NYS Office of Children and Family Services
on the **road** to
transforming the Child Welfare Information System

..CONNECTIONS NEWS..
for the week of April 2 - 9, 2010

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CONNECTIONS Intranet site: http://ocfs.state.nyenet/connect/
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"Info to Know" for Caseworkers

The Open Caseload Inquiry (OCI) Report – SharePoint Reporting Services

We are pleased to announce that the rollout of The Open Caseload Inquiry (OCI) Report - SharePoint Reporting Services resumed on Monday, March 29th with implementation that began in the Albany Region – Region IV.

Please note that the Syracuse Region and associated voluntaries, and New York City and associated voluntaries, are slated to receive the rollout on Wednesday, April 7th during the scheduled maintenance window between 5 AM – 7 AM.

A Bit of Information About the OCI...

The Open Caseload Inquiry, or OCI as it is known, is a caseworker specific report that gives prompts to let you know when work is coming due or is overdue. This report is available to both district and voluntary agency caseworkers with a role in a stage. The OCI report helps a caseworker manage their workload in order to meet regulatory and policy requirements. It should be noted that the OCI report is available to caseworkers now, but with a smaller cue set and through a different method of access.

A Bit of Information About SharePoint Reporting Services...

This quarterly release is the *first* to use new architecture to add enhanced reporting capabilities and new technology for distribution and control. SharePoint is a product offered by Microsoft to provide a mechanism to standardize the development of Websites, portals, and reports. SharePoint will allow new reports to be developed and deployed to the user community much faster than the current technology allows.

The Implementation Schedule

- Albany region and associated voluntaries: 3/29/10
- Syracuse region and associated voluntaries: 4/7/10
- New York City and associated voluntaries   4/7/10

Further details of the schedule will be shared as they become available.

"Highlights"

More details about this exciting initiative can be found in the "Highlights" document titled: *A CONNECTIONS Quarterly Improvement - Q4-09 - SharePoint Reporting Services - The Open Caseload Inquiry (OCI) Report "Highlights"* which is attached below. The "Highlights" document is also be posted to the CONNECTIONS intranet and can be accessed via the following link:
http://ocfs.state.nyenet/connect/projupdt/A%20CONNECTIONS%20Quarterly%20Improvement%20-%20Q4%20-%2009%20Version%203%20(2).pdf

Job Aid

Further detail about how to access the OCI report, descriptions of the various windows that the report involves more in-depth summaries of the various cues – both static and new, and information about the Report Summary section and the report cues by stage, can be found in the job aid titled: *CONNECTIONS Job Aid SharePoint Open Caseload Inquiry (OCI) Worker Report*. The job aid is posted to the CONNECTIONS intranet and can be accessed via the following link:
http://ocfs.state.nyenet/connect/jobaides/OCI%20Job%20Aid%202%2017%2010.pdf

The CONNECTIONS Training Database

A few things of note about the CONNECTIONS Training Database – the first is that The Open Caseload Inquiry (OCI) Report - SharePoint Reporting Services has been added to the training database, the second is that the CONNECTIONS Training Database will not be available on Monday, April 5th, and the next scheduled update to the Training Data Base is scheduled for June 4th through June 7th.

General "Info to Know"

