

~The CONNECTIONS WEEKLY~
April 21 ~ 28, 2006



April 22, 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 14 - 21, 2006

The CONNECTIONS testing has concluded. Testing was completed at Albany – 40 North Pearl 6th floor lab – (04.11.06) and (04.13.06). Additional field testing took 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). Feedback from the users during testing was positive--improvements are being noticed. Users noted that we were able to complete 3 runs of the tests in the time it took to do one run last time!

The CONNECTIONS PIP team continues to be involved in the identification of previous test findings that will help define additional CONNECTIONS medium and long-term performance improvements.

NYS Office for Technology (OFT) Customer Relations Communication (CRC) ~ Number 2006-CRC-21...

Procedures for Computers (workstations and servers) in the HSEN "Computers Container" and the HSEN "Lost Computers Container"...

*****Please note that agency LAN Admins should be aware of this communication.***

The NYS OFT issued a Customer Relations Communication (CRC) on April 19, 2006, that described new procedures for computers (workstations and servers) in the HSEN "Computers Container" and the HSEN "Lost Computers Container." It should be noted that these procedures become effective on 4.24.06 for all computers in the HSEN domain (state, local and voluntary).

As explained in the communication, OFT is changing the procedures for computers (workstations and servers) in the HSEN Computers Container and HSEN Lost Computers Container, so that computers can be more effectively managed and patched for security vulnerabilities.

Computers added to the HSEN domain are automatically placed into a generic Computer Container. Local Security Administrators, Server Officers and Workstation Officers move computers from the generic Computer Container to the proper Organizational Units (OU) via the Webstar provisioning tool. Computers not placed in their proper OU are moved to the Lost Computer Container. For management and security reasons, the number of computers in the HSEN Computers Container and the HSEN Lost Computers Container must be strictly limited. As of Monday, April 24, 2006, OFT will use the following parameters for computers in these Containers:

- Computers in the Computer Container for more than THREE BUSINESS DAYS will be moved to the Lost Computer Container.
- Computers in the Lost Computer Container for more than FOUR BUSINESS DAYS will be disabled, which means that users will be unable to logon to the computer.

After a computer is disabled, Administrators will have to open a ticket with the Enterprise Help Desk to move it from the Lost Computer Container to the proper OU, and/or enable the computer so users can logon. To avoid having to place a call to the EHD, Local Security Administrators and Workstation Officers should move computers within 3 business days of adding the computer to the domain.

If you have any questions related to this communication you can contact the Customer Relations Communication Team at: customer.relations@oft.state.ny.us or 1.866.789.4OFT (4638) or 1.518.402-2537.

A New Training Course: Developing Effective Resource Users Skills...

The New York State Office of Children and Family Services, in conjunction with the SUNY Training Strategies Group, is pleased to announce the new *Developing Effective Resource User Skills* course. This is a one-day, instructor led training that provides discussion, demonstration and hands-on exercises for experienced CONNECTIONS users who are designated to assist co-workers in using CONNECTIONS. For more info on the course see the announcement on the CONNECTIONS website on both the Home and Training pages!

Frequently Asked Questions???

Have a question, we have an answer in the revised FAQ's! We have accumulated many of the questions that we received from users and have included them in this revised version of the original document.

This version of the FAQ's includes information on Interface, Equipment/Technology, Family Services Intake (FSI), Family Services Stage (FSS), Confidentiality/Security/Access, Reports/Outputs/Printing, PINS/JD Cases, Implementation/Training and Support.

The FAQ's are posted to the CONNECTIONS intranet website, second button down on the navigation pane. Please note that the FAQ's are a "work-in-progress" and will be updated as we receive more questions.

Can't find the answer that you are looking for, you can always send an email with your question through the CONNECTIONS intranet *Contact Us!*

New Postings to the CONNECTIONS Intranet...

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

- Frequently Asked Questions
- CONNECTIONS Weekly
- Information about the month of May being National Foster Care Month

When CONNECTIONS Will Be Unavailable...

- **Wednesday, 4/26/06** from 5:00 AM – 7:00 AM
- **Friday, 4/28/06** from 5:00 AM – 7:00 AM
- **Wednesday, 5/3/06** from 5:00 AM – 7:00 AM