*In the CONNECTIONS system, a worker's ability to view or maintain information is controlled by a combination of factors, such as whether a worker has a role in a stage, their role within their unit's hierarchy, their assigned Business Functions, their Designee status (if any), Agency Access and Organizational Hierarchy security settings and whether they are a district or voluntary agency employee. CONNECTIONS Security is designed to be flexible so that each organization can tailor security strategies to meet its own unique needs. Each agency and district has a CONNECTIONS Security Coordinator who is responsible for assigning and maintaining access. It is important that workers be assigned only the level of access required to complete their job duties. **It is highly recommended that districts/agencies review security settings regularly and make adjustments to access as needed to reduce their liability exposure.**

This Tip sheet is intended as an overview of Business Functions and the access they confer. For additional questions or assistance, contact a member of your Regional CONNECTIONS Implementation Team or the OCFS Information Security Office (Accepable.Use@ocfs.ny.gov).*

Business Functions

Business Functions (BFs) are designed to allow a worker to perform a particular function in CONNECTIONS. Like keys on a ring, each gives access to a different restricted area of confidential information. Some BFs allow you only to view information, others to maintain (change) it.

- The collection of Business Functions assigned to a particular worker is known as their "Business Function Profile".

- All workers are assigned the *Standard Access* BF when their user account is granted access to the CONNECTIONS application. Standard Access allows the worker to:

  - ✓ View and maintain stages on their own workload

  - ✓ View and manage their own To-Dos

- Using the main Search/Maintain drop-down menu, a worker without other security assigned can:

  - ✓ Search for and view information about any Staff person in CONNECTIONS (Staff/Security)

  - ✓ Search for and view security settings for any worker in CONNECTIONS (Staff/Security)

  - ✓ Search for and view information on resources such as foster homes (Resource and F/A Home)

  - ✓ Search for and view information about any district, agency or state office in CONNECTIONS (Office)

  - ✓ Search for and view information about units and unit composition within their own agency (Unit)

- Some workers will require very few, if any, additional BFs to do their job. Other workers may carry many responsibilities and will need a "full ring of keys" to perform necessary job duties.
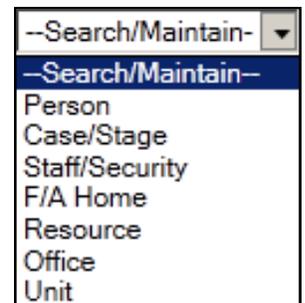
- It is important to understand the purpose of each Business Function and to be sure that workers are not given excessive access or access for which they are not properly trained (e.g., Merge/Split) since this can compromise the data in CONNECTIONS and require many hours of work to fix mistakes.

- Unlike some types of security in CONNECTIONS, Business Functions can be used to grant access to *all* types of stages (INT, INV, FAR, FAD, FSI, FSS, ARI).

- Different agencies require different access to information in CONNECTIONS. Some functions are available only to District workers (e.g., CPS-related functions), some to both District and Voluntary Agency workers and others to State staff only.

> Two documents, "***Business Function Guidelines for Local Districts***" and "***Business Function Guidelines for Voluntary Agencies***" list the business functions available to each group with a brief description of their intended use. These documents are available on the Security page of the CONNECTIONS Internet site. http://www.ocfs.state.ny.us/connect/security/

- Some Business Functions must be used in combination in order to grant access. For example, supervisors typically need the UNIT SUM ACCESS (Unit Summary Access) BF, which, when assigned to a Unit Approver or someone with a role higher than the Unit Approver grants access to the workloads of others within the unit.

> See the CONNECTION Tip Sheet, ***Accessing Someone Else's Workload & To-Dos*** on the Helpful Info tab within CONNECTIONS or on the CONNECTIONS internet Security page for more information.
>
> http://www.ocfs.state.ny.us/connect/security/

- There are five specialty Business Functions that, when combined with either Person Search or Case Search, allow maintain access to information in targeted areas of CONNECTIONS.

  These are:
  - ✓ Access Service Plan Review
  - ✓ Enter Progress Notes
  - ✓ Maintain Health
  - ✓ View Health
  - ✓ Maintain Education

> For additional information on use of these functions, see the CONNECTIONS Tip Sheet, ***Specialty Path Access*** on the Helpful Info tab within CONNECTIONS or on the CONNECTIONS internet Security page .
>
> http://www.ocfs.state.ny.us/connect/security/

These BFs are appropriate for workers that only need access to view or record information in one portion of a stage (e.g., nursing or clerical staff). Use of these specialty functions eliminates the need for staff to carry a workload and can reduce their access to confidential information that is beyond the scope of their job need.