A Note About the Census 2010 Banner

As you are all aware, the time has expired to mail in your Census 2010 info – as such, we have removed the Census 2010 reminder banner from the CONNECTIONS application.
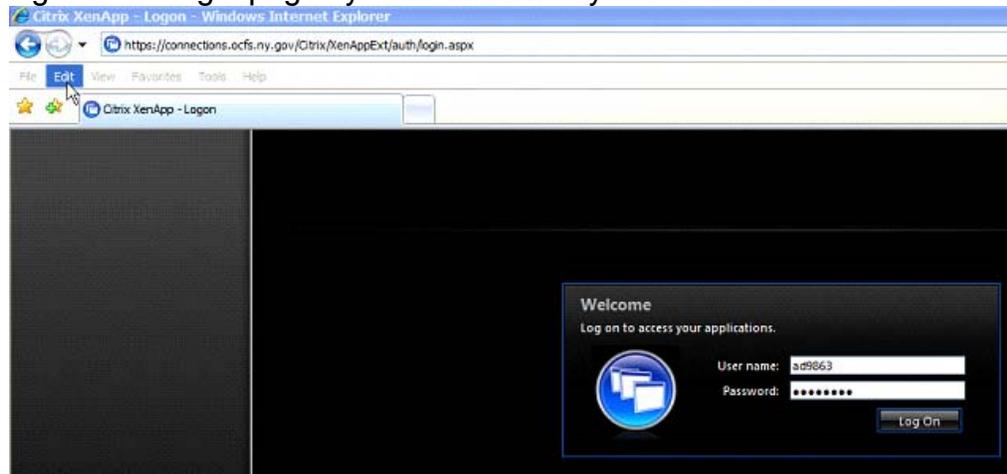
Password Resets for SSL/VPN Users

This piece was in the last edition – in case you missed it.

SSL VPN users will now be prompted that their password is expiring when logging into the new https://connections.ocfs.ny.gov URL. The following are the steps that will occur:

1) You will get to the login page: you should enter your HSEN ID and Password

2) Once you log into the site, you will be notified that your password is about to expire, and will be asked to change your password.
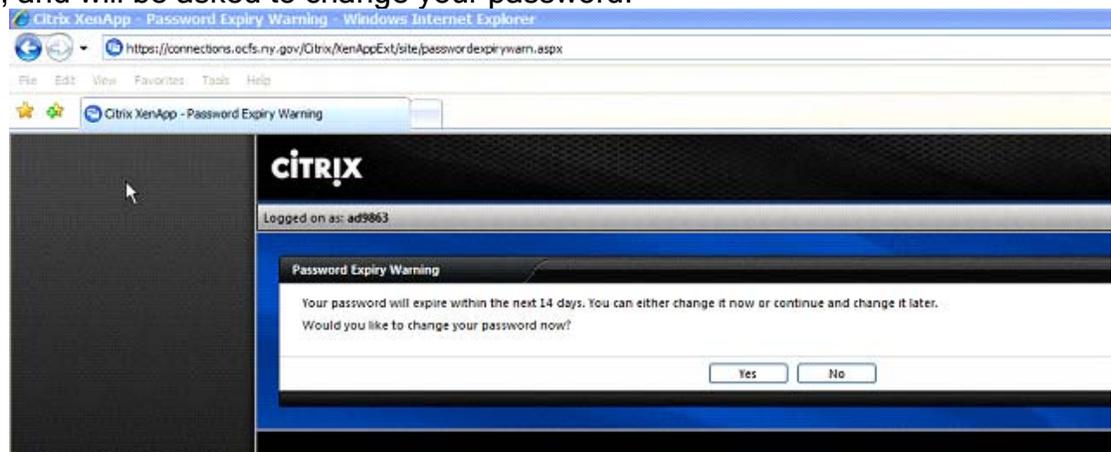
3) You should choose 'Yes' to the question "Would you like to change your password now?", you will then be brought to a page where you can enter your new password; however, you must first enter your old password, then your new password and then confirm your new password.

Note: In the HSEN domain, each user's password must meet the following complexity requirements:

- Passwords cannot contain all or part of the user's account name.

- Passwords must be at least eight characters in length, not to exceed 13.

Out of the next four categories, passwords must consist of three of the following:

- Alpha uppercase characters (A through Z)

- Alpha lowercase characters (a through z)

- Numeric characters (0 through 9) or

- Non-numeric characters (!, $, #, %, etc.)

Please note that after successfully changing your HSEN password you will be able to access CONNECTIONS.

