

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 2, 2004
Re: Activities for the week of 4/2/04-4/9/04

1. **Build 17.1 Schedule Information**

CONNECTIONS Build 17.1 is tentatively scheduled for release the evening of Friday, April 23, 2004. The CONNECTIONS Application will be brought down on Friday evening, April 23rd beginning at 8:00 PM. In advance of the Build, we recommend that all CONNECTIONS users be logged off the CONNECTIONS Application by 7:45 PM on Friday evening (April 23rd). Local staff will **not** be able to access the CONNECTIONS Application between 8:00 PM and 12:00 Midnight. During this time frame, CONNECTIONS downtime procedures will be implemented for the transmission of CPS Reports between the SCR, ECS and local districts. Network Exchange/Outlook e-mail will be available during this time period. We anticipate the CONNECTIONS Build 17.1 Application will be available at approximately 12:00 pm (midnight).

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 Tuesday, April 6, 2004, and will be delivered through Thursday, 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.

3. **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 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 ...

4. 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.

5. 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

6. 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

7. 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.**

Note: After the call is made to the OCFS IT Network Support phone number, callers are instructed to make an additional call to the New York State OFT Enterprise Help Desk to report the issue. 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 for all issues.

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, printer 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.

8. 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.

9. Risk Assessment Profile and the WEBRAP Icon Information
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 must be printed and placed in the case folder prior to that date.

**10. CONNECTIONS Case and Financial Management District/
Agency Profile**

We continue to remind districts and agencies to update or complete the Profile as soon as possible since this information is needed as we prepare the implementation plans for Build 18. The Profile can be found on the CONNECTIONS Intranet on the Implementation page.

11. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 4/2/04 from 5:00 AM - 7:00 AM

Wednesday, 4/7/04 from 5:45 AM - 6:30 AM

Friday, 4/9/04 from 5:00 AM - 7:00 AM

12. 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, 4/4/04 from 1:00 AM - 6:00 AM

Sunday, 4/11/04 from 1:00 AM - 6:00 AM