..CONNECTIONS NEWS..
for the week of July 1 - 8, 2011

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

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"Info to Know" for Caseworkers

CONNECTIONS Transformation Update

The Transformed CONNECTIONS application was implemented in the Albany region on Monday, June 13th , and in the ACS Field Offices on Monday, June 27th. The transformed application will continue to be implemented in the *New York City* region per the following schedule.

· **Monday, July 11th** the transformed application will be available to ACS staff at *110 and 150 Williams Street and 492 1st Avenue*
· **Monday, July 18th** the transformed application will be available to all of *the Voluntary Agencies in the NYC region*

After full implementation of the New York City region there will be approximately **8,600 active users** in both regions!

On-site support will be available in both the Albany and New York City regions throughout the implementation. In addition to this support, we have a fully staffed twenty-four hour Help Desk, and a Triage team available to remediate any issues that may arise.

CONNECTIONS Transformation Post Implementation Survey – *Your Opinion Counts!*

Approximately **one month** following the release of the Transformed CONNECTIONS application in each region, a *sample* of staff in that region will be asked to complete a survey. The purpose of the survey is to obtain staff's reaction to the recent CONNECTIONS application changes, as well as their views on the effectiveness of the communication, training and support activities that were designed to prepare them for the Transformation. The results of the survey will be used to help OCFS determine the need for additional application improvements, as well as refine preparation activities for future enhancements. Summary findings will be shared with the field.

The Albany County DCYF and 1200 Waters Place/ACS pilot participants received the survey on June 20th. The randomly selected (sample) staff in the Albany region will receive it on July 11th. They will be emailed a link to the web-based, anonymous survey instrument. The survey should take approximately five-ten minutes to complete.

We ask that you please encourage staff in your local district or agency who receive the survey to take the time to thoughtfully complete it. Thank you!!!!

CONNECTIONS Transformation Resources --NEW/Revised Tip Sheets--

In continuing to provide resource documents regarding the Transformation, we have created and/or updated 7 tip sheets. All the new tip sheets are posted to the CONNECTIONS intranet on both the Home and Transformation pages. Please note that we are in the process of creating/updating more tip sheets which will be posted to the CONNECTIONS intranet soon!

For your reference, the following is a title list and link to each of them.

- Accessing Online Resources

    http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Accessing%20Online%20Resources%20FINAL%20v2_0%20rev%2003_17_111.pdf

- Progress Notes: Search, Sort and Print

    http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Progress%20Notes-Search%20and%20Sort_rev%20120110.pdf

- Progress Notes: Create and Modify

  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Progress%20Notes-Create%20and%20Modify_rev%20120110.pdf

- Progress Notes: Show Instructions

  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Progress%20Notes%20Show%20Instructions%20FINAL%20v2_0%20_rev%2003_17_11.pdf

- Creating a Family Services Intake (FSI) from a CPS Investigation

  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Creating%20a%20FSI%20from%20a%20CPS%20INV%20rev%20120610.pdf

- Creating Contract Headers

  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Contract%20Header%20Tip%20Sheet%20FINAL%20v2_0%20_rev%2003_17_11_.pdf

- CONNECTIONS Transformation Tip Sheet: Implied Role/Cross District Access

  http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Implied%20Role%20Tip%20Sheet%20v2_0%20Final_06_11.pdf

CONNECTIONS Transformation Highlights and Resource Documents

The following information provides a broader scope of what the transformed application will look like, as well as how it will function. For any updates to the information below we refer you to the Transformation page of the CONNECTIONS intranet.

