

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: April 29, 2004
Re: Activities for the week of 4/30/04-5/7/04

1. **Build 17.1 Update**

As reported in the Weekly Update last week, the production implementation of CONNECTIONS Build 17.1 was 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 of Build 17.1 is Saturday, May 8, 2004. Downtime for this Build is scheduled for 4:00AM through 7:00AM. Further information related to the schedule will be forthcoming. Build 17.1 modifications will involve an upgrade to the Oracle database. The modifications will not be visible to the user.

2. **Noisy Alert System Upgrade and Date Change**

This is to notify you that the server that supports the Noisy Alert process will be replaced effective *Wednesday, May 12th*. 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. **Update – 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, *including any security patches*. **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 first call your Security Administrator, if he/she cannot help you should then 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 any machine registered in a domain that has not been connected to the network in more than sixty (60) days is removed from the domain list (network). Each week there are numerous PC's that are disconnected from the network due to lack of activity. A machine only needs to be connected, through either RAZ (Remote Access Server), VPN or, directly to the network for a period of at least 15 minutes (every sixty (60) days) for it to be registered and continue to remain connected to the network.

4. 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.

5. 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 ...

6. 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 Managers is posted on the CONNECTIONS website on both the Implementation and the Desk/Job Aid pages.

7. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 4/30/04 from 5:00 AM - 7:00 AM

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

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

8. 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, 5/2/04 from 1:00 AM - 6:00 AM

Sunday, 5/9/04 from 1:00 AM - 6:00 AM