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

# ..CONNECTIONS NEWS..
## for the week of March 26 – April 2, 2010

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

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## FEATURED IN THIS EDITION

### "Info to Know" for Caseworkers

### General "Info to Know"

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## "Info to Know" for Caseworkers

## UPDATE  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 will resume on Monday, March 29th with implementation to begin with the Albany Region – Region IV. All of the local districts (St. Regis, Franklin, Clinton, Essex, Hamilton, Warren, Washington, Fulton, Saratoga, Rensselaer, Montgomery, Otsego, Schenectady, Albany, Delaware, Green, Columbia,

Schoharie), as well as the associated voluntary agencies in this region, will receive this functionality.

**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.

**Further  Details and Resources…**

**The Implementation Schedule**
- Albany region and associated voluntaries:        3/29/10
- Syracuse region and associated voluntaries:      4/5/10
- NYC and associated voluntaries:                  4/5/10
- Spring Valley region and associated voluntaries: 4/12/10
- Buffalo region and associated voluntaries:       4/12/10
- Rochester region and associated voluntaries:     4/12/10

**"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

## "Technical" or Logistical Issues With LDAP Accounts Got You Down – HELP!!!! Is On The Way…

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

**Please note:** *if you are emailing from "outside" our email system you need to add "@ocfs.state.ny.us" to the "tail end" of the email.*

We have partnered with the OCFS/ IT LAN Management team and they have set up a mailbox for you to use for any and all "technical" issues related to LDAP accounts. Send any "technical" issues (e.g., account lock outs, password resets, etc.) to the **ocfs.dl.ldap.it@ocfs.state.ny.us** mailbox and the folks that monitor this mailbox will readily provide any assistance that you may need related to "technical" issues. *And*, for training content or logistical questions we refer you to the following mailbox: **ocfs.dl.ldap.training@ocfs.state.ny.us.** So there you have it – anything that you need to ask about LDAP accounts can be answered by sending your questions to either one of these two mailboxes!! Please pass this info along in your agency!!! And "thank you" to our LAN Management Team for their assistance with this venture!!!!

## AFCARS Update…

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

Timeframes for reporting AFCARS data to the federal government are coming due! It is important that local district and voluntary agency staff make timely updates to the AFCARS information in order for accurate Federal reporting.

AFCARS information includes the following:
   AFCARS information from the Placement Information Tab, the Removal Information Tab and the Diagnosis on the Clinical Appointment window.
For CCR cases -
   The AFCARS Adoption Information window accessed from the Adoption Finalization window.

The CONNECTIONS Tip Sheet for Recording AFCARS Data can be found on the CONNECTIONS intranet on the Step-by-Step/Job Aids/Tip Sheets page, or via the following link:
http://ocfs.state.nyenet/connect/jobaides/Tip%20sheets/Recording%20AFCARS%20Data%20v4.pdf
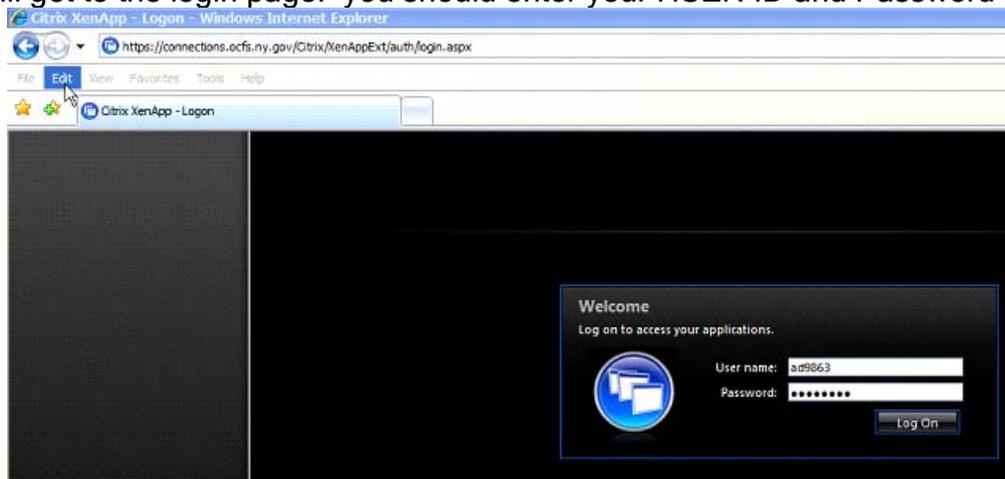
## General "Info to Know"

