CONNECTIONS WEEKLY SYSTEM UPDATE

Memo

To: CONNECTIONS Implementation Coordinators
From: CONNECTIONS Communications
CC: LAN Administrators/Security Coordinators, Keyusers, OCFS -Directors of Services, CONNECTIONS Project Team
Date: June 12, 2003
Re: Activities for the week of June 13, 2003 – June 20, 2003

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1. NYS Enterprise Help Desk

As you are aware, the NYS OFT Enterprise Help Desk supports the Assets and CONNECTIONS Systems and other entities within the Human Services Enterprise Network (HSEN) such as the Office of Temporary and Disability Assistance, the Medicaid program of the Department of Health, the Department of Labor and other programs within the Office of Children and Family Services. The Help Desk provides a single point of contact, seven (7) days per week, twenty-four (24) hours per day for end users providing support on all related systems, Office Automation applications, state owned desktop/laptop computers, as well as hardware including printers servers, routers, switches, hubs, terminals, and CSU/DSU (Channel Service Unit/Data Service Unit) problems.

When calls are made to the Enterprise Help Desk, Enterprise Help Desk analysts create ticket identifiers that are used to properly track calls from initiation to final closure. Enterprise Help Desk analysts implement procedures to ensure quality prior to the call ticket being closed. After a reported problem has been resolved, Enterprise Help Desk analysts make several contacts with the end-user to ensure that the reported problem has been resolved. These contacts are by telephone and/or voice mail and electronic e-mail. The Enterprise Help Desks commitment to providing quality service and quality assurance is reflected in their procedure which requires Enterprise Help Desk analyst's to make contact with the end-user to ascertain if the reported problem has been successfully resolved. If the Help Desk analyst's calls or emails are un-responded to, their procedure is to close the ticket.
Along the same quality assurance theme reference above, so that all end-users of the Enterprise Help Desk are provided good service, we would like to stress the importance of end-users responding to Enterprise Help

Desk analysts follow up calls or emails. The Help Desk has reported that approximately 68% of follow up calls to end-users to confirm problems being resolved are left un-responded to. This process may result in call tickets being closed inaccurately or prematurely. Given the large number of end-users that the Enterprise Help Desk serves, one way we can all help to ensure quality is by improving our staff's efforts in returning phone calls or e-mails to the Enterprise Help Desk. We encourage all Enterprise Help Desk end-users to help in this effort.

2. Workgroup Recruitment

In the CONNECTIONS Weekly Update last week, we informed you that the CONNECTIONS Project was establishing a new workgroup to participate in upcoming Project activities. The new workgroup is called the CONNECTIONS Build 18 Conversion Workgroup. If interested, please, send your response form ASAP. This workgroup will be holding their first meeting on Wednesday, June 18th, 2003 from 1-5pm at 40 North Pearl Street, Albany, NY 12243. Thus far, response to the workgroup has been positive with solid representation from a variety of districts and agencies in various regions, however, we have yet to hear from any prospective participants from the Syracuse, Rochester and Buffalo Regions. We encourage participants from the above referenced regions to join this workgroup.

The purpose of the CONNECTIONS Build 18 Conversion Workgroup will be to provide input to support development of conversion specifications for CONNECTIONS Build 18. The conversion will be from WMS to CONNECTIONS and will include case, person, and worker information.

For reference, the CONNECTIONS Build 18 Conversion Workgroup recruitment announcement/response form are posted in the Public Folders > All Public Folders > Statewide > CONNECTIONS > Alerts and Notices > Workgroup Recruitment/B18 Conversion Workgroup 06/04/03. The announcement is also be posted on the CONNECTIONS Intranet Website on the "What's New" page.

For any staff who are interested in participating in this workgroup, please complete the response form (page 3 of the announcement) and e-mail it to Suzanne Frizzell, as directed on the form, or fax to (518) 473-2348. **NYC/ACS staff interested in participating in this workgroup should initially contact Henry Wells.**

If you have any questions about the Build 18 Conversion Workgroup, please contact Suzanne Frizzell at (518) 473-4342.

3. NYS OCFS WEB-RAP (For CPS Only)

As referenced over the last several weeks, statewide training and implementation for LDSS and ACS Child Protective staff, on the WEB-BASED RAP (Risk Assessment Profile), began on May 12, 2003, and will continue over the next six months. WEB-RAP technical assistance is available for districts that have been trained and implemented (see below).

WEB-RAP Technical Assistance

Technical assistance is available for addressing programmatic questions and system questions and/or problems.

WEB-RAP System Problems:

- Call the **Enterprise Help Desk (1-800-697-1323)** for any technical difficulties accessing or using the WEB-RAP; i.e., missing icon, workload is incorrect, error messages, etc.

Program Questions:

- Questions concerning how to apply the risk elements to a particular case should be addressed first by referring to the definitions in the user manual, and second by discussing the question with your supervisor. If questions still remain, contact the regional office program staff for your county. Regional office staff will contact OCFS home office staff, as warranted, to seek answers and/or resolution to problems.

4. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 06/13/2003 from 5:00 am - 7:00 am
Tuesday, 06/17/2003 from 5:45 am - 6:30 am
Friday, 06/20/2003 from 5:00 am - 7:00 am

5. 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, 06/15/2003 from 1:00 am - 6:00 am
Sunday, 06/22/2003 from 1:00 am - 6:00 am