

~The CONNECTIONS WEEKLY~
April 14 ~ 21, 2006



The CONNECTIONS Program Improvement Plan Update...

The PIP team continues to monitor the system to track performance and ask that if users experience any issues with the application that they continue to report any issues to the Enterprise Help Desk.

Activities for the week of April 7 - 14, 2006

The CONNECTIONS PIP team continues to be involved in testing improvements to the system. As such, testing has been conducted in the Preview environment and the Production LAN. Further testing will take place at the Albany County Department for Children, Youth and Families – 112 State St. – (04.18.06), and the ACS Manhattan Field Office – 125th St. – (04.20.06).

Updated Information About the CITRIX Client ~ Program Neighborhood Agent Access...

As you are aware, approximately one year ago the Citrix Client Program Neighborhood Agent (PN Agent) was installed on users PCs as an access point into the CONNECTIONS application; however, the CONNECTIONS website access to the application also remained available during that time. As of Wednesday, April 19th, the access point for the CONNECTIONS application *from* the CONNECTIONS website is being disabled and users will not be able to access the application through the website. Please note that access to the application will *remain* to be available through the Citrix Client Program Neighborhood Agent (PN Agent). This change allows for easier and more secure access to the CONNECTIONS Production and Training environments. Please note that this will only change the way the CONNECTIONS application is *accessed*, and will not have any affect on the functionality of the application.

Instructions related to this activity (where to find, install, and how to use the Citrix Client Program Neighborhood Agent) are posted to the CONNECTIONS intranet website on both the Home and System/Network pages. We ask that any

issues should be reported to the NYS OFT Enterprise Help Desk at 1-800-NYS-1323.

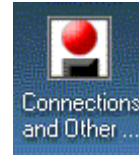
To illustrate:

***This icon is being disabled:
icon***



CONNECTIONS website

This icon will remain as the access point:



PN Agent icon

SUNY TSG Training Schedule for CONNECTIONS ~ April – June 2006 ...

The April-June 2006 CONNECTIONS training schedule is posted to STARS and there is also a descriptive document about the courses available posted to the CONNECTIONS intranet website on the Training page. Don't forget that you can link to STARS directly from the Training page of the CONNECTIONS intranet!

Lost Your Password?...

Just a note to remind you that if you lost your password your first call should go to your district or agency LAN Admin but, if they are not immediately available and you need to access your PC you can call the OFT Enterprise Help Desk and they will be able to reset your password for you.

New Postings to the CONNECTIONS Intranet...

The following documents were recently posted to the CONNECTIONS intranet website.

- CONNECTIONS Weekly for the week of April 7 ~ 14, 2006
- CONNECTIONS Case Management Implementation Issues ~ Version 18
- Descriptive information about the SUNY Training Schedule for CONNECTIONS ~ April-June 2006

Training Database Activity...

Just a note that the training database will not be available from Wednesday, April 19th, through Friday, April 21st. The database will be going through routine maintenance (case updates) during this period of time and will be available for use on Monday, April 24th.

When CONNECTIONS Will Be Unavailable...

- ***Friday, 4/14/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 4/19/06*** from 5:00 AM – 7:00 AM

- **Friday, 4/21/06** from 5:00 AM – 7:00 AM
- **Wednesday, 4/26/06** from 5:00 AM – 7:00 AM