



..CONNECTIONS NEWS..

for the week of July 17 - 24, 2009

Developing a more caseworker centric system

CONNECTIONS Intranet site: <http://ocfs.state.nyenet/connect/>

FEATURED IN THIS EDITION

"Info to Know" for Caseworkers

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**Please note that the CONNECTIONS application will not be available on Saturday, July 18th from 8:00 AM through noon - a downtime of 4 hours.

"Info to Know" for Caseworkers



CONNECTIONS Emergency Downtime on Saturday, July 18th

The CONNECTIONS application will not be available on *Saturday, July 18th from 8:00 AM through noon* (a downtime of 4 hours). The three system fixes to correct issues with the Q2-09 deployment will be implemented. Two of the fixes will be transparent to

district and agency users and the third corrects the error that workers have seen, since the implementation of Q2-09, related to the approval of an emergency FAD home.



UPDATE - CONNECTIONS Notes

Just as an update, the batch job that contained Users IDs entered into CONNECTIONS that ran and timed out earlier last week has been re-run and successfully completed.



UPDATE - TS: CONNECTIONS Security: Your Role and Responsibilities as Security Coordinator - Computer Based Training (CBT) - Announcement and Informational Sheet

A note to Local District and Voluntary Agency LAN Admins: please note information below related to accessing an LDAP Account. Last weeks instructions have been updated. Prospective trainees can create their own LDAP accounts to access Training Space (as described below).

▪ The Who, What When and Where - The Course Announcement

The New York State Office of Children and Family Services, in conjunction with the Professional Development Program, is pleased to announce the computer-based training (CBT), *TS: CONNECTIONS Security: Your Role and Responsibilities as a Security Coordinator*. The purpose of this course is to provide Security Coordinators, backup Security Coordinators and anyone handling CONNECTIONS security functions with the information needed to help them make accurate and informed decisions regarding setting up and maintaining CONNECTIONS security rights for new and existing workers. The information is presented in a scenario-based format using the most common scenarios that occur in almost every agency. Basic info on security awareness and extensive references to additional resources are also included. This course is intended for new and existing Security Coordinators. Even experienced Security Coordinators are likely to benefit from the concepts and practices presented in this course. Administrators and others with involvement in local district or agency security are also encouraged to participate in order to stay current with best practices.

▪ About Registering and Accessing the On-line Course

Registering for and accessing this course is a three step process:

- 1. You must be registered for the course through the Statewide Training Automated Registration System (STARS). This is the same process as registering for any other OCFS course and is done by your district or agency's STARS contact person, who is normally the agencies' Staff Development Coordinator or Training Coordinator.*
- 2. Then you must secure a Directory Services account (LDAP account). LDAP accounts are separate from one's HSEN account. An LDAP account is used to grant secure access to legacy systems such as WMS and CCRS and to Training*

Space. If you do not already have an LDAP account, he or she can create one as described below.

3. Then you can take the course by accessing the website where online courses are posted: www.TrainingSpace.org and signing on to the site using your LDAP account. A link to the course you have been registered for should appear once you sign on to Training Space.

A Note for Local District/Agency LAN Administrators:

Persons wishing to take an online training course from the website TrainSpace.org, need an LDAP account, but do not need any additional permissions (e.g., access to other applications, such as WMS or CCRS) which are normally granted by LAN Administrators or Local Security Administrators. Therefore, trainees are allowed to establish their own LDAP accounts using the link provided below. Without additional permissions, trainees will be able to sign on to TrainingSpace.org, but will not be able to access other secure OCFS applications with this account. If trainees have questions about LDAP accounts, or are not sure if they already have an LDAP account, they should first consult their agency's LAN Administrator. For voluntary agency staff, if their own LAN administrator is unable to assist, they should contact the local district's LAN administrator.

Link to establish LDAP Accounts:

<https://ws04.nyenet.state.ny.us/sreg/SelfReg?APP=nyappotdatv>

- **On-line Training Courses, Training Space and Directory Services (LDAP) Accounts Informational Sheet**

As we identified previously, taking an online training course on TrainingSpace.org is a three-step process. First you must be registered for the course through STARS. Once registered through STARS, you will need an LDAP account. Then you can access the website, TrainingSpace.org, sign on to the site, click on the link to the course, and begin the course. The Online Training Courses, Training Space and Directory Services (LDAP) Accounts Informational Sheet provides additional information on the process of accessing a course through TrainingSpace.org.

Additional Information and Resources

- Click on the link below to access the training announcement:

http://ocfs.state.nyenet/connect/training/Security_CBT_Course_Announcement_FINAL_7-06-091.pdf

- Click on the link below to access the Online Training Courses, Training Space and Directory Services (LDAP) Accounts Informational Sheet:

[http://ocfs.state.nyenet/connect/training/LDAP-Trng%20Space%207-09-09%20\(2\).pdf](http://ocfs.state.nyenet/connect/training/LDAP-Trng%20Space%207-09-09%20(2).pdf)



2 NEW Tip Sheets -

- ***Creating a Family Services Intake from a CPS Investigation***
- ***Linking a Family Services Intake***

Two NEW tip sheets have been created!

