CONNECTIONS WEEKLY SYSTEM UPDATE

Memo

To: Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: April 11, 2002
Re: Weekly System Update--04/12/2002 Week's Activities

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1. CONNECTIONS Build 15:

On Tuesday, April 9th, 2002 Build 15 Overview and Training Support Information were sent to CONNECTIONS Implementation Coordinators, District Directors of Services and Staff Development Coordinators. CONNECTIONS Build 15 is scheduled for release on the weekend of May 18, 2002.

The above referenced documents provide an overview of Build 15 and a description of training and implementation supports available for district and agency staff. This Build includes a number of enhancements and modifications in both CPS and FAD, as well as in CONNECTIONS common functions. Significant among them is Phonetic Address Search, improved data maintenance capabilities, as well as the new FAD Record Summary (FRS). The training and implementation plan includes regional implementation sessions, lab based training, training videos, preview application, and detailed job aids. We encourage you to make use of these supports to prepare for changes in the Application.

If you have any questions about the Build 15 items referenced in these documents, please feel free to contact the CONNECTIONS Communication Team by phone or e-mail.

2. **CONNECTIONS Training Unavailable:**

In preparation for the Build 15 enhanced training database, the CONNECTIONS Training Database will be unavailable effective Tuesday, April 16th, 2002 (close of business). Neither Lab-based training nor Training Database Access (using the CONNECTIONS Training database from district/agency workstations) will be available. Beginning Tuesday morning, April 30th, the Build 15 enhanced training database will be enabled for Build 15 training activities and access will be available from individual workstations for those with the appropriate training ID's and password.

3. **Data Warehouse:**

Effective Monday, April 15th, 2002 access to the OCFS Data Warehouse will move from a client based environment to a Citrix Server environment. This affects only current Data Warehouse users. As a result, Data Warehouse users will no longer need the Cognos software on their individual pc, or need to wait for the software to be pushed to their machine in order to access the OCFS Data Warehouse. The Cognos software will reside on four Citrix servers that have been designated for use with the OCFS Data Warehouse. Users will only need the current version of the ICA client that is already loaded on their pcs, a web browser that is also pre-loaded on the pcs, and a Cognos logon and password to access the OCFS Data Warehouse.

Earlier this week (April 9, 2002), current Data Warehouse participants were sent instructions that detail the changes that will occur as a result of this move to Citrix. The above referenced instructions included information on how to set up your computer for this new procedure.

Additional Districts/Agencies that are interested in participating in the Data Warehouse can find further information about the Data Warehouse through the Data Warehouse manual that is located in the Public Folders (Public Folders > All Public Folders > Statewide > CONNECTIONS > Committees and Workgroups > Management Reporting Workgroup > Data Warehouse > Manuals > Data Warehouse Presentation Handout). Districts/Agencies requesting to participate in the Data Warehouse should contact Joe Delucia via exchange email Joe.Delucia@dfa.state.ny.us or by telephone at 518-473-8209

If any current Data Warehouse users have questions regarding the upcoming move to a Citrix environment, please contact Peter Whitford 518-473-1578 or by email mail Peter.Whitford@dfa.state.ny.us. Effective March 15th, all questions regarding the OCFS Data Warehouse application itself should be sent to the Enterprise Help Desk at 1-800-NYS-1323 (1-800-697-1323).

4. **The NYS Enterprise Help Desk Supporting CONNECTIONS:**
Effective Friday, March 15, 2002 at 8:00 am, the NYS Enterprise Help Desk assumed responsibility for support of CONNECTIONS. The phone number for the Enterprise Help Desk is 1-800-NYS-1323 (1-800-697-1323). On Wednesday, March 13th the CONNECTIONS Communications Team sent a memo that highlighted items of significance or change regarding the new Enterprise Help Desk, as well as the NYS Enterprise Help Desk Users Guide. If you haven't reviewed the memo and the new Enterprise Help Desk Users Guide, we encourage you to take some time to do so.