### A Note About Password Resets for SSL/VPN Users

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.
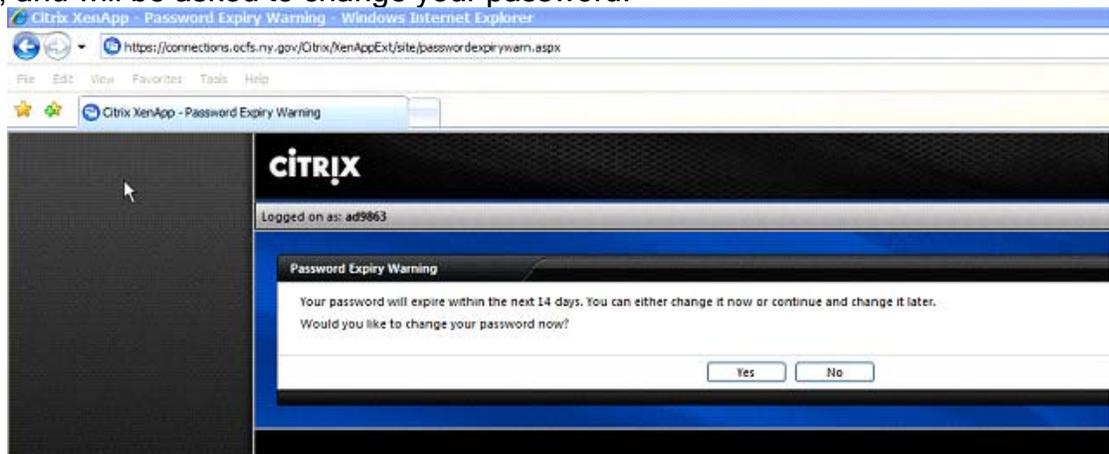


3) You should choose 'Yes' to the question "Would you like to change your password now?", you will then be brought to a page where you can enter your new password; however, you must first enter your old password, then your new
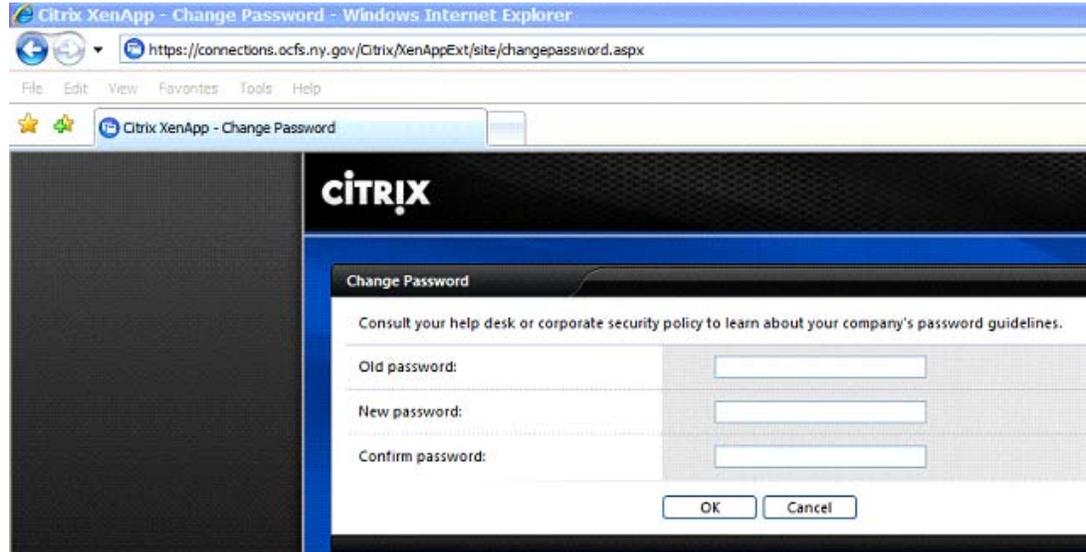
password and  then confirm your new password.

