

CONNECTIONS WEEKLY SYSTEM UPDATE



April 22, 2004

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers,
OCFS~Directors of Services, CONNECTIONS Project
Team
Date: April 22, 2004
Re: Activities for the week of 4/23/04-4/30/04

1. **Build 17.1 Postponed**

The production implementation of CONNECTIONS Build 17.1 has been postponed due to a re-evaluation of the downtime schedule for the Build as requested by users. The project is evaluating downtimes for all future Builds, making efforts to accommodate after hours system operations.

The tentative date for implementation is scheduled to be within the next two weeks. We will update you when we have a solid date and downtime timeframes.

2. **Noisy Alert System Upgrade**

This is to notify you that the server that supports the Noisy Alert process will be replaced effective Monday, May 3rd. The system will continue to operate in the same manner as it has, however the server replacement will result in a more reliable operation. Within the next week, we will be forwarding communication related to each district's current Noisy Alert telephone numbers and time frames for verification and/or update.

3. **Best Practice Guidelines**

PC Best Practice Guideline

As a best practice guideline, please alert staff to leave their CONNECTIONS workstations "powered on" so the workstations can receive any Network WinInstall packages. **Do not "power off" or shut down your workstation.** Users should "log off" with the "ctrl+alt+delete" message visible on the monitor.

HSEN Password Best Practice Guideline

It should be noted that the HSEN ID's maximum age is ninety (90) days. Fourteen days prior to expiration, the user will be reminded to change their password. If you receive an error message regarding your user

ID/password when logging onto HSEN you should call the NYS OFT Enterprise Help Desk for a technical staff person to assist.

PC's That Have Been Disconnected from the Network

It should be noted that each week there are numerous PC's that are disconnected from the network due to lack of activity. In order to prevent this, the PC must be connected to the network through RAZ (Remote Access Server) or VPN and remain on for a period of at least 15 minutes every sixty (60) days.

4. Multiple Person Report

This is notification that the Multiple Person Report was slightly re-engineered due to additional requirements. As a result of this effort, the April report has not been available, however, the report is currently being tested in the User Acceptance Testing environment and will soon be presented.

It should be noted that the report has been password protected. In order to gain access to the report you must contact your CONNECTIONS Regional Office Field Representative for your correct password.

5. Saving and Submitting A Safety Assessment

It has come to our attention that CONNECTIONS users are experiencing problems, and receiving error messages, when they are either *Saving* or *Saving and Submitting Safety Assessments*. OCFS technical staff have identified the cause of this problem and a System Investigation Request (SIR) has been initiated to remedy the issue. Although there is not yet an identified date for implementation of this fix, this issue is a high priority and we will notify you when the fix has occurred.

In the short term, the recommended practice would be to *save each Safety Assessment prior to submitting it for approval*. This step will best ensure that the supervisor approves the most recent version of the document, and that the most recent version of the Safety Assessment is retained in the CONNECTIONS case record.

6. Security Information Related to Build 17

In light of the implementation of Build 17 and the modifications and enhancements to Security functionality, a communication was forwarded to Implementation Coordinators, Security and Back-up Security Coordinators on Monday, March 15, 2004. This communication requested that local districts and voluntary agencies identify a person(s), in the district or agency who should have the Maintain Agency Access or Maintain Organizational Hierarchy security functionality. A form was attached to this communication This form should be completed by the Implementation Coordinator for your district or agency. Upon completion, the form should then be e-mailed to either Donna Cramer or Nancy O'Hara of the CONNECTIONS Communication Unit. A copy of the form is posted below this notice and can also be found on the Security page of the CONNECTIONS Intranet.

If you have any questions regarding this document you may contact either Paula Ainspan (518) 486-3743 (paula.ainspan@dfa.state.ny.us) or Jo Shrader (518) 473-9254 (jo.shrader@dfa.state.ny.us).



Add or Remove
Maintain Agency ...

7. **Build 18 Upstate Orientation for Managers**

As local districts and voluntary agencies prepare for the implementation of Build 18, we would like to remind you of the Build 18 Upstate Orientation for Managers sessions that have begun. Information related to these sessions was forwarded to all upstate Commissioners, Directors of Services, Implementation Coordinators and Staff Development Coordinators on March 11, 2004. This communication included the schedule and contact person for each upstate session. For further information related to these sessions please contact your CONNECTIONS Regional Implementation staff person.

Please note that the CONNECTIONS Reference Guide for Implementation Coordinators is posted on the CONNECTIONS website on both the Implementation and the Desk/Job Aid pages.

8. **Revised Procedure for Reporting Citrix Connectivity Issues (dated 4/15/04)**

***Please note the following revised procedure, dated 4/15/04, for reporting Citrix connectivity issues.*

As reported previously, CONNECTIONS users experiencing Citrix connectivity issues, will only need to make one telephone call to the OCFS IT Network Support/Citrix Connectivity toll free number at **1-866-774-4666**. Citrix "connectivity" issues are defined as being "thrown out" of the CONNECTIONS Application while in a Citrix session. **Callers are no longer required to make a second call the NYS OFT Enterprise Help Desk in this situation.**

When connectivity is lost, in most instances you will be returned to the internet explorer desktop and the following message will appear - **"Network or dialup problems are preventing communication with the CITRIX server. An attempt to automatically restore the connection will begin after a delay to let the network recover. If the problem persists, please contact your network administrator."**

Other error messages (i.e. general Application, data access or internal errors) or instances where the Application runs slowly, but without interruption, should continue to be reported to the **NYS OFT Enterprise Help Desk**, and should not be referred to the above Citrix/Connectivity number. **Callers who call the Citrix/Connectivity toll free number**

with non-connectivity issues will be asked to call the EHD to report the problem.

This toll free telephone number has been established for troubleshooting Citrix connectivity issues and will allow for our technical support technicians to immediately begin work on connectivity problems that a user is experiencing.

The telephone is only staffed between the hours of 8:30AM and 4:30PM Monday - Friday. Staff who work in after business hours sites, e.g. the State Central Register, Emergency Children's Services (ECS) are instructed to call the NYS OFT Enterprise Help Desk.

8. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 4/23/04 from 5:00 AM - 7:00 AM

Wednesday, 4/28/04 from 5:45 AM - 6:30 AM

Friday, 4/30/04 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, 4/25/04 from 1:00 AM - 6:00 AM

Sunday, 5/2/04 from 1:00 AM - 6:00 AM