5. **Build 15 Foster and Adoptive Home 2nd Cleanup Effort:**
On 04/03 and 04/04/02, correspondence (memo and spreadsheet) was sent to a small number of Upstate Implementation Coordinators and Directors of Services regarding an additional clean up effort that identifies foster homes that are certified/approved in which no individuals have been entered into the home in CONNECTIONS. NYC CONNECTIONS staff will be communicating this same information to a small number of Region VI (NYC) contract agencies and ACS. The above referenced memo and accompanying spreadsheet contain the information necessary to support your district/agency cleanup. This cleanup effort must be completed prior to the implementation of Build 15 (currently scheduled for May 2002).

6. **CONNECTIONS Desktop PC Project (Update):**
The schedule for installation of the new PCs in the remaining regions is as follows:
   - Albany Region (Region IV) **Completed**
   - Syracuse Region (Region III) **Completed**
   - Rochester Region (Region II) **Completed**
   - Buffalo Region (Region I) **Completed**
   - Yonkers (Region V) **March 25 – April 30, 2002**
   - NYC (Region VI) **Ongoing**
   - NYC Voluntary Agencies **April 15 – June 30, 2002**

Important: The CONNECTIONS Intranet Website has "best practice" guidelines that provide instructions and procedures for copying your current files and migrating data to help you prepare for your new CONNECTIONS personal computers. 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 before the new pcs are installed.

The Office for Technology 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 OFT 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.

Note: the computers that are being replaced should match up with the information contained on your district/agency Desktop PC completed spreadsheets that you sent to David Kislowski. **Additionally, if there have been changes to your site contact persons since you submitted your site spreadsheets, it is important that you call the OFT Command Center (1-800-603-0877) to provide them with the new names and telephone numbers.**

From the pilot experience, we recommend that staff review the PC Quick Start Guide prior to installation of the new pc, in order to insure a smooth installation and transition. The Quick Start Guide and several other preparatory reference materials are available both on the CONNECTIONS Intranet site (on the Desk/Job Aid Page) (http://sdssnet5/ocfs/connect/) and within the Public Folders (Public Folders>All Public Folders>Statewide>CONNECTIONS>Desktop PC Replacement). Note: Due to the size of the Quick Start Guide, you may have difficulty opening the file. We recommend saving the file to a local drive or C: drive and then opening it from there or open it from the Intranet Site.

If you have any questions related to the schedule of the rollout you may contact the **Office for Technology Command Center at 1-800-603-0877**.

7. **Region VI (NYC) Voluntary Agency PC Replacement Meeting:**
Region VI CONNECTIONS Desktop PC replacement pre-implementation meetings have been scheduled for Thursday, April 18th, 2002 from 1:30pm to 3:00pm and Friday, April 19th, 2002 from 9:30am to 11:00am. The target audience for these meetings is Voluntary Agency LAN Administrators or equivalent IT staff. Please Note: this meeting only involves agencies that are participating in the 75% Desktop PC Replacement Project (ACS staff need not respond as ACS MIS is coordinating PC replacement). This meeting does not apply to CIAB sites in Region VI (NYC). The main topics being covered at the meeting will be as follows:

- Over-all Desktop PC Project Items (Project description, time frames, etc.)
- Preparation for the New Equipment (file storage, moving files, etc.)
- Overview of the Replacement Process (software/hardware specs, removal of materials, etc.)

- Pending INF
- Remaining 25% Replacement

The meetings will be held at OCFS, 80 Maiden Lane, Room 603B, NYC. To reserve a slot to attend one of these sessions you must call Penny Manigault at 212-383-1775. Space is limited; please call immediately.

8. CONNECTIONS System Down Time:

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 04/12/2002 from 5:00 am - 7:00 am
Friday, 04/19/2002 from 5:00 am - 7:00 am

9. Microsoft Exchange Servers:

Due to regularly scheduled maintenance on Exchange email, all Exchange email servers (except for SSCRX1, SDFY2, EXCHSEN0A1MA, EXCHSEN0A1MB and SACS9X1) will be unavailable on:

Sunday, 04/14/2002 from 1:00 am - 6:00 am
Sunday, 04/21/2002 from 1:00 am - 6:00 am