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.
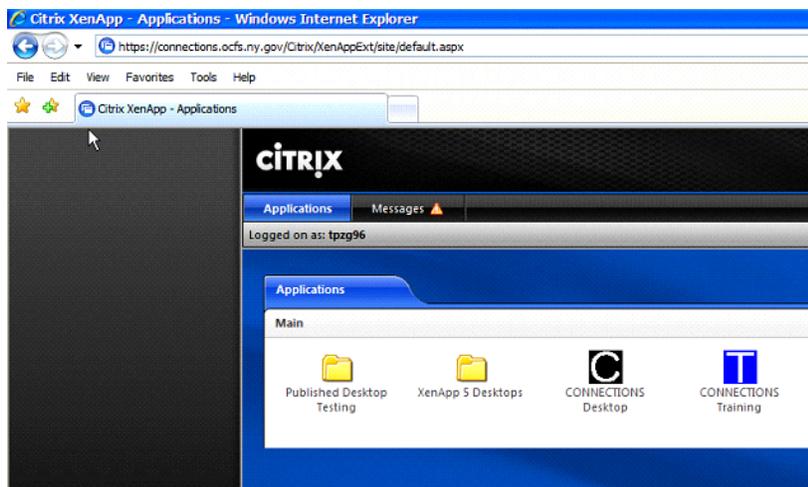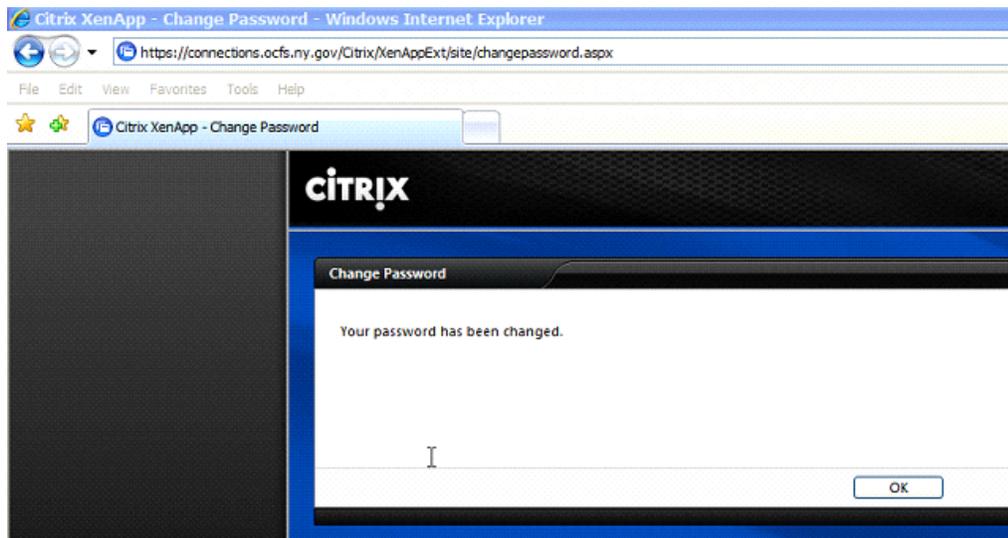
# Office 2007 Upgrade Info

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

 *UPDATE on the Fixes That Were Applied to CONNECTIONS on March 24th*

We are pleased to report that the production fixes that were applied to the CONNECTIONS application during the application downtime on Wednesday, March 24th were successful.  The fixes were applied to correct sporadic issues that users were experiencing within the FRS and the FASP.

