

CONNECTIONS WEEKLY SYSTEM UPDATE



Groundhog Day

Memo

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: January 30, 2003
Re: Activities for the week of 01/31/03 – 02/07/03

1. Bureau of Training LearnLinc

We are pleased to announce that through a collaborative effort between the OCFS Bureau of Training and the CONNECTIONS Project, LearnLinc/Virtual Classroom Technology Software will soon be available on CONNECTIONS Windows 2000 Desktop Workstations. The “LearnLinc/Virtual Classroom Technology Software” will be distributed via a WinInstall package to CONNECTIONS Windows 2000 Desktop Workstations this upcoming weekend. The schedule for this distribution is as follows:

- Beginning Wednesday evening, January 29, 2003, the package will be pushed to Workstation Distribution Servers (WDS's);
- Friday evening, January 31, 2003 the package will be pushed to client desktop workstations;
- LearnLinc will be “live” beginning Monday morning, February 3, 2003 at 9am.

Please Note: The LearnLinc WinInstall package will only be distributed to the CONNECTIONS Windows 2000 Desktop Workstations (the tan colored models) that were part of the CONNECTIONS 75% Desktop PC Replacement Project that occurred during Sept – May 2001-2002. Due to a feature on the newer model (black colored) CONNECTIONS Windows 2000 Workstations, a separate WinInstall distribution package is necessary and will be scheduled at a later date.

The Virtual Classroom Technology Software allows instructors and OCFS trainees from across the state to gather together in a classroom environment using their desktop computers. Instructors and trainees can speak to each other while viewing common content on their computer screens. All a trainee needs is a networked computer, a headset with microphone, and the LearnLinc software installed on their machine. This technology is also available for use by OCFS staff for conducting training sessions or meetings.

Beginning Monday morning, February 3rd, the LearnLinc menu item will be appear in the Start Menu on all the 75% CONNECTIONS Windows 2000 Workstations. The Bureau of Training plans on rolling out a series of scheduled courses in the coming months. All interested users must attend the Introduction to LearnLinc course first. Additional details and information regarding this upcoming venture can be found on the New York State Human Services Intranet Site by clicking on the Training Link and then clicking on the OCFS Virtual Classroom link. <http://sdssnet5/>.

If you have any questions about LearnLinc, please call or write Dave McGann (518-474-8629) or Helene Sobelman (518-474-5739)

The OCFS Virtual Classroom is a service provided to State and local district staff through contractual agreements negotiated and maintained by the Bureau of Training.

As a “best practice” guideline, please make sure to alert staff to leave their CONNECTIONS workstations “powered on” so that workstations can receive the above referenced 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.

2. NYS OCFS WEB-RAP (Risk Assessment Profile) Pilot

Beginning Wednesday, February 5th, 2003, CONNECTIONS users will see a new ICON (see graphic below) on the Citrix Production Desktop. This new ICON will be used to support the NYS OCFS WEB-RAP Pilot. The RAP has been piloted in Monroe County and at an ACS field office. NYS OCFS will be expanding the pilot of the RAP beginning February 5th. The RAP is a new research-based method of classifying risk of future abuse and maltreatment and supporting caseworker decisions regarding the need to provide services to families with a high risk for subsequent abuse and neglect. The RAP will be a web-based application available for designated pilot sites, including Monroe, Genesee, Tompkins, Rensselaer, and Putnam counties. Training is being conducted for the Pilot sites in February and March.

After RAP is implemented in the pilot counties, statewide training and support for all counties to have access to the new web-based application will be available. A schedule for statewide implementation and training on the new RAP will be provided shortly.

Non-pilot counties will not have access to RAP during this pilot. Pilot counties will have access, but only CPS workers will have any cases in the RAP application. Non-pilot districts will receive the following message if they attempt to access Web-Rap, **“This is a Pilot Project. The Icon is available for Monroe, Genesee, Tompkins, Rensselaer, and Putnam counties”**.

Later this year in CONNECTIONS Build 16, RAP will no longer be completed in the WEB format. Instead, Child Protective workers will be completing the RAP within the CONNECTIONS Application.

Please Note: If authorized users in the 5 Pilot sites experience any problems using Web-Rap, please send an e-mail to the following global address: RAP-TA. Staff from the OCFS Bureau of Services Planning (Dianne Ewashko, Joann Ruppel, and Cathy Grose) will provide ongoing monitoring of this mailbox to address problems.

