

2008 LDSS LAN Administrator's Conference

Human Services and Technology: "News You Can Use VII"

Workshops

Backup and Recovery for Locally Supported HSEN File and Print (FNP) Servers

Presenters: NYS CIO/OFT and the Professional Development Program SUNY Albany

FNP HSEN field servers have a number of issues related to backup and recovery processes. This workshop is for Local Security Administrators (LSA) and Server Officers (SO) who provide support services for local HSEN file & print (FNP) servers.

This session will cover:

- Introduction to backup and recovery concepts for Veritas 12
- Discussion of the role of OFT and how to request assistance
- Backup schedule standards and requirements
- Drive maintenance, and tape rotation, care, and storage
- Configuring and running backups
- File restoration and redirection
- Best practices for ensuring data integrity

The Ever Advancing Network

Presenters: NYS CIO/OFT Customer Networking Solutions

Network equipment is constantly advancing in the delivery of features and performance. In this session, we will discuss how some of these new advancements are being implemented to provide a more robust networking solution. We will discuss current OFT initiatives; including core and remote router upgrades, Point-to-point T1 circuit upgrades and what this means to you. As technology evolves, so does the need to focus on security. In light of this we will be talking about firewalls, IDP's (Intrusion Detection and Protection) and DNS (Domain Name Service).

In addition, we will discuss preliminary troubleshooting; as well as some of the network performance tools used in our environment. We will conclude the session with an open time for questions pertaining to your particular network environment or experiences.

Areas that will be covered include:

- Network Security, Performance and Redundancy
- Monitoring Tools – Real-time and Trending
- Troubleshooting Tools – Protocol Analysis
- Equipment Refresh Projects

Information Security

Presenters: NYS OTDA, OCFS and DOH

A host of relevant and timely information security-related topics will be covered in this workshop including:

- Info Security Awareness
- Information Security Policy Compliance

- Shared State/Local District Partnership
- Data Breaches & Incident Reporting
- Email & Internet Usage
- Spam reporting
- Account Provisioning/De-provisioning
- Server Share Security
- Application Security
- Encryption / Mobile Device Protection
- Digital Forensics

LAN ADMIN 101

Presenters: NYS CIO/OFT

The responsibilities of a LAN Administrator require a breath of knowledge. Half the battle is knowing where to go for help. This workshop will be geared for newer LAN Administrators. We will review some of the most basic tasks you will need to know including how to join a workstation to the domain, re-imaging a workstation, and network troubleshooting. We will review file and print (FNP) services including:

- Creating folders and file permissions
- Creating a shared printer
- Connecting (mapping) to a shared printer

We will also familiarize you with resources and tools that will make your job easier including:

- LAN Administrator Support Guide
- OFTSEC Mailbox
- Commands such as IPConfig
- Run As Command
- Workstation Remote Control
- MS Active Directory - Webstar

Although we will mention Webstar as it relates to Active Directory, we will not spend a lot of time on that since it will be offered as a separate lab session.

LDSS Roundtable

Moderator: Rich DeFichy, OTDA

Another entertaining and informative Q&A formatted session where conference attendees get to ask and discuss what's on their mind with senior IT reps from OTDA, OFT, OCFS and DOH. A question box will be available at registration and during the conference to submit pre-session questions anonymously. Open microphone format.

LDSS Meet and Greet

Presenter: NYS CIO/OFT

A chance for attendees to introduce themselves, and briefly discuss any major initiative or issues they face and would like input from their peers on. Please plan to make your comments about 2-3 minutes in length. This session is designed to initiate discussions among attendees throughout the conference.

NYSeMail

Presenter: NYS CIO/OFT

This workshop will focus on the following topics:

- Directory Synchronization between the counties and NYSeMail
- Exchange 2007
- New OWA Features
- Discuss the features of the new Exchange environment
- Enhanced Security
- Sharepoint.
- What is MOSS and what they can expect from the application
- Administration – How as LAN admins they will administer to MOSS
- Collaboration – how MOSS is a better application for document management.
- Licensing
- Rate structure

Reporting Solutions/Updates

Presenters: Reporting project staff from OTDA, OCFS and DOH.

Staff from SOS/Central SOS, WRTS, OCFS Data Warehouse, eMedNY, and the Commissioners' Dashboard will provide project updates; status of migration from Cognos Series 7 to Cognos 8, security model, share roles and responsibilities, etc.

The Calm, Cool and Collected Worker: How to manage your time, organize your space and ultimately control your stress

Presenter: Brookdale Center for Healthy Aging and Longevity of Hunter College

This workshop will help participants identify their own time management techniques as well as how to keep their work space and schedules organized in order to reduce stress. It will provide participants with essential tools to manage stress in the workplace and combat burnout.

