

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: May 29, 2003
Re: Activities for the week of May 30, 2003 – June 06, 2003

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

Reminder: Changes to WEB-RAP were implemented beginning Monday, May 19th.

Beginning Monday, May 19th, 2003, access to WEB-RAP was enabled statewide for all CONNECTIONS users, however the WEB-RAP (Risk Assessment Profile) is to be utilized by Child Protective Services workers only. Voluntary Agency staff and non-CPS staff should not access the WEB-RAP functionality and icon.

When CONNECTIONS users click on the WEB-RAP icon, the user's Assigned Workload Window will be displayed with the following message:

The Risk Assessment Profile (RAP) is for Child Protective Services workers only. All non-Child Protective Services staff should NOT proceed any further.

Child Protective Services - DO NOT utilize the web RAP until your district has received web RAP training and your administration has identified an implementation date.

As referenced over the last several weeks, statewide training and implementation for LDSS and ACS Child Protective staff, on the WEB-BASED RAP, began on May 12, 2003, and will continue over the next six months.

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

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.

2. CONNECTIONS System Down Time

Due to regularly scheduled maintenance CONNECTIONS will be unavailable on:

Friday, 05/30/03 from 5:00 am - 7:00 am

Tuesday, 06/03/03 from 5:45 am - 6:30 am

Friday, 06/06/03 from 5:00 am - 7:00 am

3. 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, 06/01/2003 from 1:00 am - 6:00 am

Sunday, 06/08/2003 from 1:00 am - 6:00 am