~ The CONNECTIONS WEEKLY ~
July 21 ~ 28, 2006

The CONNECTIONS Program Improvement Plan Update…

The CONNECTIONS PIP (CPIP) team continues to monitor the system to track performance and asks that if users experience any issues with the application they report them to the NYS OFT Enterprise Help Desk at 1-800-NYS (697)-1323. The CPIP team thanks you for your continued assistance in this regard!

Activities for the week of July 14 ~ 21, 2006

The CONNECTIONS PIP team continues to conduct various project planning sessions related to several Business Cases that have been identified as part of the medium and long-term recommendations for the continued improvement of the project. The CPIP team has developed the CPIP Phase II plan and has scheduled August 8th as the date that the full team will meet to review the projects involved in the plan.

UPDATE to the CONNECTIONS & OCFS Data Warehouse Downtime for Saturday, July 22nd…

Please note that on Saturday, July 22nd there will be downtime from 7:00AM through 3:00PM for the following environments: the OCFS Data Warehouse, CONNECTIONS Preview and CONNECTIONS Pseudo.

It is not expected that the system maintenance performed during the aforementioned timeframe will impact the CONNECTIONS Production application, however, the technicians performing the maintenance work have advised that, if necessary, there *may* be CONNECTIONS Production application downtime between 12:00 PM (noon) through 2:oo PM on Saturday.

CITRIX Server Access…

It has been recently reported that users statewide had been having difficulties accessing the Citrix servers that support the CONNECTIONS application and, as such, were experiencing difficulty accessing the application. The IT technical staff made this issue a top priority and interfaced with Microsoft in a plan to resolve this issue. As an interim solution, until a Microsoft patch can be installed next week during the scheduled Wednesday and Friday maintenance windows, the registry size was increased on all Citrix servers and the servers have been rebooted to accommodate this change. The UAT team is performing a complete regression test to make certain that the installation of the Microsoft patch does

not negatively affect the performance of the application. The IT team is continuing to monitor this issue until a permanent resolution is implemented next week.

Installation and Troubleshooting Guide for CONNECTIONS Access Using the SSL-VPN Interface…

It is coming…the Guide that you have been long awaiting, the Guide for CONNECTIONS Access Using the SSL-VPN Interface! The Guide provides detailed instructions and illustrations (screen shots) regarding browser configuration, Citrix Client installation and troubleshooting. For your reference, the Guide will be posted to the CONNECTIONS intranet early next week

CONNECTIONS Tip Sheet ~ Progress Notes Instructions…

The SUNY Training Strategies Group revised an existing document, the CONNECTIONS Tip Sheet ~ Build 17 Progress Notes Instructions, to include modifications that have been made via the implementation of Build 18. The revised Tip Sheet is posted to the CONNECTIONS intranet. The path to the document is: *http://ocfs.state.nyenet/connect* > Step-by-Step/Job Aids/Tips > Job Aids/Tip Sheets > CONNECTIONS Tip Sheet ~ Progress Notes Instructions.

Person Relate/Merge Procedural Update Document…

The Person Relate/Merge Procedural Update document was created in order to identify the specific guidelines that workers need to follow when performing these functions in the application. For your reference, this document is posted to the CONNECTIONS intranet website. The path to the document is as follows: http://ocfs.state.nyenet/connect/ > Step-by-Step/Job Aids/Tips > Job Aids.

CONNECTIONS Tip Sheet ~ Family Services Open Caseload Inquiry (OCI) Report…

A *new* tip sheet was created by the SUNY Training Strategies Group that describes the Family Services OCI Report, as well as information on how to access the report. The Family Services OCI Report is a "real time" report that lists the Family Services Intakes (FSI) and Family Services Stages (FSS) assigned to individual workers with coming-due and overdue FASPs. The new tip sheet has been posted to the CONNECTIONS website and can be accessed by following this path: CONNECTIONS website (http://ocfs.state.nyenet/connect/) > Step-by-Step/Job Aids/Tips > Job Aids/Tip Sheets > scroll down to the *Tip Sheets* heading > click on: *CONNECTIONS Tip Sheet – Family Services OCI Report.*

CONNECTIONS "Tip of the Week"…

Some Family Services Stages (FSS) have exceeded the 1,000 Progress Note limitation. When accessing the Progress Notes tab in these stages the following error messages are received:

"SecureProgNote.clsSecurePBAccess.SecureRefreshProgressNotes failed.

ProgNoteBP.clsProgressNotes.FSSRefreshProgressNotes failed: Error Number –2147214504
ClsDBCommon.OpenDisconnRSfailed: Error Number –214767259
ORA-01795: maximum number of expressions in a list is 1000…"

The messages above will appear every time the Notes tab is either accessed or a note is saved. The CONNECTIONS application has a database limitation of approximately 1,000 notes.

Identified Workaround
Please use this work-around to access or create new Progress Notes:

1. Click on the **OK** in the error message every time it appears (if you click OK the error message will go away)
2. At the top of the main **Progress Notes** window, under **Search Progress Notes**, select a date range covering a short timeframe (ranges of one or two months are recommended for viewing)
   - **From Event Date** field - click on the drop down arrow to open the calendar and select the start date
   - **To Event Date** field - click today's date
   - Click the **Search** button

3. The requested **Progress Note List** will populate, and the **New Note** button will be available
4. Create a new progress note as usual; click **OK** on the error message when saving the note

New Postings to the CONNECTIONS Intranet…
The following document(s) were recently posted to the CONNECTIONS intranet website:
- The CONNECTIONS Weekly
- CONNETIONS Tip Sheet ~ Progress Notes Instructions

Weekly System Maintenance…
CONNECTIONS Application Downtime…
- ***Friday, 7/21/06*** from 5:00 AM – 7:00 AM
- ***Wednesday, 7/26/06*** from 5:00 AM – 7:00 AM
- ***Friday, 7/28/06*** from 5:00 AM – 7:00 AM