> ⚠️ **NOTE: Business Function changes take effect when the worker logs out of CONNECTIONS and logs back in.**

Business Functions Requiring Special Handling

Maintaining accurate data in CONNECTIONS is of utmost importance. Certain business functions allow workers to change data in a case, including changes that alter historical information and affect the results returned in a search. These BFs must be assigned with great care and are designed to be given to specific types of workers (e.g., "Supervisor or above" or "only workers who are knowledgeable about the process and its impacts"). These business functions include the following:

Business Function	What It Does	Who Needs It
MAINT CLSD INV (Maintain Closed Investigation)	Allows a worker to correct errors (e.g., add a missing allegation or change a determination) in a closed CPS stage. *Includes the MAINT CLSD PERS permissions.*	Select CPS Supervisors. Must have the BF **and** a unit role of Supervisor, Maintainer or Manager.
MAINT CLSD PERS (Maintain Closed Person Demographics)	Allows a worker to change person demographics (e.g., date of birth, address) in a closed CPS or FAD case.	Only select FAD or CPS workers who are knowledgeable about the process and its impacts.
MAINT REPD ERR (Maintain Reported in Error)	Allows a worker to change a person's role in an INV stage to 'Reported in Error" when the person was incorrectly added to the CPS INT stage.	Only select CPS workers who are knowledgeable about the process and its impacts.
PERSON UNRELATE	Allows a worker to undo an incorrect relate by the SCR when adding a person to an INT stage.	Only select CPS staff who are knowledgeable about the process and its impacts.
PERSON MERGE/SPLIT	Allows a worker to merge or split Person Identification numbers (PIDs) to eliminate multiple PIDs for the same individual in the database. A split does not fully reverse a merge, it only reactivates the retired Person ID.	Only select staff who are knowledgeable about the process and its implications as incorrect merges can alter history by adding the wrong person to both open and closed stages.
REM PER ADD ERR (Remove Person Added in Error)	Allows a worker to remove persons who were added incorrectly in INV, FAR, FAD or ARI stages.	Only select staff who are knowledgeable about the process and its impacts.
VAC AWARD/ CLOSE (Maintain Closed to Intake/ CD Awards)	Allows LDSS or OCFS workers to mark facilities as 'Closed to Intake'. Facilities marked as such do not return in a Vacancy Control Facility Search.	Select LDSS and OCFS staff who perform this as part of their job duties.
VIEW SENSITIVE (View Sensitive Case)	Allows workers without a role in the stage (e.g., a supervisor) to view sensitive case 'basic information' from the case and person search results.	Workers assigned a role in a sensitive case can access case information without this Business Function.
MAINT ACTIVITY (Maintain Activity)	Allows workers without a role in a Family Services Stage to access and maintain information in the Activities window.	Eligibility workers and others tasked with maintaining tracks, legal, movement, candidacy and placement information in Activities.
VIEW ACTIVITY (View Activity)	Allows workers without a role in a Family Services Stage to access and view information in the Activities window (formerly CCRS). May be assigned to either district or voluntary agency workers.	.Administrators, supervisors or other staff who may need to view but not maintain Activities information such as those tasked with troubleshooting missing casework contacts.

Business Functions for Maintaining Security

Certain Business Functions are designed for creating and maintaining the agency's security structure. Security Coordinators and their back-up(s) will need these powerful functions. Some may also be appropriate for Supervisory staff, though these functions allow changes to be made agency wide. The Security Business Functions include:

Business Function	Description
MAINT SECURITY	Allows Security Coordinators to view and assign Business Functions and Job Types to workers in their agencies. Also allows Security Coordinators to assign designees to all other workers in their agency/district.
MAINTAIN STAFF	Allows workers to add, modify and delete staff information for workers in their agencies, (addresses, phone numbers, email addresses, placement notifications) as well as end-dating and reinstating workers.
MAINTAIN UNIT	Allows workers to add, modify and delete units and to move workers between units in their agency.
MAINTAIN OFFICE	Used rarely, this allows Security Coordinators to add, modify and delete office information when their agency/district opens a new office.
MAINT ORG HIER*	Granted to local Security Coordinators by NYS OCFS Staff, this BF allows changes in Organizational Hierarchy, a security strategy that allows access to be set up for groups of workers to FSI and FSS stages.
MAINT AGY ACC*	Granted to local Security Coordinators by NYS OCFS Staff, this BF allows changes in Agency Access a security strategy that allows access to be set up for groups of workers to FSI and FSS stages.
VIEW ORG HIER*	Granted to local Security Coordinators by NYS OCFS Staff, this BF allows view-only access to Organizational Hierarchy settings. It is useful for Security Coordinators even if your district/agency does not use Organizational Hierarchy settings as it shows unit composition for all units.
VIEW AGY ACC*	Granted to local Security Coordinators by NYS OCFS Staff, this BF allows view-only to Agency Access settings. This is not needed unless your district/agency uses Agency Access settings as part of its security strategy.

