

CONNECTIONS WEEKLY SYSTEM UPDATE



March Madness

Memo

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: March 13, 2003
Re: Activities for the week of March 14, 2003 – March 21, 2003

1. Changes to the CONNECTIONS Citrix Log-on Page

Beginning Friday, March 14th, 2003, when CONNECTIONS users log-on to CONNECTIONS via the Citrix log-on page, they will see a new look to the CONNECTIONS (Citrix) log-on page. The Citrix log-on job aid and message: "Click here for information on how to logon and use CONNECTIONS with Citrix" will be removed and replaced with a new link to the OCFS CONNECTIONS Intranet Website. This enhancement was initiated on behalf of many CONNECTIONS users who requested an easier path (link) to the CONNECTIONS Intranet Website where users can quickly access the many resources that are found on the CONNECTIONS Intranet Website.

2. CONNECTIONS Build 15.2

CONNECTIONS Build 15.2 is scheduled for release over the weekend of March 28th, 2003. To implement Build 15.2, the CONNECTIONS application will be taken down for approximately 5 hours beginning at 6pm on Friday, March 28th, 2003. We anticipate the CONNECTIONS application being available on Saturday 3/29/03 at 12:00 am.

The CONNECTIONS Build 15.2 Highlights/Overview document was sent Wednesday, March 5th, to Implementation Coordinators, Directors of Services, Staff Development Coordinators and others. For reference, the Build 15.2 Highlights/Overview document is posted on the CONNECTIONS Intranet Website on the "What's New" page, and also posted in Public Folders > All Public Folders > Statewide > CONNECTIONS > Build 15.2. As referenced in the Build 15.2 Overview document, the only training support developed for Build 15.2 is the System

Build 15.2 Job Aid. Hard copies of this job aid will be sent to Staff Development Coordinators, Implementation Coordinators and Directors of Services in advance of Build 15.2.

Release Notes and final schedule information will be sent a week prior to the implementation of CONNECTIONS Build 15.2.

3. LearnLinc & Voluntary Agency NIS

As you know, over the last 5-6 weeks, we referenced LearnLinc Virtual Classroom software being distributed to all CONNECTIONS Windows 2000 computers. Since providing that communication, we received several inquiries from NIS Voluntary Agencies who wanted access to LearnLinc. For Voluntary Agencies that are NIS (Network Integrated), who wish to utilize LearnLinc software, OCFS/CONNECTIONS will need to supply the means to load the software on their integrated system. Our technical team has developed a solution for this process. We are currently working with our technical folks to formulate procedures and expect to provide information and instructions in next week's CONNECTIONS Weekly Update.

4. Voluntary Agency NIS (Network Integration Services)

The following information regarding Network Integration Services (NIS) is being provided to remind Voluntary Agencies of the procedures for requesting Network Integration Services and Surveys. This information last appeared in an August 2002 Weekly Update, however, we felt it was important to revive this information based on several questions and requests received from Voluntary Agencies regarding NIS and the location of the NIS Information (procedures and survey information).

For those of you who might not know, NIS is an ongoing project coordinated with the NYS Office for Technology's Network Architecture Bureau intended to assist Local Districts, Voluntary Agencies and State Agencies with the integration of state and local networks. The main objective of the Voluntary Agency NIS initiative is to allow Voluntary Agency staff to access the CONNECTIONS application from Voluntary Agency PCs.

DFA-IT (Customer Support Services) has a Voluntary Agency NIS Guide available that contains NIS submission procedures, implementation information and an online survey that is submitted electronically to Customer Support Services. All Voluntary Agencies that currently have active association with State have access to the NIS information on the New York State Human Services Intranet (DFA-IT Intranet Website). For information regarding Voluntary Agency NIS, please visit the DFA-IT Intranet website. The path to the Customer Support Command Center is as follows:

- ❑ From the New York State Human Services Intranet website, click on the DFA-IT link.
- ❑ On the New York State Dept. of Family Assistance IT page, click on the Customer Support Command Center.
- ❑ Click on the NIS Form & Information Box.
- ❑ On the NIS Form and Information page, click on the Voluntary Agency NIS Form and Survey link.

Please Note: All completed NIS requests/surveys must be submitted electronically to COMCTRUP.

5. **Case Management (Build 16, Phase 1A) Implementation**

In last week's CONNECTIONS Weekly Update, we informed CONNECTIONS users of the Communication Team's need to update all communication lists to assist us with our implementation effort regarding CONNECTIONS Build 16. We strongly encourage all districts and voluntary agencies to provide the COMMUNICATION Team with an update of your current CONNECTIONS Implementation Coordinator, CONNECTIONS Security Coordinator and Back-up Security Coordinator. When providing an update of the above referenced staff groups, please make sure to follow the two steps that are outlined below:

1. The listing of coordinators maintained in the Public Folders must be updated by using the "Coordinator Update Form" to specify any changes to the Implementation Coordinator/ Application Security Coordinator/ Backup Application Security Coordinator in your agency or district. Complete the form and return via E-Mail to Patrick Jones. A copy of this form is attached to the CONNECTIONS Weekly Update cover email and is also posted in the Application Implementation Public Folder. This form will then be used to update the listing of coordinators.
2. In addition, when a new Implementation Coordinator, Application Security Coordinator or Backup Application Security Coordinator is added, the current Security Coordinator must make sure that the new coordinator is in CONNECTIONS and has the following Business Functions.
 - ❑ Maintain Designees
 - ❑ Maintain Security
 - ❑ Maintain Office
 - ❑ Maintain Staff
 - ❑ Maintain Unit

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

- Region 6 (NYC) – PC Replacement (currently ongoing)

****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.

7. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 03/14/2003 from 5:00 am - 7:00 am

Friday, 03/21/2003 from 5:00 am - 7:00 am

Please note: A power down at 40 North Pearl Street, in Albany has been tentatively scheduled for Saturday, March 29th, 2003 after 5pm. The power down will affect all Applications. This includes CONNECTIONS, as well as, Outlook and Exchange Email. Network has informed us that the duration of the power down is expected to be for 5-6 hours. We will provide an update on this activity next week.

8. 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, 03/16/2003 from 1:00 am - 6:00 am

Sunday, 03/23/2003 from 1:00 am - 6:00 am