



**New York State
Office of
Children & Family
Services**

George E. Pataki
Governor

John A. Johnson
Commissioner

August 27, 2003

Dear Commissioner and Executive Director:

As you are aware, the recent Blaster and Welchia worm attacks have severely impacted the operation of the State Human Services Network, which resulted in the 'disabling' of all connected devices that transact over the network, including terminals, servers and PCs. The Office for Technology (OFT) is requesting the cooperation of all local districts and voluntary agencies in applying remediation patches and communicating to the OFT Coordination Center 1-800-603-0877. In the last two weeks, OFT has taken several measures to respond to the Blaster and Welchia worm warnings and subsequent attacks. The measures that have been taken thus far include the following:

- Telephone calls and faxes to all Local District and Voluntary Agency CONNECTIONS Implementation Coordinators to apprise them of the virus attack, its effect on the Human Services Enterprise Network and Network supported systems, and a plan for remediation;
- Mailing of remedial (corrective) CD's and instructions to district and agency LAN Administrators, Site Contacts, and CONNECTIONS Implementation Coordinators;
- Regional Office staff have contacted LDSS Directors of Services to discuss the status of districts and to identify districts in need of assistance;
- Faxing daily updates to local district system contacts;
- Providing OFT Coordination Center telephone number for technical assistance.

Given the seriousness of this dynamic and ever changing situation, we will continue to provide periodic updates as necessary. It is with this intent that we include the attached document that provides a status update describing and identifying impacts, issues and our continued efforts to resolve this situation.

In addition to the OFT Coordination Center, also available as resources are your LDSS OFT Customer Relations Representatives, the WMS Help Line (1-800-342-3010) and the NYS OFT Enterprise Help Desk (1-800-NYS-1323). If you have any difficulty in accessing any of the current protocols, please contact your Regional Director immediately.

Capital View Office Park

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Thank you for your continued cooperation in this matter.

Sincerely,

Larry Brown
Deputy Commissioner, OCFS Division of Development and
Prevention Services

CC: Regional Office Directors
William Travis