

DEMONSTRATIONS (continued)

OTDA IT Wiki

Facilitated by: NYS OTDA

The OTDA IT Wiki was created to provide a site for Systems Coordinators, IT Directors, and Local Area Network Administrators to share IT solutions, ask questions of their peers, and share implementation strategies and experiences. Local district wiki members have added content related to the File and Print Server Replacement Project, Welfare Management System Printing and Voice Recorders. OTDA/IT's goal was to create a site that members would want to add to, making it more beneficial for everyone. To enhance its appeal, the wiki includes a photo gallery, tips and tricks for Office 2007, and optional member profiles. The OTDA IT Wiki is a private wiki on the Internet. If you are not currently a member of the wiki, stop by to see a demo. If you are a member, stop by to view or add to the latest discussions.

OTDA myWorkspace

Facilitated by: NYS OTDA

As a complement to the myBenefits application, which allows New Yorkers the ability to self screen for several eligibility programs, OTDA recently launched a new electronic workbook to assist workers in making eligibility decisions. A Food Stamp public Internet application is available in select counties. Similar to the Community Based Organization facilitated eApp process, the electronic application is transmitted to the county and automatically registered in WMS. The workbook and budget are pre-populated with the application data which negates the need for data entry. Phone interviews are conducted to verify the information, and, payment lines are automatically created. myWorkspace may also be used to support the paper application process.

OTDA Surveys

Facilitated by: NYS OTDA

OTDA IT originally planned to use the OTDA-IT wiki as a quick method for state staff to get feedback from districts regarding modernization projects. As the wiki developed to be more of a conversational tool for its members, it was decided it would be better to use a survey tool for this purpose. The survey tool provides a more professional and efficient way to gather respondent's comments and opinions. It also provides an immediate summary and report of results. If you completed one of the surveys regarding the LAN Administrators Conference, you were using SurveyMethods software. If you have any need to administer an online survey, this can show how easy it is to create and view responses.

Statewide On-site Scanning Solution (OSS)

Facilitated by: NYS OTDA

The On-site Scanning solution provides local districts with the ability to image documents at local district offices. Imaging may occur at various points in the business workflow with indexing from any workers' PC. Startup equipment will be provided by NYS. Counties will be responsible for quality control of images and destruction of documents. There are no per page costs associated with imaging. Toner and paper expenditures should be reduced since originals may be imaged and returned to applicants. Imaging can occur at application registration and will be viewable real time. Counties may transition from the off-site model or participate directly with the on-site scanning solution.

Training Resources

Facilitated by: PDP

The Department of Computer Training Services of the Professional Development Program (PDP) will have a selection of training curriculum available for review, including the updated "Network Administration Training" course. Also available will be the 2009 Course Catalog which includes upcoming MS Office 2007 classes. Additionally, PDP staff will be available for onsite technical assistance and/or to schedule future training sessions.



2009 LDSS LAN Administrators Training Conference

Wednesday, October 21

12:00 P.M. – 1:00 P.M.	Registration	Conference Center Lobby
1:00 P.M. – 1:30 P.M.	Welcome and Opening Remarks	Lake George Ballroom
1:30 P.M. – 2:00 P.M.	Agency Updates OFT, OCFS, and OTDA	Lake George Ballroom
2:00 P.M. – 2:15 P.M.	Break	Conference Center Lobby
2:15 P.M. – 3:30 P.M.	Balloon Breakouts	TBA
3:30 P.M. – 5:00 P.M.	Roundtable	Lake George North
6:15 P.M. – 7:45 P.M.	Dinner Buffet (and networking)	White Lion Room

