~The CONNECTIONS WEEKLY~
April 28 ~ May 5, 2006

Friday, April 28th

The CONNECTIONS Program Improvement Plan Update…

The PIP team continues to monitor the system to track performance and asks that if users experience any issues with the application that they continue to report the issues to the NYS OFT Enterprise Help Desk at 1-800-NYS-1323.

Activities for the week of April 21 - 28, 2006

The CONNECTIONS testing for Build 18.7.3 has concluded. Re-testing will take place after the deployment of Build 18.7.4. Testing will take place at the Albany County Department for Children, Youth and Families – 112 State St. – (05.09.06), and the   ACS Manhattan Field Office – 125th St. – (05.11.06).

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.

Scheduled System Maintenance for Saturday, April 29th…

As communicated earlier in the day, a problem with one of the CONNECTIONS database servers occurred on Friday morning, during the weekly maintenance window (from 5:00am - 7:00am) resulting in a reduction in processing capability. On _Saturday, April 29th,_ the CONNECTIONS Tech Team will be performing system maintenance to address this issue. The planned downtime for this additional maintenance has been _revised_ and will be between **5 AM – 8 AM.** Please note that the CONNECTIONS system will not be available during this time frame.

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.
- CONNECTIONS Weekly (System Network)

Weekly Scheduled System Maintenance...

- ***Saturday, 4/29/06*** from 5:00 AM – 8:00 AM
- ***Wednesday, 5/3/06*** from 5:00 AM – 7:00 AM
- ***Friday, 5/5/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 5/10/06*** from 5:00 AM – 7:00 AM