

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 9, 2004
Re: Activities for the week of 4/9/04-4/16/04

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) on April 24th. Build 17.1 modifications will involve an upgrade to the Oracle database. These modifications will not be visible to the user.

2. **Best Practice Guidelines for PC's**

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.

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 or VPN and remain on for a period of at least 15 minutes.

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.

3. CONNECTIONS Build 17 Training Information

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, and Training Info & Schedule pages). Training for the Build began 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.

4. 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 ...

5. 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.

6. Revised Procedure for Reporting Citrix Latency Issues

Please note the following revised procedure for reporting Citrix latency issues.

Beginning Friday April 8th, 2004, CONNECTIONS users experiencing Citrix latency 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 “latency” issues are defined as occurrences of windows appearing to be “frozen” or “stuck”, or 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.**

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.

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.

7. 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.

8. WEBRAP Icon Information

On 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 April 16th.

9. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

Wednesday, 4/14/04 from 5:45 AM - 6:30 AM

Friday, 4/16/04 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, 4/11/04 from 1:00 AM - 6:00 AM

Sunday, 4/18/04 from 1:00 AM - 6:00 AM