The following are the CONNECTIONS Transformation resource documents:
- The CONNECTIONS Transformation Highlights
  http://ocfs.state.nyenet/connect/projupdt/CONNECTIONS%20Transformation%20Highlights%20_%20final.pdf

- The CONNECTIONS Transformation Quick Start Guide
  http://ocfs.state.nyenet/connect/jobaides/Transformation%20Quick%20Start%20Guide%20_final.pdf
- The CONNECTIONS Phase 1 Transformation Job Aid

http://ocfs.state.nyenet/connect/jobaides/CAMP%20Phase%201%20Job%20Aid%20-%20PDF.pdf

If you have any question related to the Transformation we refer you to your agency's OCFS CONNECTIONS Implementation staff in your local regional office.

NEW INFO -- CONNECTIONS Transformation Training

Training on the Transformed application is open to staff from both local districts and voluntary agencies - state-wide!!!

During the past month, we forwarded announcements regarding the training that has been designed for the CONNECTIONS Transformation, to local district and voluntary agency Staff Development Coordinators, CONNECTIONS Implementation Coordinators as well as Directors of Services for the Albany, New York City, Spring Valley and Syracuse regions. Now, Transformation training has been opened to local districts and voluntary agencies across the state.   For further information, please refer to the attachment and links below.

CONNECTIONS Transformation Training Announcement

Transformation
Training Announceme

iLinc and WBT Training Announcements

- CONNECTIONS Transformation Training for Supervisors and Resource Users – iLinc Training
http://ocfs.state.nyenet/connect/training/Course%20Announcement_Tranfmtn%20iLinc%20Training%20for%20Sups%20and%20RUs%20(3).pdf

- TS: CONNECTIONS Transformation for CPS Workers Three-part, Web-based Training
http://ocfs.state.nyenet/connect/training/Course%20Announcement_Tranfmtn%20for%20CPS%20Workers%20CBT_FINAL.PDF
- TS: CONNECTIONS Transformation for Child Welfare Workers Two-part, Web-based Training
http://ocfs.state.nyenet/connect/training/Course%20Announcement_Tranfmtn%20for%20CW%20Workers%20CBT_FINAL.PDF
- TS: CONNECTIONS Transformation for FAD Workers Three-part, Web-based Training
http://ocfs.state.nyenet/connect/training/Course%20Announcement_Tranfmtn%20for%20FAD%20Workers%20CBT_FINAL.PDF
- Accessing CONNECTIONS On-line Training Courses -- UPDATED
http://ocfs.state.nyenet/connect/training/Accessing%20Online%20Training--Updated%203-25-11.pdf

CONNECTIONS Transformation Training:
Clarification for Web-based Training Courses and Modules

It has come to our attention that there may be a bit of confusion regarding the training courses and modules staff should be completing in preparation for CONNECTIONS Transformation. In this light, we have developed a few guidelines to clarify what is recommended:

- *Only* supervisors and Resource Users should take the iLinc Class titled:
  LL: CONNECTIONS Transformation Training for Supervisor/RU (iLinc)

- Line staff should take **one** of the three web-based trainings (WBT) depending on their primary role:

  - Foster Care, Adoption, Preventive Services and ongoing CPS Services caseworkers should take -- **TS: CONNECTIONS Transformation for Child Welfare Workers: Part 1** (2 modules)
  - CPS Investigation caseworkers should take -- **TS: CONNECTIONS Transformation for CPS Workers: Part 1** (3 modules)

  - FAD caseworkers should take -- **TS: CONNECTIONS Transformation for FAD Workers: Part 1** (3 modules)

- When you register a trainee for a WBT course labeled "Part 1", the STARS system will **automatically** register the trainee for all of the modules in the course.

- Each WBT is divided into either 2 or 3 modules as noted above. **The first two modules in each course are identical**. One focuses on changes to Common Features and the other focuses on changes to Searching. Where there is a 3rd module, it deals with specialized functionality for CPS or FAD caseworkers.

- If a caseworker has responsibilities that cut across more than one program area, for example, child welfare and CPS, the caseworker should take only the CPS WBT. This WBT includes the same two modules that comprise the Child Welfare WBT and covers the changes to the CPS Investigation functionality in the third module.
- The WBT courses may be taken in more than one sitting.