4) Once you change your password, you will be notified that your password has been reset and will be brought to your list of Published Applications. You should use your new password to access the application from here forward.
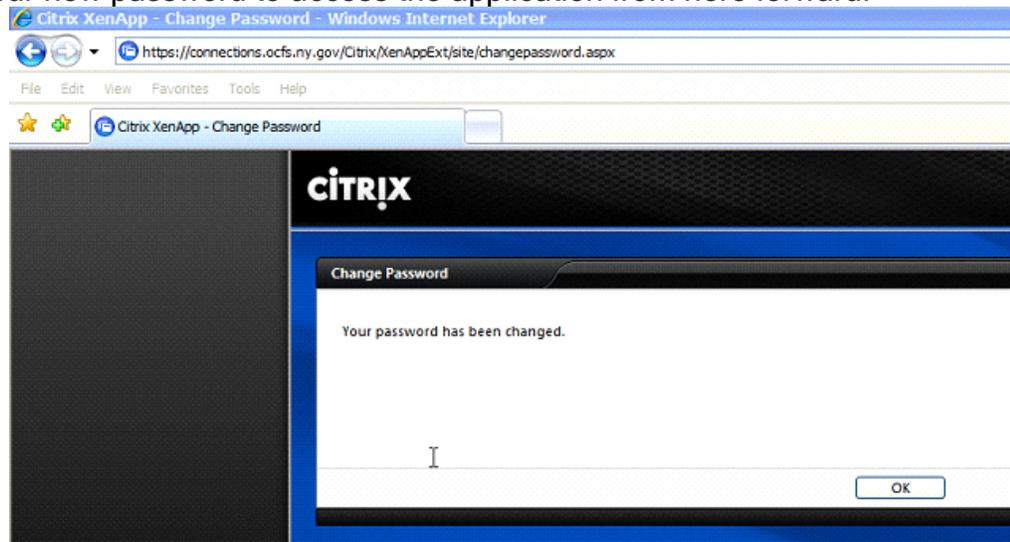
Office 2007 Upgrade Info

Over the upcoming summer, the OCFS Division of Information Technology (IT) will be upgrading all OCFS workstations (PC's and laptops) from Microsoft Office 2003, to Microsoft Office 2007. This will include Microsoft Word, Excel, and Access.

All groups within OCFS IT have been working together to ensure a smooth upgrade. We have compiled an inventory of all OCFS IT Applications, Access Databases, and Excel Spreadsheets that are managed or supported by IT and will be affected by the upgrade. We have completed extensive testing of all known items that may interact with the newer version of Microsoft Office.

Because Office 2007 has many new looks and features, IT has coordinated with the Bureau of Training to have training classes begin around the times of deployment.

There will also be time after the deployment for further trainings. Please look for these notices. If you have any questions or concerns regarding the upgrade to Microsoft Office 2007, please send an email to: ocfs.sm.it.office2007

Upgrade Schedule:

The time frames for the upgrade are as follows:

Pilot A - 40 N. Pearl St., Albany – the evening of June 1, 2010.

Pilot B - 52 Washington St., Rensselaer – the evening of June 12, 2010.

And then….all users within **Region 4, which is located between Delaware, Otsego, Green, Columbia, Rensselaer, Washington, Essex, Clinton, Franklin, Hamilton, Fulton, Montgomery counties**, will receive the upgrade on June 23, 2010. The upgrade should occur automatically, after normal business hours.

All laptops should be brought into the office and left on overnight during your time schedules. If this can not be done, the laptop should pick up the new install the next time the device is connected to the network. If this is done at a later date, the install may take quite a while and will tie up the device, so please be prepared. If any device has not received the upgrade within a few weeks of your scheduled dates, please send an email to the mailbox listed below, with a contact number and the serial number of the device, and IT will contact you.

Further communications will be sent as we get closer to rolling out to other regions.

Questions?...

If you have any questions or concerns regarding the upgrade to Microsoft Office 2007, please mailto:ocfs.sm.it.office2007

REMOTE ACCESS EQUIPMENT UPGRADE

This piece was in the last edition – in case you missed it.

