

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: June 17, 2004
Re: Activities for the week of 6/17/04-6/24/04

1. NYS OFT Enterprise Help Desk Update

The New York State Office for Technology Help Desk has modified their voice response message to direct callers to a specialized queue of agents. Currently, when callers phone into the Help Desk they will be presented with two options. If selected, option one will identify that they are "Calling to check the status of a previously reported problem or, for a password reset."; option two will identify that they are "Calling to report a new problem.". Callers who choose option two will then be presented with another level of options that identify "If your call pertains to the CONNECTIONS Application", the caller will be instructed to press 1 and, "for all other matters", the caller will be instructed to press 2. Beginning the week of June 14, 2004 callers who choose options 2, will be offered the following new choices: "If you are using the OCFS Connections Application and require assistance, press 1. For all other problems not related to the OCFS Connections Application, press 2."

2. IBM Motherboard Replacement Notice Schedule

OCFS, in conjunction with OFT and IBM, is undertaking a hardware replacement project to address *potential* problems with certain PCs. The 9700 PCs at issue are IBM model 6579/A40P. These comprise the CONNECTIONS 75% Desktop PC rollout that occurred in 2001-02. The 75% replacement PC's were the tan/beige colored models. These comprise approximately 75% of the so-called CONNECTIONS "tech refresh" rollout. Procedurally, a visiting technician will open each PC to inspect the motherboard's capacitor and replace it if necessary. The procedure requires approximately 45 minutes per PC. A list of PC serial numbers to be inspected should be provided in advance of or at the time of the site visit. A list of PC serial numbers to be inspected should be provided in advance of or at the time of the site visit. The procedure should not affect hard drive contents. However, as a precaution, users should move/copy critical documents or folders from the hard drive to a network drive (e.g. user directory). A site schedule is being issued on a monthly basis. IBM staff will notify designated

contacts at scheduled sites in advance of the scheduled start date to confirm the visit or reschedule in the event of conflicts.

The next sites scheduled are:

Site	Start Date	Device Count
M0R	06/04/04	172
4S2	06/07/04	59
K0W	06/08/04	179
K0V	06/10/04	140
0A1	06/11/04	137
K0R	06/14/04	106
K0S	06/16/04	100
K0L	06/18/04	94
K1W	06/22/04	56
K1K	06/23/04	55
0P1	06/24/04	33
K0T	06/24/04	50
Q0E	06/25/04	236
0Q1	06/28/04	24
0J1	06/30/04	20
Q0Y	06/30/04	172

If you have questions, please contact Paul Gavry/OCFS IT Operations.

3. Eligibility Worksheet for Title IV-E, TANF-EAF and Title XX-200% Has Been Updated

A communication was forwarded to Commissioners, Directors of Service and CONNECTIONS Implementation Coordinators on June 1st, providing notification that an updated version of the Eligibility Worksheet for Title IV-E, TANF-EAF and Title XX-200% has been posted in the Public Folders. The posted version reflects the new federal poverty levels effective June 1, 2004.

The path to follow in Public Folders to access the worksheet is:

*Public Folders > All Public Folders > *Statewide > OCFS > Finance > Eligibility > Automated Eligibility*

The files that are in the posted message under 'Version 5 6/1/04 Eligibility Worksheet' should be copied to the users C:drive under the location of C:\data\excel.

4. Changes to the Naming of Public Distribution Lists

Due to the migration of all distribution lists, shared mailboxes and resource mailboxes to the NYSEmail system, the names of OCFS distribution lists have been renamed in the Global Address Listing. It should be noted that personal distribution lists should not be affected, however, shared mailboxes

and resource mailboxes have also been renamed. The following naming conventions have been assigned to the three identified types:

Distribution Lists are named with
OCFS.DL.XXXXX
Example; OCFS.DL.allstaff

Shared Mailboxes are named with
OCFS.SM.XXXX
Example: OCFS.SM.Inventory

Resource Mailboxes are named with
OCFS.RM.XXXXX
Example: OCFS.RM.Connections.CR.10A

5. CONNECTIONS Case and Financial Management District/ Agency Profile

We would like to thank those districts, agencies and CONNECTIONS Regional Office Field staff, who have completed entering information in the Profile and, would like to take this opportunity to remind those districts and agencies that have not completed the Profile, to update and complete the Profile as soon as possible. The information that this document provides, particularly within the areas of contact and site identification, as well as staffing information, is necessary as we collaboratively prepare the implementation plans for Build 18. As a reminder, the Profile can be found on the CONNECTIONS Intranet on the Implementation page.

6. CONNECTIONS Issue Brief – Local District Options in CONNECTIONS Case Management – Response from LDSS due back by 6/25/04.

The second in a series of CONNECTIONS Issue Briefs, titled Local District Options in CONNECTIONS Case Management, was forwarded to local district Directors of Services and local district Implementation Coordinators on Wednesday, May 19th. This Brief defines and discusses five CONNECTIONS case management system options that can be implemented in Build 18 if local districts choose them. The Issue Brief, **including the response form**, is due by June 25, 2004. Please return this form to your Regional Office Field Staff person. **This form needs to be completed and returned even if the local district does not wish to take advantage of the option.** The form is posted on the CONNECTIONS Intranet website on the Implementation page.

7. CONNECTIONS Case Management Impact Analysis Documents and Self-Assessment

The Impact Analysis documents identify the ways in which CONNECTIONS Case Management program and system changes will affect district/agency operations. Each document focuses on a specific functional area and

includes a brief description of the affected function within the scope of what is new and what remains the same, implications and/or considerations, and recommendations. These documents will be used in conjunction with the CONNECTIONS Case Management Build 18 Self-Assessment process. A separate mailing of the Impact Analysis and Self-Assessment documents was forwarded in a communication to local district Directors of Service, and voluntary agency and local district Implementation Coordinators last week. It should be noted that the Impact Analysis documents and the Self Assessment document are posted on the CONNECTIONS Intranet website on the Implementation page.

8. CONNECTIONS FAIL-OVER TEST

In conjunction with OFT, OCFS Data Management has scheduled a Fail-over test of the Connections Production application/database servers for Saturday, July 10 beginning at 11:00 PM, completing by 7:00 AM on Sunday July 11. The total downtime for the Connections application will be 8 hours.

9. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 6/18/04 from 5:00 AM - 7:00 AM

Wednesday, 6/23/04 5:00 AM - 7:00AM

Friday, 6/25/04 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, 6/20/04 from 1:00 AM - 6:00 AM

Sunday, 6/27/04 from 1:00 AM - 6:00 AM