

## CONNECTIONS WEEKLY

April 22-29, 2005



### ***Preview Alert***

The Preview environment will not be available on Friday, April 22<sup>nd</sup>. At this time Preview will be refreshed for Waves 3 through 6 West and the NYC field test sites. The Preview environment will be available for use on Monday, April 25<sup>th</sup>. We would remind users that they should save any data that they have been working *prior* to Friday morning. As a reminder, Preview will not be available for a full day on the following Fridays ~ May 20<sup>th</sup>, July 8<sup>th</sup> and 22<sup>nd</sup>, August 19<sup>th</sup>, September 16<sup>th</sup> and October 14<sup>th</sup>.

We thank you for your understanding as we work to offer an up-to-date Preview environment.

### ***Other Dates of Note***

On April 25<sup>th</sup>, the Preview environment will be available for use by Waves 6E and 7. May 2<sup>nd</sup> is Day 1 implementation (production) of Build 18 for Waves 3 and 4.

### ***Dropped Sessions in CONNECTIONS***

We have received reports of users experiencing “dropped CONNECTIONS sessions” or, more aptly defined, reports of users who have been working in the CONNECTIONS application and their session inappropriately closes. In our effort to track, as well as remediate this issue, we ask that if a user experiences sessions closing they phone the NYS OFT Enterprise Help Desk (1.800.NYS(697).1323) immediately for both documentation and remediation purposes. We are attempting to isolate the cause of this issue and the ability to track when and where this is occurring is key to remediation.

### ***PN Agent Issues***

There appears that there may still be issues with either the use of, or the downloading of, the PN Agent. If you have successfully downloaded the PN Agent and are having issues using it (you are receiving error messages) we ask that you please phone the NYS OFT Enterprise Help Desk (1.800.NYS(697).1323) for remediation. For those of you who are having difficulties downloading the Agent, we are in the process of crafting a document that will provide step by step instructions. We expect to have this document ready by Monday, April 25<sup>th</sup>. If after following the instructions in this document there remain to be issues downloading the PN Agent, call the Help Desk. We will also post the instructions on the website. We are working to remediate all issues and want to stress that it is important to be able to track exactly what is occurring. In that vein, we again

stress that calls to the Help Desk are very important. We will update you on the status of this situation as information becomes available.

### ***Thank you!!***

Just a quick note of thanks to those of you who sent in your thoughts on the redesign of the Weekly. We will certainly take your suggestions into consideration! And...to the individuals who suggested we continue the clipart...see the headline!

### ***Look for a copy of the Administrative Directive ~ Case Management Changes Associated with CONNECTIONS Build 18!***

We are pleased to announce that the ADM ~ Case Management Changes associated with CONNECTIONS Build 18 has been released in final draft. This ADM provides general information and guidance on specific New York State Child Welfare practice changes, effective with the implementation of CONNECTIONS Case Management (Build 18). The ADM is posted on the OCFS intranet website. Here is a direct link to the ADM: [05-OCFS-ADM-02 Case Management Changes Associated with CONNECTIONS Build 18](#)

### ***OCFS Data Warehouse Info***

The April 2005 edition of the OCFS Data Warehouse News and Notes is available for your reading pleasure. It is posted on the CONNECTIONS website on the OCFS Data Warehouse page. Past editions are also posted there, in case you missed any.

The attached document is the OCFS Data Warehouse Build 16 Reports. This document will also be posted on the OCFS Data Warehouse page.



Data Warehouse  
Build 16 Report...

### ***CONNECTIONS System Down Time***

- Friday, 4/22/05 from 5:00 AM - 7:00 AM
- Wednesday, 4/27/05 from 5:00 AM – 7:00 AM
- Friday, 4/29/05 from 5:00 AM – 7:00 AM
- Friday, 5/6/05 from 5:00 AM – 7:00 AM