A software code upgrade was scheduled for the remote access equipment that delivers Network Connect and SSLVPN services to the Customer Network. The upgrade occurred on **March 25, 2010** at **5:00 am**. After 3/25, signing in to VPN will initiate an automatic update of client components for both SSLVPN and Network Connect services. The updates to the remote access components are automatic, but do require some minor user interactions. Please refer to the instructions in the notification below for the required actions.

The notification from the Office for Technology (OFT) is posted below. It describes the upgrade, as well as the actions that need to be taken. We ask that you pass this information along to the folks in your agency who connect remotely through Network Connect and SSLVPN.

CUSTOMER NOTIFICATION–(CUSTOMER NETWORKING SOLUTIONS)

NUMBER: 10-CNS-01
TITLE: REMOTE ACCESS EQUIPMENT UPGRADE
DATE ISSUED: March 17, 2010

Overview

A software code upgrade has been scheduled for the remote access equipment that delivers Network Connect and SSLVPN services to the Customer Network. The upgrade will restore the feature of clustering for the core VPN appliances (that provides for high-availability) and address other known "software bugs" in the current version of code.   In addition, the upgrade will expand the support for new OS (Operating System) platforms, such as Windows 7.

The upgrade will occur on **March 25, 2010** at **5:00 am**. After that time, signing in to VPN will initiate an automatic update of client components for both SSLVPN and Network Connect services.

Services Impacted

All SSLVPN and Network Connect access to the Customer Network will be impacted by this upgrade.

Audience

Users of Customer Network Solution's (CNS's) SSLVPN and Network Connect services who access the Customer Network from workstations/laptops that are not directly connected to the Customer Network.

Assistance

Please read the attachments in their entirety for assistance with upgrading SSLVPN components and Network Connect.

Customer Action Required: Yes

The updates to the remote access components are automatic, but do require some minor user interactions. Please refer to the attached instructions for the required actions.

Details

The code upgrade will update the following components from version 6.4.0 to 6.5.0:

- **For SSLVPN**: Cache Cleaner, Terminal Services, JSAM, Telnet/SSH client
- **For Network Connect**: Host Checker, Network Connect VPN client

Bugs fixed in this code release:

- Fixed an issue where cache cleaner could not launch after upgrade
- Logging in through GINA during upgrade no longer results in an Active X error
- Fixed an issue that resulted in disabling the cluster mode (high availability) to maintain stability
- There is no longer a lockout when a mistyped password is entered into the GINA prompt

New platforms supported:

- *Windows 7*
- *Snow Leopard 10.6*

Attachments

Upgrading SSLVPN Components

Upgrading SSLVPN
components.doc

Upgrading Network Connect

Upgrading Network
Connect.doc

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**Please note: the following information pertains to voluntary agencies…

CIO*SOFT*   *P*LEASE *N*OTE*: R*EVISED DATE
*E*NERGY *S*TAR *P*OWER *C*ONSERVATION *P*OLICY FOR *G*REEN *IT*

This piece was in the last edition – in case you missed it.

Info for Voluntary Agencies…

**Please note the revised date:
The date of <u>March 31st</u> has been revised to a date in mid April – we will notify you of the exact date when it has been identified.

The Office for Technology (OFT) has issued a bulletin Number 10-CNS-01 explaining CIO/OFTs Energy Star Conservation Policy for Green IT-HSEN Domain. It should be noted that prior to your agency being implemented, notification will be sent to agency LAN Administrators at least 1 week ahead of time to ensure proper notification of staff regarding what to expect when their PCs are in hibernation mode. For the text of the bulletin please refer to last week's edition of the *CONNECTIONS NEWS*.

Questions???
If you have any questions related to the hibernation initiative you may send them to the following mailbox: ocfs.dl.it.lm.

@ *NEW Postings to the CONNECTIONS Intranet*

- ...CONNECTIONS NEWS... http://ocfs.state.nyenet/connect/

Weekly System Maintenance

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on…
- Wednesday, 4/7/10 from 5:00 AM – 7:00 AM
- Friday, 4/9/10 from 5:00 AM – 7:00 AM

Office of
Children & Family
Services
Gladys Carrión, Esq.
Commissioner