

# CONNECTIONS WEEKLY SYSTEM UPDATE



Veteran's Day ~ 11/11/03

## Memo

**To:** CONNECTIONS Implementation Coordinators  
**From:** CONNECTIONS Communications  
**CC:** LAN Administrators/Security Coordinators, Keyusers, OCFS- Directors of Services, CONNECTIONS Project Team  
**Date:** November 7, 2003  
**Re:** Activities for the week of November 7<sup>th</sup> ~ 14<sup>th</sup>, 2003

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**1. CONNECTIONS Build 16 Training Begins Wednesday, November 12, 2003**

This notice is to remind you that the Build 16 training begins on Wednesday, November 12<sup>th</sup>. In addition, for reference purposes, the four Build specific Job Aids ([System Build 16 Job Aid-Changes to CPS Functions](#), [System Build 16 Job Aid-Changes to Safety Assessment](#), [System Build 16 Job Aid-Changes to Risk Assessment Profile \(RAP\)](#), [System build 16 Job Aid-Changes to Progress Notes](#)), are also posted on the website on the Desk/Job Aid page.

**2. Build 16 Highlights Document**

The Build 16 Highlights document was forwarded to district and agency Implementation Coordinators, Directors of Service, LAN Administrators and Staff development Coordinators on Wednesday, November 5<sup>th</sup>. The Highlights document is also posted on the website on the Home page as well as the Implementation page.

**3. Code 1 ~ Address Validation in CONNECTIONS**

Our technical team has advised us that Code -1 (Address Validation) functionality in the CONNECTIONS Application has not been functioning properly since Wednesday morning, 11/5/03. The impact of this problem is that CONNECTIONS users are presently unable to perform address validation. Our technical team will be implementing a

solution to the above referenced problem on Friday morning 11/7/03 during the regularly scheduled CONNECTIONS System downtime (5AM - 7AM).

In the interim, if workers are performing address validation within **Intake, Investigation, or FAD/Resource**, CONNECTIONS users will encounter error messages. Users are instructed to click "OK" on these error messages. Clicking OK on the error messages will allow the user to continue within the CONNECTIONS Application, however, the addresses will not be validated.

**Please Note: Until this solution is implemented tomorrow morning, users must employ locally developed procedures and utilize existing resources and manual processes for address validation in order to help ensure the safety of children, youth and families.**

**It is recommended that users not use MAM (Multiple Address Maintenance) or LDM (Local Data Maintenance) address validation functionality until the solution is implemented on Friday morning after 7AM.**

Beginning Friday morning after 7AM, if users experience any repeated occurrences of address validation problems they should report them to the NYS OFT Enterprise Help Desk at 1-800-697-1323.

#### **4. Multiple Person Report**

This notice is to advise you of the availability of the Multiple Person Report. This report identifies multiple instances of the same person within CONNECTIONS. It should be noted that these persons are then identified as candidates for person merge.

This report will be available for districts use early next week (the week of November 10<sup>th</sup>). Further information describing the Multiple Person Report will be forwarded in a separate communication on Friday, November 7<sup>th</sup>. If users have questions related to the report they may contact their Regional Office CONNECTIONS Field Support Representative.

#### **5. CONNECTIONS Communication Team News**

The CONNECTIONS Communication Team has bid adieu to one member and welcomed another. We wish Patrick Jones much success in his new position with NYS OCFS IT in technical operations, and welcome Nancy O'Hara. Nancy has worked with the

CONNECTIONS project for three years in the Implementation Unit and will be a wonderful addition to Communications.

## **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 soon. 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 (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) - 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) – late November 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 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](mailto:Patrick.Jones@dfa.state.ny.us) immediately so that arrangements can be made to provide you with the necessary information.

For the 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 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.

**8. RAS Dial Up Maintenance**

RAS (Remote Access Server) dial-up services for laptops and CONNECTIONS-In-A-Box (CIABs) will not be available 11/7/03 between the hours of 5 AM – 7 AM so that Network system maintenance can be completed.

**9. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

*Friday, 11/07/03 from 5:00 AM - 7:00 AM*

*Wednesday, 11/12/03 from 5:45 AM - 6:30 AM*

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

**10. 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, 11/09/03 from 1:00 AM - 6:00 AM*

*Sunday, 11/16/03 from 1:00 AM - 6:00 AM*