- Supervisors are welcome to take any of the WBTs in addition to the iLinc class if they wish to gain a more detailed view of the changes.

General "Info to Know"

NEW YORK STATE CHIEF INFORMATION OFFICER
CIO OFT
NEW YORK STATE OFFICE FOR TECHNOLOGY
Customer Bulletin: New Anti-Malware Deployment

Customer Bulletin: CUSTOMER NETWORKING SOLUTIONS

NUMBER:	11-CNS-06
TITLE:	NEW ANTI-MALWARE DEPLOYMENT
DATE ISSUED:	June 24, 2011

Overview

CIO/OFT Customer Networking Solutions (CNS) is announcing the release of a new anti-malware solution for workstations and laptops. Microsoft's Forefront Endpoint Protection (FEP) Anti-Malware will be deployed to all workstations and laptops managed by CNS, beginning the weekend of July1, 2011, according to the following schedule:

Weekend of July 1, 2011: All Agency devices
Weekend of July 8, 2011: All County devices
Continually through July 31, 2011: All laptops and any devices missed during first two weekends

Please read the *Details* portion of this Bulletin for more information.

Services Impacted

Workstation and Laptop Service

Audience

State, county, and voluntary agency LAN Administrators, CIOs, ISOs and IT Directors of organizations using the Customer Networking Solutions workstation support service.

Assistance

If you have any questions about this bulletin, please contact the CNS Outcome Management Group at 1-800-603-0877 or email oft.sm.cns.outcome.management@cio.ny.gov. If you encounter any issues with this implementation, please contact the CIO/OFT Customer Care Center at 1-518-486-6259.

Customer Action Required: Yes

LAN Administrators should remind users to close down applications at the end of each day. Laptops are required to be onsite and connected to the Customer Network for a minimum of 2 hours during the deployment schedule*, to facilitate the software installation.

Details

CIO/OFT conducted an enterprise-wide evaluation of Endpoint Platform Protection tools, which was completed in the spring of 2011. We have selected Microsoft's Forefront Endpoint Protection (FEP) Anti-Malware for workstations and laptops on the Customer Network. Laptops will continue to use the

McAfee HIPS Firewall in addition to FEP. This hybrid approach will provide a secure environment and reduce costs.

The CNS Workstation Group will begin deployment on July1, 2011, and continue throughout the month of July. The deployment will be done overnight during the normal maintenance window. The current McAfee VirusScan will be uninstalled from workstations/laptops. An automatic reboot will be necessary.

Target workstation/laptop anti-virus protection will be temporarily interrupted as McAfee Anti-Virus (AV) software is uninstalled and Microsoft's FEP is installed. Due to the uninstall/install process, and the short duration involved, workstation/laptop security should not be at risk.

The McAfee icon will be removed from the taskbar and replaced with the FEP icon .

*Laptop Installations Over the Internet:
Laptops that received the Internet Management Certificate, as a result of the associated Customer Bulletin that went out in April (11-CNS-04 *SCCM Update for Management of Internet-Based Laptops)*, are capable of receiving this deployment over the Internet. Laptops which have not received the above-named certificate will need to be brought onsite and connected to the Customer Network, to receive the FEP software.

Depending on the speed of the laptop's Internet service, the FEP deployment could take from a few minutes to up to an hour to complete. When the new FEP icon is visible, the installation is complete. If the McAfee icon is still present in early August, the laptop will need to be brought onsite and connected to the Customer Network to receive the new software.
Note: This deployment will not affect servers which will continue to use McAfee AV.

@ *NEW Postings to the CONNECTIONS Intranet*

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

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*CONNECTIONS Weekly System Maintenance***

Due to regularly scheduled system maintenance, the CONNECTIONS application will not be available on…
- Wednesday, 7/6/11 from 5:00 AM – 7:00 AM
- Friday, 7/8/11 from 5:00 AM – 7:00 AM

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