

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: May 13, 2004
Re: Activities for the week of 5/14/04-5/21/04

1. **Build 17.1**

Build 17.1 was successfully implemented on Saturday, May 8, 2004. CONNECTIONS Build 17.1 is primarily a technical build (code and database upgrade) and has no relevant Application related changes. The modifications are not visible to the user.

2. **Noisy Alert System Upgrade**

As had been reported in the past few Weekly Updates, the server that supports the Noisy Alert process was replaced this week. The system will continue to operate in the same manner as it has, however the server replacement will result in a more reliable operation.

3. **CONNECTIONS Assignment Alerts ~ aka “Noisy Alerts”**

A communication was forwarded to Directors of Services, Regional Office Directors and local district Implementation Coordinators on Tuesday, May 11th that requested that each local district/regional office review their procedure regarding the “Noisy Alert” process. For your convenience the communication is posted below.



CONNECTIONS
Assignment Alerts.do

4. **WMS Case Number Validation**

Since May 1, 2004 *all* WMS case numbers entered into the system, either on the Investigation Conclusion window, or through Local Data Maintenance have had the return value of “03 – Case Number does not exist in district. Do you wish to override?” The Project team worked collaboratively to identify the cause of this issue and, as a result, a code fix is scheduled to be implemented on Friday, May 14th. A follow-up communication will be forwarded early next week identifying the list of impacted cases to be revalidated.

Revalidation Instructions

If a stage is still open, the user may revalidate the number or, save and submit the stage for approval, which automatically revalidates any non-valid WMS case number.

If the stage is closed, the number may be reentered and validated through Local Data Maintenance.

5. Multiple Person Report Update

As an update to this initiative we would like to highlight that considerable progress is being made cleaning up duplicated people in the CONNECTIONS database. From the time the Multiple Person Report was available for use (October 2003) the number of lines overall in the state has been reduced by 70,000. There are now 34 districts that have reduced the lines on their reports to less than 500.

The project team hired 20 Data Clean up staff this year—8 for the Upstate Districts and 12 for New York City. The upstate staff analyzes the people listed on the Multiple Person Reports and then sends the report back to the local district. The district can then merge the duplicates or can request that the Data Clean Up staff perform the merges. In New York City, the Data Clean Up staff were requested to perform the merges directly, based on defined business rules.

This clean up effort has multiple benefits. Obviously, keeping duplicates to a minimum reflects good business practice as workers have accurate history. In addition, fewer duplicate people make it easier to consolidate investigations. Searches of the database are more accurate and easier for everyone as well.

This effort will make the Build 18 conversion of open WMS services cases more accurate as well. The conversion program will attempt to match WMS people to CONNECTIONS people and will only create new people in the database if there is no match, or if there are multiple matches.

As this work progresses, please review internal office procedures for accurately relating people at the Intake Stage to ensure that you don't create multiples during the investigations. If you see multiples in the intake/investigation, please relate or merge them. The project team is available to assist you in doing these merges. If you have any questions, or if you would like our assistance in completing these tasks, please contact your CONNECTIONS Implementation Support staff person in the regional office.

6. New Training Course for CONNECTIONS Implementation Coordinators

The New York State Office of Children and Family Services, in conjunction with the SUNY Training Strategies Group, is pleased to announce a *new* CONNECTIONS Implementation Coordinator course. For further information on the course as well as a registration form please see the attachment below.



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7. **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 ...

8. **CONNECTIONS System Down Time**

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 5/14/04 from 5:00 AM - 7:00 AM

Wednesday, 5/19/04 from 5:45 AM - 6:30 AM

Friday, 5/21/04 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, 5/16/04 from 1:00 AM - 6:00 AM

Sunday, 5/23/04 from 1:00 AM - 6:00 AM