*** Note: ORGANIZATIONAL HIERARCHY and AGENCY ACCESS business functions can only be assigned by NYS OCFS staff.**

You will not need these Business Functions if your agency does not use this type of security strategy.

Business Function Bundles

Business Functions may be assigned individually or in pre-defined bundles. Bundles are a collection of security attributes typically assigned to do a particular job. They are meant to lessen the time it takes to assign the business functions individually. There are five Business Function Bundles:

- CPS Caseworker
- CPS Supervisor Limited
- FAD Caseworker
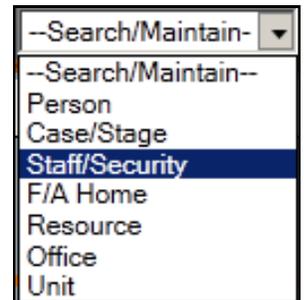- CPS Supervisor
- FAD Supervisor

- Supervisor bundles contain all the attributes of their corresponding Caseworker bundle *plus* additional ones. ***Workers do not need both the Caseworker and Supervisor versions of the same bundles.***

- You cannot alter the combination of security attributes in a bundle. If you do not wish to assign a worker one or more of the functions in the bundle, you must assign all functions individually.

- A worker assigned a bundle can also be assigned additional individual BFs if their job duties require additional access.

⚠️ ***Workers should have needed functions assigned in only one manner. If a worker has been assigned a business function in a bundle, they do not also need that function assigned individually.***

To view the attributes contained in a particular bundle:

1. From the **Search/Maintain** drop-down menu, select **Staff/Security.**

2. Search for the staff member.

3. Highlight their name in the Staff Search Results.

4. Click on the **Security** tab

5. Highlight the name of the bundle in the list of Business Functions.
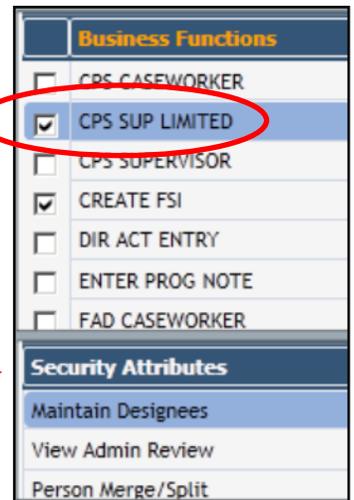
   The list of Security Attributes contained in that bundle will display below. You may need to scroll to see them all.

Business Function	CPS Caseworker	CPS Supervisor	CPS Supervisor Limited	FAD Caseworker	FAD Supervisor
ACCESS ALL DIST	X	X	X	X	X
CASE SEARCH	X	X	X	X	X
PERSON SEARCH	X	X	X	X	X
VIEW ADMIN REV	X	X	X		
VIEW CALL LOG	X	X	X		
VIEW CLOSED FAR	X	X	X		

Business Function	CPS Caseworker	CPS Supervisor	CPS Supervisor Limited	FAD Caseworker	FAD Supervisor
VIEW INDICATED	X	X	X		
VIEW OPEN FAR	X	X	X		
VIEW RPTR/SOURC	X	X	X		
VIEW UNDER INV	X	X	X		
VIEW UNFOUNDED	X	X	X		
MAINT DESIGNEES		X	X		
MAINTAIN STAFF		X			
MAINTAIN UNIT		X			
MARK SENSITIVE		X	X		
MERGE /SPLIT		X	X		X
UNIT SUM ACCESS		X	X		X
VIEW SECURITY		X	X		X
VIEW SENSITIVE		X			
MAINT CLSD PERS				X	X
MAINT FAD				X	X
MAINT RSOURCES				X	X
VIEW CONTRACTS				X	X
MAINT FAD HIST					X
REM PER ADD ERR					X

