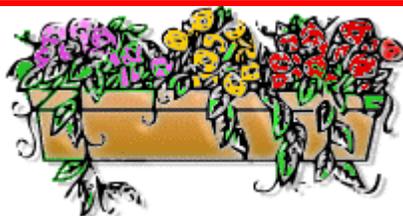
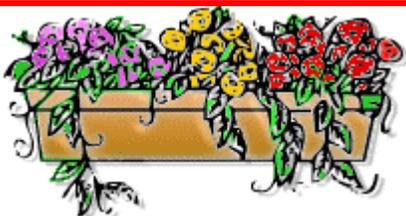


# CONNECTIONS WEEKLY

June 3-10, 2005



## **Day 1 Implementation for Waves 6 East and 7!**

Monday, June 6<sup>th</sup> is Day 1 implementation for Waves 6 East and 7. The Departments of Social Services that are included in these Waves are: Herkimer, Jefferson, Lewis, Oneida, St. Lawrence, Clinton, Essex, Franklin, Hamilton, Montgomery, Otsego, St. Regis, Albany, Fulton, Rensselaer, Saratoga, Schenectady, Warren and Washington. There are also twenty-nine voluntary agencies included in these Waves. It should be noted that there will be no downtime for this implementation.

## **News for Users...and “Quick Tips”/ “Helpful Hints” / “How To’s”**

As we announced in the Weekly last week, there is a new page on the CONNECTIONS Intranet designed specifically for users of the system! The content of the page will feature “Quick Tips” and “How To’s”, as well as other info that is pertinent to CONNECTIONS users.

### **“Quick Tips”...**

This section of the Weekly will be a regular featured item. We have received a variety of “Quick Tips” and “How To’s” from current users of the system and we have decided to share these very useful hints. In order that users not miss these, we will catalog the content of this section on the *News For Users* page of the CONNECTIONS intranet. This week’s “Quick Tip” follows.

### **“When closing a case in CONNECTIONS that is linked to WMS”...**

users should check the status of the WMS case before closing a case in CONNECTIONS; WMS must be in a NO PEND status. If the WMS case has any outstanding transactions these transactions must be completed, cancelled, or, cases in error status must be corrected, to put the case in a NO PEND status before the CONNECTIONS case is closed.

### **Please Note...**

- If a user is launching a FASP the drop down may show an incomplete list of options or, no options at all. This issue has been identified as a critical fix, however, in the interim, if this issue arises we ask that the user call a ticket into the NYS OFT Enterprise Help Desk (1.800.697.1323).

- On Monday, June 6<sup>th</sup> a fix will be run to close all open cases with no open stages.

### ***Updated WMS ERROR GUIDE Reflecting CONNECTIONS Build 18 Related Errors***

Just as a reminder, an updated version of the WMS Error Guide that contains CONNECTIONS Build 18 related errors, is available in the Public Folders. The path to the Guide is: Public Folders/All Public Folders/dfa.state.ny.us/OCFS/TSU/WMS Services reference documents. For your convenience we have also posted this Guide on the Implementation page of the CONNECTIONS intranet.

### ***Additional Contact Numbers...***

Just as a reminder, there are additional contact numbers available to users who may encounter WMS issues. As a first resolve however, we ask that users phone these issues in to the NYS OFT Enterprise Help Desk (1.800.697.1323). Additional contact numbers follow:

- NYS OCFS-IT Customer Support Help Line: 1.800.342.3727
- BICS Hotline: 1.800.342.3010

### ***Revised Version of the Dragon Naturally Speaking Questions and Answers Document***

Please note that there is a revision to *one* answer in the Dragon Naturally Speaking Question and Answer document that was communicated as an attachment to a letter forwarded to Commissioners, Directors of Services and Implementation Coordinators on April 27, 2005. The answer relates to the question about using this software with tape recorders and digital recorders. It should be noted that digital recorders, that may be used with the Dragon Naturally Speaking tool require the installation of software onto CONNECTIONS PC's. Per established OCFS policy, the installation of any software onto CONNECTIONS PC's requires the prior approval by the OCFS Information Security Officer. Such approval is contingent upon testing of the proposed software. It will be the responsibility of the requesting agency to furnish the proposed software to facilitate such testing.

A copy of the revised Question and Answer document as well as the original letter, is posted on the CONNECTIONS intranet website on the Implementation page.

### ***Additional CONNECTIONS Build 18 Resource Documents...***

A series of documents were communicated on Friday, May 27<sup>th</sup>, titled *CONNECTIONS Build 18 Resource Documents*. The documents that were included in this communication were: the Administrative Opening of a CONNECTIONS Case To Make Retroactive Payments, Frequently Asked Questions on Interfaces: Build 18, Frequently Asked Questions: Build 18, the

Umbrella Case Concept/Cross County Concept, as well as an updated version of the Guide for Business Process Review and Analysis in Preparation for Build 18 Case Management. It should be noted that all of these documents are posted on the CONNECTIONS intranet website on the Implementation page.

### ***The OFT Enterprise Help Desk User Guide...***

As we have requested, users have been calling the Help Desk with system issues that they have encountered, and a few questions have come up regarding the operation of the Help Desk. For informational purposes, OFT had created an Enterprise Help Desk User Guide. A copy of the user guide is posted on the CONNECTIONS website, on the System/Network page.

### ***Reminder...the CONNECTIONS Build 18 Implementation Issues~Version 3 Document***

Just a reminder, the CONNECTIONS Build 18 Implementation Issues~Version 3 document is posted on the CONNECTIONS intranet on the Implementation page. This document identifies implementation issues, as well as actions that users should take if they encounter the situations described.

### ***CONNECTIONS System Down Time***

- Friday, 6/3/05 from 5:00 AM - 7:00 AM
- Wednesday, 6/8/05 from 5:00 AM – 7:00 AM
- Friday, 6/10/05 from 5:00 AM – 7:00 AM