TTSS

Presenters: NYS CIO/OFT

TTSS (Terminal Transaction Security Systems) provides security access for many Unisys mainframe applications – including Welfare management, Benefits Coordination, Fair Hearing and Child Support. This workshop is both for new TTSS Coordinators as well as experienced Coordinators looking for a refresher.

Areas that will be covered include:

- Overview of TTSS Coordinator role
- TTSS screens and Webstar TTSS
- Review of TTSS Reports available to Coordinators and what the information on the reports actually means.
- Where to find help about TTSS

Web 2.0 @ work

Presenter: NYS OTDA

Web 2.0 technologies such as Wikis and Microsoft Sharepoint, foster collaboration and communication. They are being used more in e-government IT initiatives these days, especially as tools to garner user interaction and feedback. Learn about OTDA's Web 2.0 strategy, and how Web 2.0 technologies will be implemented to support OTDA's

modernization efforts, in areas around documenting our 'As Is' processes, and garnering feedback and interaction in the design and development of our 'To Be' projects.

Hands-on Training Labs

Class size for the hands-on training labs is limited to 12 participants per offering

Cognos 8 Hands On

Presenter: NYS OTDA

OTDA and OCFS reporting staff will lead the participants through a series of concepts, functionality, exercises, etc., aimed at building the participants' knowledge of the new Cognos 8 tools. This is not designed to be a comprehensive training session, more of a quick insight into Cognos 8. Staff will use examples from custom curriculum and may be prepared to take special requests, based on available time, expertise, and needs of the remaining participants

Webstar & Best Practices

Presenters: NYS CIO/OFT

Back by popular demand, OFT will be presenting a hands-on lab for Webstar training. Various features in Webstar will be covered that include managing user accounts and workstations, creating and associating mailboxes, user and device management policies and reporting capabilities. This session is geared for all LAN Administrators, with an approach that will be beneficial for a range of technical levels.

OCFS Specific Workshop Sessions

Erate

This workshop will include, but not limited to, Erate guidelines, Internet access, Internet groups, restricted bookmarks, Blocking and unblocking of websites, Internet reports, use of Active Directory, helpdesk calls, and a question and answer period.

Hodge Podge

This workshop will include, but not limited to, OCFS security, available training and how to get it, VPN & SSLVPN connections to the HSEN network, the CMAP application, succession planning, and a question and answer period.

OCFS Round Table

This will be information sharing by IT management and then an open forum for questions and concerns.

Ongoing Applications Demonstrations

Internet Explorer 7.0 Demonstration

Facilitated by: Professional Development Program, Computer Training Services Unit

This session reviews the new features of Internet Explorer version 7.0. This includes tabbed browsing, zoom, instant search box, and toolbar revisions. Understanding the types of information available on the Internet and tips for successfully searching the Internet will also be covered. A one-page, two-sided laminated Internet Explorer 7.0 quick reference card will be distributed to each student.

Statewide Imaging/Enterprise Document Repository (I/EDR) Demo

Facilitated by: NYS OTDA

I/EDR provides local social services districts and state human service agency staff throughout NYS with real-time, electronic access to documents through a single-user interface. This project was undertaken based upon requests from local districts for NYS to provide a cost effective document management solution to reduce the need for and costs associated with the retention of paper. In addition, it eliminates duplicative submission of client documents, facilitates sharing within and across districts, provides for remote audit functions and provides a secure backup site.

OTDA MyBenefits

Facilitated by: NYS OTDA

OTDA recently launched a new website, myBenefits.ny.gov, which allows people to determine potential eligibility for programs such as Food Stamps, the Earned Income Tax Credit (EITC), and school lunch programs. Plans call for expanding the screening program to include other benefits over time, with the long-range goal of allowing New York residents to apply for a range of benefits from anywhere with Internet access. myBenefits also allows for filing an electronic application for Food Stamps through participating Community Based Partners. This will be expanded to a public Internet application in June 2009 and an electronic workbook for local district workers.

WHAT'S NEW IN iLinc?

Facilitated by NYS OCFS

In October, the New York State Office of Children and Family Services will upgrade to a newer version of iLinc, the virtual classroom software used for training. iLinc 9.0 has a brand new look and feel, and there will be a new web address to access the training site. iLinc 9.0 has a number of improved features including:

- Faster 2-step installation and join
- Multiple open sessions on one machine
- Multi-user PowerBoards for real-time collaboration
- Rapid sharing of application, desk-top or region of desk-top
- Choice of two-way or multi-way audio
- Content tab organization
- Intuitive Q&A creation
- Instant Break-out Sessions

The registration and account creation processes will remain the same, as will our responsive technical support via telephone, email and in-person.