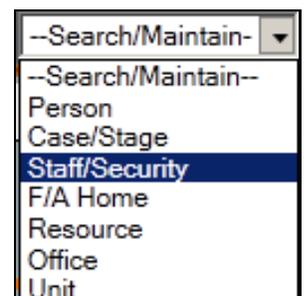## How to Assign & Unassign Business Functions

1. From the Search/Maintain drop-down menu, select **Staff/Security.**

2. Enter the name of the worker and/or site the appropriate fields and click the **Search** button.

   Navigation Hint: Smaller districts and agencies may find it easier to just click the **Search** button to return all workers.

3. Highlight the worker's name.

--Search/Maintain-- ▼
--Search/Maintain--
Person
Case/Stage
Staff/Security
F/A Home
Resource
Office
Unit

4. Click the **Security** tab.

5. Double-click to add a checkmark in the checkbox(s) of the business function(s) you wish to assign.

- New staff accounts are assigned the "Standard Access" Business Function when they are created.

- ***Additional business functions should be assigned only if additional access is needed.***

To unassign functions that are no longer needed (as when a worker's job duties change):

1. Navigate to the Staff **Security** tab.

2. Uncheck the checkbox(es) for the function(s) no longer needed.

3. Click the ***Modify*** button.

4. Click the ***Save*** or the ***Save & Close*** button.

A Note about Job Types

Although they display on the Security tab, the Job Types on the left side of the window are **NOT** Job Titles.

Job Types are security settings that should only be assigned if your agency is using Agency Access as part of its security strategy.

⚠️ ***Do not assign ANY Job Types if your agency does not use Agency Access security settings.***

See the CONNECTION Security Tip Sheet, *Agency Access & Organizational Hierarchy* on the Helpful Info tab within CONNECTIONS or on the CONNECTIONS internet Security page for more information

http://www.ocfs.state.ny.us/connect/security/

Best Practice Guidelines

CONNECTIONS security is a complex topic. There are many options for granting access to the confidential information users need to perform their assigned duties. Please remember to:

✓ Assign the minimal amount of access necessary for workers to perform their authorized tasks.

✓ Remind staff that it is against the law to *access* information beyond what is needed to perform their assigned duties.

✓ Review security settings regularly (at least yearly) to keep access appropriate to job duties.

✓ Update business function assignments when workers' job duties or positions change.

✓ Remove access when it is no longer needed due to an employee leaving the agency or leaving the job that required access.

✓ Review the job duties of incoming workers and assign their business function profile based on their actual duties rather than the access needed by the worker they are replacing.

Because of the complex nature of CONNECTIONS Security, districts and agencies are strongly advised to document their security decisions.

With business functions, it can be particularly helpful to create a set of "security templates" that spells out, based on business need, which functions should be assigned to staff in which positions (e.g. CPS Supervisor, Foster Care worker). This helps keep business function assignments consistent among staff with similar positions. It is also invaluable information in helping successive Security Coordinators understand why their agency's security settings are structured in a particular manner.

CPS GRADE B SUPERVISOR	CPS SR. CASEWORKER	CPS CASEWORKER	FC GRADE B SUPERVISOR	FC SR. CASEWORKER
CASE/PERS SEARCH	CASE/PERS SEARCH	CASE/PERS SEARCH	CASE/PERS SEARCH	CASE/PERS SEARCH
CREATE FSI	CREATE FSI	CREATE FSI	MARK SENSITIVE	STANDARD ACCESS
MAINT CLSD INV	MAINT CLSD INV	MARK SENSITIVE	PERSON UNRELATE	VIEW INDICATED
MAINT CLSD PERS	MAINT CLSD PERS	PERSON UNRELATE	STANDARD ACCESS	VIEW REPTR/SOURCE
MAINT ON-CALL	MERGE/SPLIT	STANDARD ACCESS	UNIT SUM ACCESS	VIEW UNDER INV

Resources

- CONNECTIONS Job Aids and Tip Sheets: http://ocfs.state.nyenet/connect/jobaides/jobaides.asp

- CONNECTIONS Regional Implementation Staff: http://ocfs.state.nyenet/connect/contact.asp

- CONNECTIONS Application Help Mailbox: ocfs.sm.conn_app@ocfs.state.ny.us

  (NOTE: address contains an underline)

ITS Enterprise Service Desk
1-844-891-1786