The WEB-RAP Icon graphic will appear on the Citrix Production Desktop as follows:



3. Desktop PC Replacement Project (the remaining 25%)

There are approximately 22 Voluntary Agency sites in Region 6 (NYC) that have not yet submitted site reconciliation spreadsheets for the 25% Desktop PC Replacement Project. CONNECTIONS NYC Regional Office Implementation Staff will be following up with any sites that have not yet submitted completed spreadsheets. All spreadsheets must be submitted electronically to David Kislowski at David.Kislowski@dfa.state.ny.us. All completed reconciliation spreadsheets must be in Excel format and must be submitted no later than February 5th, 2003. When completing district/agency spreadsheets, please do not send the entire regional spreadsheet. Please copy and paste your district/agency information into a new Excel spreadsheet. Reconciliation spreadsheets in any other format will not be accepted. **Note: If completed reconciliation spreadsheets are not submitted, your district/agency will not be scheduled for PC replacement.**

PC Replacement Schedule

- Region 4 (Albany) November 15 - November 22, 2002 **(Completed)**
- Region 3 (Syracuse) December 2 - December 6, 2002 **(Completed)**
- Region 2 (Rochester) December 9 - December 13, 2002 **(Completed)**
- Region 1 (Buffalo) December 16 – December 20, 2002 **(Completed)**
- Region 5 (Yonkers) – **(In Process)**
- Region 6 (NYC) – PC Replacement is scheduled for **February 24, 2003**

****Reminder to LAN Admins**** To prepare for the delivery of the new PC's, we would like to remind LAN Administrators that there are several tasks and best practice guidelines that local district and voluntary agency LAN Administrators and Information Technology Staff should follow to facilitate the desktop PC replacement process. These tasks and best practices are outlined in the Desktop PC Replacement Preparation Materials located on the CONNECTIONS Intranet Website on the Implementation Page and in the Public Folders: All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement Project.

In addition to the “Best Practices” and “Desktop PC Replacement” materials, there are several companion reference documents, which provide either, helpful information and recommended time frames for preparing to migrate to your new CONNECTIONS workstation, or specific procedures for copying data from your current CONNECTIONS workstations to your new CONNECTIONS workstations. These procedures have been developed to assist a variety of staff with different skill sets, however, depending on local practice, they may be used primarily by LAN Administrators or IT Staff.

If you need to take action on any of these preparatory activities, we urge you to do so as soon as possible. Old computers will be removed and the files purged on the day of installation.

The Command Center will contact Districts/Agencies involved in the Desktop PC rollout approximately two weeks prior to your scheduled implementation date. At that time, the Command Center will send a follow-up letter to site contacts. This letter will contain instructions and stickers that will need to be placed on the computers that have been targeted for replacement. The stickers should be placed on the upper left hand corner of the monitor connected to the device being replaced.

Please Note: The above referenced Desktop PC Replacement Project does not include supplemental equipment, CIABs, laptops, printers or servers.

4. **Additional Training Dates/Classes**

SUNY Training Strategies Group CONNECTIONS Training Project has recently added 6 more dates for training for this quarter. These classes are not listed in the SUNY TSG Training brochures, have not been advertised, and are currently being filled with participants who were closed out of other sessions. The classes are listed below

- ❑ **Basic Data Warehouse**-Albany (155 Washington Ave) February 11th & 12th
- ❑ **Security Training Course** - NYC February 19 (ACS Children's Center, 492 First Ave)
- ❑ **Basic Data Warehouse** -Nassau February 25th & 26th
- ❑ **Advanced Data Warehouse** -Nassau February 27th
- ❑ **Security Training Course**-Albany (155 Washington Avenue) February 14th
- ❑ **Security Training Course**-Albany (40 North Pearl Street, 10th Floor) March 4th

To register for these courses, please contact SUNY Training Strategies at 1-877-451-4835.

5. **NYPWA Conference Materials**

The CONNECTIONS Project is participating in the New York Public Welfare Association Winter Conference at the Marriott Hotel in Albany, New York this week (January 28 – 31, 2003). The CONNECTIONS Project is staffing an exhibition booth and has developed several resource materials on upcoming Project initiatives that we will be distributing at the conference. Some of the resource materials include the following:

- ❑ CONNECTIONS Case Management Phase 1A Highlights and Benefits
- ❑ Case and Financial Management Phase II
- ❑ QuickPAD IR Word Processing Device – Security Password Protection Information
- ❑ OCFS Data Warehouse Pre-defined User Reports
- ❑ Security Reports form the CONNECTIONS Data Warehouse
- ❑ Security Step-by-Step Training Guide
- ❑ CONNECTIONS Training Brochures

If you are attending the NYPWA Conference, please make sure to stop by and visit with us at the CONNECTIONS Project Exhibition Booth.

Note: The above referenced materials will be available on the CONNECTIONS Intranet Website shortly after the conference is finished <http://sdssnet5/ocfs/connect/>.

6. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 01/31/2003 from 5:00 am - 7:00 am

Friday, 02/07/2003 from 5:00 am - 7:00 am

Please note additional System maintenance has been scheduled for **Saturday, 02/01/2003 from 7:00 pm – 12:00 am**. The CONNECTIONS Application will not be available during this time. All CONNECTIONS users must be logged off the CONNECTIONS Application by **6:45 pm**.

7. Microsoft Exchange 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, 02/02/2003 from 1:00 am - 6:00 am

Sunday, 02/09/2003 from 1:00 am - 6:00 am