Thursday, October 22

7:45 A.M. – 8:30 A.M.	Continental Breakfast	Fort Edward Room
8:00 A.M. – 8:30 A.M.	Late Registration	Conference Center Lobby
8:30 A.M. – 10:15 A.M.	Workshop Block 1	TBA
10:15 A.M. – 10:30 A.M.	Break	Conference Center Lobby
10:30 A.M. – 12:15 P.M.	Workshop Block 2	TBA
12:15 P.M. – 1:30 P.M.	Lunch	White Lion Room
1:30 P.M. – 3:15 P.M.	Workshop Block 3	TBA
3:15 P.M. – 5:00 P.M.	Workshop Block 4	TBA
6:15 P.M. – 8:30 P.M.	Dinner	White Lion Room

Friday, October 23

7:45 A.M. – 8:45 A.M.	Continental Breakfast	Fort Edward Room
8:45 A.M. – 9:30 A.M.	Modernization	Lake George North
9:30 A.M. – 9:45 A.M.	Break	Conference Center Lobby
9:45 A.M. – 11:30 A.M.	Workshop Block 5	TBA
11:30 A.M. – 12:00 P.M.	Closing Remarks & Evaluations	Lake George North

2009 LDSS LAN ADMINISTRATOR'S CONFERENCE

HUMAN SERVICE AND TECHNOLOGY:

“NEWS YOU CAN USE VIII” – WORKSHOPS

A Day in the Life of a LAN Administrator

Presenters: Deb Olds, NYS CIO/OFT; Sue Bixby, NYS OTDA; Dave Kislowski, NYS OCFS

Just like a day in the life of a LAN Admin, this session will cover a variety of topics and leave you with bits of information you can add to your memory banks. The session will be presented by Customer Relations staff from OFT, OTDA and OCFS and will cover many of the day-to-day issues that these units help districts with including: Service Request submission, Equipment Procurement for placement on HSEN, and building renovations/staff moves. Also covered will be basic questions on OneImage, OneNetNYS, the EOM printing solution and a whole lot more!

Endpoint Management and Integrity

Presenters: Christine Connell, Jerry Foster, NYS CIO/OFT

In conjunction with improvements to the network infrastructure, we can now utilize many advanced technologies to better manage and secure the devices and endpoints in the enterprise. While most of these initiatives are “behind the scenes” and may be transparent to the end user, there are some items that you should understand. This workshop will discuss these topics in two segments, Endpoint Management and Endpoint Integrity.

Endpoint Management will cover the following areas in detail:

- System Center Configuration Manager (SCCM) Overview
- Asset Management – visibility, utilization, compliance, accountability and metrics
- Software Update Management - delivering Microsoft products, legacy and third party applications
- OneImage direction and features
- End Point Encryption
- Energy Management strategy

Endpoint Integrity will focus on the three layers of security provided by CIO/OFT to protect endpoints from malware:

- McAfee Antivirus and anti-spyware protections
- WebSense URL filtering protections
- Finjan malware filtering protections

This segment will describe what these security products do and how they complement one another. In addition, we will discuss best practices and expectations for LAN Admin response and reporting of possible endpoint compromises. Laptop security will be emphasized.

Information Security

Presenter: Deborah Snyder, NYS OTDA-CIO

Attendees will be updated on a host of relevant & timely information security-related topics such as:

- Federal/State Information Security Compliance
- Breaches & Incident Response/Reporting Protocols
- Acceptable Use Policies – Computers, Network, Email & Internet
- Email Encryption
- Virtualization-Related Security Risk
- Web 2.0 Security & Social Networking Risk
- Account/Access Management Best Practices
- Data Leakage Prevention Principles
- Application Security – Secure System Development Life Cycle (SSDLC)
- Mobile Device Security
- Information Security Awareness – Training & Program Resources

Introduction to Creative Problem Solving

Presenter: Kristin Fields, Center for Development of Human Services, Buffalo State College

Participants will understand the varied definitions of creativity as well as experience a variety of techniques to harness and utilize their own creative potential in order to solve problems more effectively. As a result of this workshop, participants will be able to:

- Create a definition for creativity that reflects personal experience
- Describe the Creative Problem Solving process, identifying the significance of each stage
- Differentiate between divergence (generating many options) and convergence (informed decision making)
- Experience tools and techniques to aid in brainstorming, selecting ideas and creating a plan of action

