

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: July 2, 2004
Re: Activities for the week of 7/2/04-7/9/04

1. Build 17.4

Build 17.4 is was successfully implemented on Wednesday, June 30, 2004. Two of the three issues that were remediated related to performance issues. The third modification was related to an error that was received when the Intake report was created. This situation did not exhibit frequently however, a fix was implemented that will correct any future occurrence.

2. Build 18 Financial and Case Management Question and Answer Document

In an effort to provide ongoing and current information, as well as provide direct responses to users questions related to the forthcoming Build, the Build 18 Financial and Case Management Question and Answer document has been created. This document was designed to capture all of the questions that have been raised by executive, managerial and direct line staff at various implementation venues across the state. The document, as well as the various sub-topics and questions within the document, will be updated as additional questions are raised in these various forums. It is important to note that the document, as well as the various subtopic questions can be searched for key words/phrases. Instructions for the search capability are included on the document web page. The aforementioned information is posted on the CONNECTIONS website on the FAQ page. The document will be dated as it is updated and new questions/answers will be identified as they are posted.

3. 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 10th beginning at 11:00PM, completing by 7:00AM on Sunday July 11th. The total downtime for the CONNECTIONS application will be 8 hours.

The CONNECTIONS Application will be brought down on Saturday evening, July 10th beginning at 11:00 PM. In advance of the Fail-Over Test, we recommend that all CONNECTIONS users be logged off the CONNECTIONS Application by 10:45 PM on Saturday evening. Local staff will **not** be able to access the CONNECTIONS Application between 11:00 PM (July 10th) and 7:00 AM (July 11th). 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 Application becoming available at approximately 7:00 AM, Sunday, July 11th, 2004.

4. 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. 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 site schedule is listed below.

Site	Start Date	Device Count
Q0H	06/28/04	4
Q0V	06/28/04	46
Q0W	06/28/04	29
Q1U	06/28/04	16
01O	06/29/04	24
Q0N	06/29/04	4
Q0P	06/29/04	27
Q0Z	06/29/04	6
Q1C	06/29/04	19
Q3T	06/29/04	2
Q0Y	06/30/04	172
0L1	06/30/04	9
K0F	06/30/04	40
K1Y	06/30/04	8
K3E	06/30/04	23
0J1	07/01/04	20
K0J	07/01/04	21
K2L	07/01/04	10
K3U	07/01/04	11
K5O	07/01/04	9
K0A	07/02/04	37
K1M	07/02/04	6
K1Q	07/02/04	16
K2C	07/02/04	17
Q0J	07/02/04	1

Q2C	07/02/04	7
Q2D	07/02/04	7
Q2E	07/02/04	8
OX1	07/06/04	15
3W1	07/06/04	17
K0H	07/06/04	4
K0O	07/06/04	10
K2D	07/06/04	31
3B5	07/07/04	50
5A2	07/07/04	18
R0A	07/07/04	114
R0C	07/07/04	25
5A3	07/08/04	20
B1C	07/09/04	46
B2G	07/09/04	93
1B5	07/12/04	14
2O6	07/12/04	103
3S1	07/12/04	13
B0D	07/12/04	33
B0E	07/12/04	15
3H0	07/13/04	38
3J0	07/16/04	4
0A5	07/19/04	21

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

5. 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

6. 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. 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.

Please note that a new Impact Analysis document has now been released. The title of this document is Non-Child Welfare Services Stage Types in Build 18. This Impact Analysis is also posted on the CONNECTIONS Intranet website on the Implementation page.



7. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

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

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

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

*****Additional Down Time: Saturday, 7/10/04 11:00 PM –
Sunday, 7/11/04 7:00AM***

8. 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, 7/4/04 from 1:00 AM - 6:00 AM

Sunday, 7/11/04 from 1:00 AM - 6:00 AM