

# CONNECTIONS WEEKLY SYSTEM UPDATE



**To:** CONNECTIONS Implementation Coordinators  
**From:** CONNECTIONS Communications  
**CC:** LAN Administrators/Security Coordinators, Keyusers,  
OCFS~Directors of Services, CONNECTIONS Project  
Team  
**Date:** March 25, 2004  
**Re:** Activities for the week of 3/26/04-4/2/04

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**1. CONNECTIONS Build 17 Update**

CONNECTIONS Build 17 was successfully implemented on Friday, March 19, 2004. Please note that training for the Build will begin on Tuesday, April 6, 2004.

**2. CONNECTIONS Build 17 Training Information and Update**

The Build 17 training schedule and registration forms for the upstate regions and New York City are posted on the CONNECTIONS Intranet website (on the Home, Implementation and Training Info and Schedule pages). Training for the Build is scheduled to begin on April 6, 2004 and will be delivered through April 22, 2004. This training is designed for Security Coordinators who are familiar with CONNECTIONS Security. Future training will be available for new Security Coordinators, or, those who are not familiar with CONNECTIONS security functionality. Please refer to the training schedule for further information. The schedule can be found on the CONNECTIONS website on the Training page.

- **CONNECTIONS Training Database Update**

Due to maintenance to upgrade for Build 17, the CONNECTIONS Training database will be unavailable the week of March 29th. Those staff with training user ID's will be able to access the database by April 2, 2004.

- **CONNECTIONS Training Schedule**

It should also be noted that the training schedule for April through June 2004 is now posted on the CONNECTIONS website on the Training Info & Schedule page.

**3. NYS Office for Technology (OFT) Customer Relations Communication ~ Updates to Virus Remediation Reports on the Customer Relations Website**

NYS OFT Customer Relations forwarded a communication on February 18, 2004, related to Customer Relations staff having updated the virus remediation reports that are found on the Customer Relations Communication website. These changes were made to provide the latest report data, modify some reports to only include equipment at a local district, and to add the newly created low Service Pack Level reports (NT 4.0 Workstations not at SP 6 and Windows 2000 Workstations not at SP1). To read the full extent of the communication please click on the icon below.



NYS OFT Cust Rels  
Communication 014.c

#### 4. **Recent Anti-Virus Measures Implemented by NYS OFT**

On Tuesday, March 16, 2004, a communication was forwarded related to email worms and anti-virus measures taken by OFT to prevent virus attacks. Because of risk of virus infection, all Exchange or Outlook Folders, Public Folders, and Personal Folders (.PST files) have stripped files of the extensions that are no longer allowed. To read the full extent of the communication please click on the icon below.



Virus Info.doc

#### 5. **Citrix Connectivity**

Based on reports received from CONNECTIONS users, as well as, a review of tickets received at the NYS Enterprise Help Desk, regarding occasional Citrix connectivity issues, NYS OCFS – IT (Information Technology) is pleased to announce that an **interim (short-term)** OCFS – IT/Network Support toll free number telephone number has been established for troubleshooting Citrix connectivity issues. This troubleshooting initiative was established in order for Technical staff to immediately commence work on connectivity problems that a user is experiencing. When Citrix connectivity issues become apparent at an identified site, CONNECTIONS users are instructed to call the following toll free telephone number:

- The OCFS – IT Network Support phone number for Citrix Connectivity issues is 1-866-774-4666. The telephone will be staffed between the hours of 8:30AM and 4:30PM Monday – Friday.

The above referenced telephone number is to be used **only** for instances involving Citrix connectivity issues, i.e., occurrences of windows appearing to be “frozen” or “stuck”, or being “thrown out” of the CONNECTIONS Application while in a Citrix session. Under no circumstances should the new OCFS IT Network Support Citrix connectivity toll free number be utilized for CONNECTIONS Application issues. All CONNECTIONS users must follow the standard NYS OFT Help Desk procedures for calling in tickets related to Application issues, hardware problems, etc., at 1-800-697-1323.

**When a Citrix connectivity issue does occur at an identified site, what information does a user need to have when they call OCFS IT Network Support?**

When a call is placed to OCFS IT Network Support, an IT Network Support Staff person will answer the call.

**The technical specialist will ask all callers to provide at least the following information:**

- First and Last Name of the caller
- Phone number of the caller
- User name and phone number of the person experiencing the problem
- Site Name
- Site Address
- Domain user logs into
- If the site has been migrated to HSEN domain
- What type of equipment the user has
- The time the problem occurred
- What symptoms the user is experiencing

**Additional information that will be helpful to the technical specialist:**

- Clearly state any error message that you received
- Describe the last 5 steps you took before getting the error message or experiencing the problem
- Offer as much detail as possible: If the problem has been seen before, if other users are experiencing the problem, etc.

**6. CONNECTIONS Proposed Regulations**

As a reminder, the CONNECTIONS proposed regulations are posted on the CONNECTIONS Intranet website on both the *Home Page* under the *What's New* section, as well as the on the *Implementation Page* under the heading *CONNECTIONS Proposed Regulation Information*. The proposed regulations amend 18 NYCRR 428, 441 and add a new section 466. Accompanying explanatory documents are also posted on the CONNECTIONS Intranet website in the same locations cited above. The proposed regulations principally address implementing CONNECTIONS, documenting child welfare related actions and activities in CONNECTIONS, internal and external confidentiality standards and record retention requirements. The proposed regulations will appear in the State Register on March 3, 2004. The comment period begins on that date and will end on April 19, 2004.

**7. Risk Assessment Profile and the WEBRAP Icon Information**

Effective with the implementation of Build 16 the weekend of December 12, 2003, the new Risk Assessment Profile (RAP) was integrated into the Child Protective Record Summary. For all CPS investigations with an Intake date after the implementation of Build 16, the new RAP is required to be completed in the CONNECTIONS Application.

For all investigations with an Intake date prior to the implementation of Build 16, the completion of the RAP has been supported in the Web-based Application since March 2003. In response to requests from local department of social services to provide additional time for all Web-based Risk Assessment Profiles to be completed, ***we have extended local district access to the Web-based Application through the WEBRAP icon through Thursday, April 15, 2004.***

***Therefore, as of April 16, 2004, the WEBRAP icon will be removed from the web server and will no longer be visible to local district staff on their computers. All copies of WEBRAP that you wish to retain should be printed and placed in the case folder.***

This provides for the 60-day requirement to complete the investigation determination for any report received by December 15, 2003, plus an additional 60 days, beyond the due date for the determination, for staff to complete a Risk Assessment Profile.

## **8. CONNECTIONS Case and Financial Management District/ Agency Profile**

The information that we will gather from the Profile will be critical as we move forward so we ask that you please update/complete the Profile as soon as possible. It is of particular importance to update or designate, if necessary, your district or agency Implementation Coordinator, Security and Back-up Security Coordinator. The Profile can be found on the CONNECTIONS Intranet on the Implementation page.

## **9. CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

***Friday, 3/26/04 from 5:00 AM - 7:00 AM***

***Wednesday, 3/31/04 from 5:45 AM - 6:30 AM***

***Friday, 4/2/04 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, 3/28/04 from 1:00 AM - 6:00 AM***

***Sunday, 4/4/04 from 1:00 AM - 6:00 AM***