# 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.

## TEXT OF THE OFT BULLETIN IS BELOW:

## 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…**

PLEASE  NOTE:  REVISED DATE
ENERGY STAR POWER CONSERVATION POLICY FOR GREEN IT

*Info for Voluntary Agencies…*

*\*\*Please note the revised date:*
The date of March 31<sup>st</sup> 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 explaining CIO/OFTs Energy Star Conservation Policy for Green IT-HSEN Domain. 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 when they come into work in the morning.  The information below details the text of the OFT bulletin that was sent highlighting an overview of this important initiative.

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

TEXT OF THE OFT BULLETIN IS BELOW:

NUMBER:        10-CNS-01
ISSUED BY:      DEPUTY CIO OF CUSTOMER RELATIONSHIP MANAGEMENT SERVICES

CUSTOMER BULLETIN– (CUSTOMER NETWORKING SOLUTIONS)
TITLE:  ENERGY STAR POWER CONSERVATION POLICY FOR GREEN IT
DATE ISSUED:  March 10, 2010

Overview

As CIO/OFT continues its efforts to implement sustainable, green IT practices, CIO/OFT is implementing an Energy Star Power Conservation Policy to all **State-owned** desktop computers. The Energy Star Policy is designed to save electricity by Hibernating<sup>*</sup> the desktop when not in use.   The policy will power down the monitor after 15 minutes of inactivity and will hibernate the desktop after 30 minutes of inactivity.  While the desktop

is in hibernation mode a feature known as Wake on LAN will be used to provide off hour software patching and updates.

> *Hibernation is a feature of many computer operating systems, where the contents of memory are written to non-volatile storage such as a hard disk, a file or on a separate partition, before powering off the computer. When the computer is restarted, it reloads the content of memory and is restored to the state it was in when hibernation was invoked.*

## Services Impacted

Users will notice their desktops have been powered off in the morning and after 30 minutes of inactivity during the day (lunch, meetings, training, etc.).  Users will be required to press the power button to wake the computer.  **Instructions are included below in the Details portion of this Bulletin.**

## Audience

The audience for this communication includes all **LAN Administrators (voluntaries) on the HSEN Domain**.

## Customer Action Required: Yes

End users will be required to wake the desktop after hibernation has occurred. Please refer to the instructions below in the Details portion of this Bulletin.  If you have workstations that are serving in a nontraditional desktop function (e.g. desktop server,) this computer needs to be identified through the CNS Outcome Management Group for evaluation and possible exceptions to the energy star policy.

## Assistance

During the initial 4 week implementation period, please email any concerns or issues to the CNS Outcome Management mailbox (oft.sm.cns.outcome.management@cio.ny.gov) or call 1-800-603-0877.

## Details

### Wake Instructions

### Screen Saver on after 10 minutes of inactivity
Moving the mouse or pressing a key on the keyboard will wake up the Monitor; a password is required to resume access to the computer.

> *A screensaver is a type of computer program initially designed to prevent phosphor burn-in on CRT and plasma computer monitors by blanking the screen or filling it with moving images or patterns when the computer is not in use. Contemporary screensavers are used primarily for entertainment or security.*

### Monitor off after 15 minutes of inactivity

Power button on the monitor will be amber; computer will remain on for 10 minutes (green indicator light on the computer will be on steady). Moving the mouse or pressing a key on the keyboard will wake up the monitor; your password is required to resume access to the computer.

### Hard Drive off after 20 minutes of inactivity
The head on the hard drive is retracted and the drive is powered off. Moving the mouse or pressing a key on the keyboard will wake up the monitor and the hard drive, your password is required to resume access to the computer.

### Standby after 25 minutes of inactivity
Computer will store any open documents in memory, at this point the machine will go into a reduced power state (green light by the machine power button will be flashing for 5 minutes), small amount of power is required to power the memory. Press the power button (once) to resume, your password is required to resume access to the computer.

### Hibernate after 30 minutes of inactivity
Computer will store any open documents on the hard drive and power down (green light by machine power button will be off). The end user must press the power button (once) to resume, your password is required to resume access to the computer.

## @ 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, 3/30/10 from 5:00 AM – 7:00 AM
- Friday, 4/2/10 from 5:00 AM – 7:00 AM

CENSUS 2010
You are New York. Make yourself count.

http://2010.census.gov/2010census/

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