- **Creating a Family Services Intake from a CPS Investigation**

During the course of a CPS investigation, a family's need for ongoing services may become apparent. A Family Services Stage (FSS) can be opened at any time during a CPS investigation, not just at determination. The Family Services Intake (FSI) standardizes intake information and is the path by which a Family Service Stage is created. For access to the tip sheet click here:

<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Creating%20a%20FSI%20from%20a%20CPS%20INV%20final%207-1-09.pdf>.

- **Linking a Family Services Intake**

This tip sheet is a guide on how to link an FSI. For access to the tip sheet click on the following link:

[http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Linking%20an%20FSI%20-%20final%207-14-09%20\(2\).pdf](http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Linking%20an%20FSI%20-%20final%207-14-09%20(2).pdf)

Both of the tip sheets are posted to the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tips page of the CONNECTIONS intranet.

General "Info to Know"



CIO/OFT Notification 09-EML-07

NYSeMail Mailbox Moves for Counties and Voluntaries

CUSTOMER NOTIFICATION—(CNS - NYSeMAIL)

NUMBER: 09-EML-07

TITLE: NYSeMAIL MAILBOX MOVES FOR COUNTIES AND VOLUNTARIES

DATE ISSUED: 7/ 15/2009

Overview

As was stated in the previous announcement (CIO/OFT Notification 09-EML-04 MS Exchange 2007 Migration), NYSeMail Migration to Exchange 2007, CIO/OFT is upgrading NYSeMail to Exchange 2007. We are preparing to move the mailboxes for the DFA Regions beginning Thursday, 7/16/09. These moves will begin at 10:00 PM, and will be completed before 5:00 AM of the following morning.

Region	Day, Date
DFA Region 3 (Excluding Broome County, which was part of the pilot group, and has already been moved to 2007)	Thursday night, 7/16/09
DFA Region 5	Tuesday night, 7/21/09
DFA Region 2	Tuesday night, 7/28/09
Nassau & Suffolk Counties	Thursday night, 7/30/09
DFA Region 4	Tuesday night, 8/4/09
DFA Region 1	Thursday night, 8/6/09
DFA Region 6	Tuesday night, 8/11/09

Services Impacted

NYSeMail

Audience

NYSeMail administrators and LSAs for the counties and voluntary agencies for all 6 DFA regions.

Assistance

Please contact the CIO/OFT NYSeMail Services group if you have any questions regarding the information in this notification (NYSeMail.Admins@cio.ny.gov).

If users need assistance after the move, they should contact their NYSeMail Administrators first and if the NYSeMail Administrator cannot resolve the issue, please contact the Customer Care Center at 1-800-697-1323 for further assistance.

Customer Action Required: Yes

LSAs and LAN Administrators should:

- Become familiar with the announcement and detailed instructions that will be distributed by NYSeMail to the impacted users 1 - 2 days prior to their move (see attached).
- Identify critical third-shift users who need email access during the 10 PM to 5 AM window and email their names and user IDs to NYSeMail.Admins@cio.ny.gov. We will move those users at another time.

Details

Users should close out of Outlook prior to the move. Users who don't close out of Outlook may be prompted to close then reopen Outlook when they come in the following morning. Users, who are using Outlook during the move, will see a brief (up to 25 minute) interruption of service, which may be followed by a prompt to close & reopen Outlook.

Provisioning and administration of NYSeMail mailboxes and users will continue to be performed via the current Webstar application. County email administrators, who also use

version.

Attachments

Please refer to the attached documents to obtain information about the Exchange 2007 Upgrade.

- Attachment 1 - sample notice to users
- Attachment 2 - Exchange 2007 Upgrade Documentation for Office 2003
- Attachment 3 - Exchange 2007 Upgrade Documentation for Office 2007



Attachment 1 Sample
Notice.doc



Attachment 2
Exchange 2007 Upgr



Attachment 3
Exchange 2007 Upgr



NEW Postings to the CONNECTIONS Intranet

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

- ...CONNECTIONS NEWS... <http://ocfs.state.nyenet/connect/>
- **Creating a Family Services Intake from a CPS Investigation**
<http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Creating%20a%20FSI%20from%20a%20CPS%20INV%20final%207-1-09.pdf>
- **Linking a Family Services Intake**
[http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Linking%20an%20FSI%20-%20final%207-14-09%20\(2\).pdf](http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Linking%20an%20FSI%20-%20final%207-14-09%20(2).pdf)
- **Updated document - Online Training Courses, Training Space and Directory Services (LDAP) Accounts Informational Sheet:**
[http://ocfs.state.nyenet/connect/training/LDAP-Trng%20Space%207-09-09%20\(2\).pdf](http://ocfs.state.nyenet/connect/training/LDAP-Trng%20Space%207-09-09%20(2).pdf)



Weekly System Maintenance

****Please note that the CONNECTIONS application will not be available on Saturday, July 18th from 8:00 AM through noon - a downtime of 4 hours.**

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on...

- **Wednesday, 7/22/09** from 5:00 AM - 7:00 AM
- **Friday, 7/24/09** from 5:00 AM - 7:00 AM



Office of
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Services
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