new workstations, there were several instances where 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 verify 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. If there is not a designated Security Administrator at your site who has rights to administer new accounts please contact your OCFS CONNECTIONS Regional Office Representative so that they may provide you with the necessary instructions and procedures for designating a Security Administrator.

As a matter of good practice, is it important that all users, especially CIAB users dial-in to the network and log-on at least 1 time a week. The new CIABs workstations authenticate through the HSEN domain, therefore, any long-term in-activity in dialing in and logging on to the Network will result in the workstation and NT Log-on ID being rendered inactive in the HSEN domain structure.

## **8. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

***Friday, 11/14/03 from 5:00 AM - 7:00 AM***

***Wednesday, 11/19/03 from 5:45 AM - 6:30 AM***

***Friday, 11/21/03 from 5:00 AM - 7:00 AM***

## **9. 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, 11/16/03 from 1:00 AM - 6:00 AM***

***Sunday, 11/23/03 from 1:00 AM - 6:00 AM***