

# CONNECTIONS WEEKLY SYSTEM UPDATE



## Memo

To: Implementation Coordinators  
From: CONNECTIONS Communications  
CC: LAN Administrators, Keyusers, OCFS -Directors of Services,  
CONNECTIONS Project Team  
Date: November 14, 2002  
Re: Activities for the week of 11/22/02 – 11/29/02

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## HAPPY THANKSGIVING

### 1. CONNECTIONS – Update on Citrix Initiatives

#### A). **\*\*Update\*\* 15 Minute Disconnect/Stay Alive Feature**

With the “15 minute disconnect/stay alive” feature, if a user is in a Citrix session and performs a “**cold reboot**” (powering off the PC by pressing the power off button on the PC) and the user logs back into Citrix within 15 minutes, they will be re-connected to the session in the exact place they left prior to reboot. That being said, if a user experiences a problem within the CONNECTIONS Application, for example, an internal error occurs (which results in the loss of the CONNECTIONS Toolbar), **and** the user performs a **cold reboot**, when the user is re-connected to their session, they will return to the same problematic session where the error occurred.

As a “best practice” guideline, if a user experiences any problems **within** the CONNECTIONS Application, they should never do a “cold reboot” of their PC. Users should always be instructed to perform a graceful log-off of the Citrix session by clicking the Start button and selecting Log-off from the drop down menu. If any additional problems are encountered with the graceful log-off, users are instructed to contact the NYS OFT Enterprise Help Desk immediately 1-800-697-1323.

**B). 95% Citrix Screen Resolution**

As we reported over the last few weeks, due to some technical problems, the Citrix Screen resolution to 95% has been temporarily delayed. The CONNECTIONS Project is examining options and expects to make a decision shortly. We will keep you updated on this initiative.

**2. Security Webpage**

The CONNECTIONS Project is pleased to announce that a new web page, the *CONNECTIONS Security Page*, is now available on the CONNECTIONS Intranet website. This page has been designed to provide targeted, timely and pertinent security information to Local District and Voluntary Agency CONNECTIONS Security Coordinators, as well as other persons looking for general information regarding various security topics. The Security Page will include specific information about training, policies and procedures for security, business function guidelines, security reports that are generated by the OCFS Data Warehouse and other general informational bulletins and topics.

**3. Desktop PC Replacement Project (the remaining 25%)**

**PC Roll-out Schedule**

- Region 4 (Albany) November 15 - November 22, 2002
- Region 3 (Syracuse) December 2 - December 6, 2002
- Region 2 (Rochester) December 9 - December 13, 2002
- Region 1 (Buffalo) December 16 – December 20, 2002,  
**Note:** Reconciliation spreadsheets were due **11/15/02**
- Region 5 (Yonkers) – Districts/Agencies in Yonkers Region may begin sending spreadsheets. Target Date for completed spreadsheets is early December 2002. PC Rollout is scheduled for early January, 2003
- Region 6 (NYC) - Reconciliation spreadsheet must be returned by late December 2002. PC Rollout is scheduled for mid January 2003

**\*\*Important Note\*\*:** As referenced above, we expect PC Rollout to be completed in Regions 1-4 by December 20, 2002. Any districts or voluntary agencies in Regions 1-4 that have not submitted their Site Desktop PC Replacement Spreadsheets will not be scheduled for the CONNECTIONS 25% Desktop PC Replacement and Installation in the 1<sup>st</sup> round of dates listed above. Sites that don't send in the completed spreadsheets will be pushed to the end of the schedule for the 1<sup>st</sup> round (after December 20<sup>th</sup>).

Site Reconciliation spreadsheets must be submitted electronically to David Kislowski at [David.Kislowski@dfa.state.ny.us](mailto:David.Kislowski@dfa.state.ny.us). All completed reconciliation spreadsheets must be in Excel format. When completing district/agency spreadsheets, please **do not** send the entire regional spreadsheet. Please copy and paste your district/agency information into a new Excel spreadsheet. **Reconciliation spreadsheets in any other format will not be accepted.**

**\*\*Reminder to Regions 1-4 LAN Admins\*\*** To prepare for the delivery of the new PC's, we would like to remind LAN Administrators that there are several tasks and best practice guidelines that local district and voluntary agency LAN Administrators and Information Technology Staff should follow to facilitate the desktop PC replacement process. These tasks and best practices are outlined in Desktop PC Replacement Preparation Materials located on the CONNECTIONS Intranet Website on the Implementation Page and in the Public Folders: All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement Project.

In addition to the "Best Practices" and "Desktop PC Replacement" materials located in the Public Folders, there are several companion reference documents, which provide either, helpful information and recommended time frames for preparing to migrate to your new CONNECTIONS workstation, or specific procedures for copying data from your current CONNECTIONS workstations to your new CONNECTIONS workstations. These procedures have been developed to assist a variety of staff with different skill sets, however, depending on local practice, they may be used primarily by LAN Administrators or IT Staff.

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.

The 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 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.

Please keep in mind that districts/agencies that are scheduled for December through January 2003 do not need to submit reconciliation spreadsheets at the present time. For reconciliation spreadsheet due dates for the rest of the state please refer to the implementation schedule below:

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

#### **4. New Security Attributes/Business Functions**

New Security Attributes/Business Functions are being added to support CONNECTIONS. These were discussed at workgroups that were held with local district and agency staff this past spring. The four Business Functions correspond to Job Types and are called CPS CASEWORKER, CPS SUPERVISOR, FAD CASEWORKER and FAD SUPERVISOR. These Security Attributes are now bundled into new Business Functions that can be given in one click by Security Coordinators to new workers who are CPS and FAD caseworkers and supervisors. The new business functions will be available Friday, November 22<sup>nd</sup>.

Any of these four new Business Functions will work like any other Business Function. They can be given by themselves, or in addition to other Business Functions to a staff member.

Please look carefully at the list of Security Attributes (attached to the email cover page) that are included in each Business Function. If any of these four Business Functions are given, all of the Security attributes included in the Business Function are given. If a district does not want to include one or more of the Security Attributes for a staff member, and chooses not to use them, they can continue to assign Business Functions individually as they do now.

If you have any questions regarding the descriptions or recommendations contained in these guidelines, please contact Jo Shrader at CONNECTIONS Security, phone (518) 473-9254 or by email at Jo.Shrader@dfa.state.ny.us

#### **5. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 11/22/2002 from 5:00 am - 7:00 am

Friday, 11/29/2002 from 5:00 am - 7:00 am

#### **6. 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, 11/24/2002 from 1:00 am - 6:00 am

Sunday, 12/01/2002 from 1:00 am - 6:00 am