Network Update: Individual Remote Access and LAN Improvements

Presenters: Joe Maloney, Nate Schettine, NYS CIO/OFT

In today's fast paced computing environment, the need for information in a timely manner is critical to the efficiency of the State's business operations. Therefore, it is important to include flexibility in our remote networking products to

support a mobilized workforce in a secure manner. SSLVPN and Network Connect are two products that facilitate access to mission critical applications and information from anywhere there is access to the Internet. In this workshop we will discuss the benefits and security features of the two products in detail and compare the differences between them. This workshop will also look at changes to the CNS provided LAN infrastructure. This discussion will include an update on the ongoing workstation switch upgrade as well as a look forward to the use of wireless technology as a future LAN enhancement

OTDA Project Updates

Presenters: Marty Hoffman, Sue Bixby, Lenore Guay, and Cheryl Stanford-Smith, NYS OTDA; Jane Kristersson NYS DOH

Learn how TREAT can convert BICS reports into easily managed PDF files. The Office/Unit/Worker FTP Process (OUW) automates changes to the Office Unit Worker fields on the 3209 – Non-Services Authorization. Hear What's New for Central SOS, OTDA Reporting, eMedNY and the Commissioner's Dashboard.

Supporting the NYS Community

Presenters: Rick Marcy, Pam Springer, NYS CIO/OFT

What are the latest improvements? What's on the horizon? How does it work? In this workshop we will discuss the current Customer Care Center and where we're planning to be. The Customer Care Center is constantly evaluating new opportunities and methods to better serve the New York State community of callers. Attendees will get an opportunity to understand the details behind the scenes and participate in a forum to collect new ideas – and lend their support to upcoming enhancements.

TTSS WEBSTAR, A New Look

Presenter: Scott Rogler, NYS CIO/OFT

To keep up with the latest technology, the TTSS section of WEBSTAR is being upgraded to asp.net. In this workshop we will review the new “look and feel” and functionality of the site. This new version will save you time by reducing repetitive tasks and by providing a more user intuitive interface. Attendees will have an opportunity to interact with the site designer and offer suggestions on how the site can be improved and customized to improve functionality. Attendees will have the opportunity to volunteer as beta testers for the new site. Additionally, attendees will have the opportunity to participate in Continuous Quality Improvement (CQI) groups to determine future revisions of the site.

Hands-on Training Labs

Presenters: Patti Patterson, NYS OTDA; Cheryl Stanford-Smith, NYS OTDA

Lab 1: Basic Reporting

- Using the Pre-defined and Cognos 8 reporting tools to create basic list reports.

Lab 2: Advanced Reporting

- Using the Cognos 8 Report Studio tool to create reports that contain customized functions and calculations for analysis of data.

Lab 3: OTDA Project Specific– Central SOS, WRTS, HEAP Cube, etc.

- Using Cognos 8 reporting tools to explore various project specific data using reporting packages and cubes.

DEMONSTRATIONS

Electronic Eligibility Decision Support System (EEDSS)

Facilitated by: NYS DOH

EEDSS is a web based intelligent question set application for Medicaid Interview and Eligibility Determination. It consists of more than 9,000 interactive questions. It is currently implemented in NYC and 32 Upstate counties.

Emergency Remote Office

Facilitated by: NYS OFT

CIO/OFT Customer Networking Solutions will demo their Emergency Remote Office (ERO). This is CIO/OFT's rapid response solution for disasters or office disruptions. The ERO will enable customer agencies to conduct limited but vital operations in response to a natural disaster; i.e. a flood, or if a specific site is unusable due to a fire, for example. Counties and agencies will have access to the applications that are currently provided via Juniper VPN or SSLVPN. Please stop by and see a complete ERO environment including laptops, multi-purpose printer/fax/scanner and other emergency equipment that can be deployed in response to a disaster effort to any location in New York State.