

DEMONSTRATIONS

Emergency Remote Office

NYS OFT

CIO/OFT Customer Networking Solutions will demo our Emergency Remote Office (ERO). This is CIO/OFT's rapid response solution for disasters or office disruptions. The ERO has enabled customer agencies to conduct limited but vital operations in response to a natural disaster, most recently Hurricane Irene; or other floods or fire. Counties and agencies will have access to the applications that are currently provided via client 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.

PC Imaging

CIO/OFT

The CIO/OFT Desktop Provisioning Group will have an Imaging environment setup to demonstrate the current Imaging process. They will conduct an ongoing demonstration of the steps used to install all agency images. They will be available to discuss any Imaging Issues that you might have. Stop by.

Dragon Naturally Speaking

NYS OCFS

This software demonstration will highlight features such as:

- opening, composing and sending email
- searching the web
- opening and creating a Microsoft Word Document
- Dictating Progress Notes in CONNECTIONS
- Selecting, Saving, Viewing, Editing and Printing
- Toggle between windows in view
- And more...

...all by simply "speaking" to your computer.

Training Resources

Professional Development Program

The Department of Computer Training Services of the Professional Development Program (PDP) will have a selection of training curriculum available for review, including Microsoft Office 2007 classroom, LearnLinc and TrainingSpace CBT offerings. Additionally, PDP staff will be available for onsite technical assistance and/or to schedule future training sessions.



2011 LAN Administrator's Training Conference

Tuesday, October 25

12:00 P.M. – 1:00 P.M.	Registration	Conference Center Lobby
1:00 P.M. – 1:15 P.M.	Welcome and Opening Remarks	Lake George Ballroom
1:15 P.M. – 2:00 P.M.	Agency Updates OTDA, OFT, and OCFS	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

Wednesday, October 26

8:15 A.M. – 9:00 A.M.	Continental Breakfast	Fort Edward Room
8:30 A.M. – 9:00 A.M.	Late Registration	Conference Center Lobby
9:00 A.M. – 10:30 A.M.	Workshop Block 1	TBA
10:30 A.M. – 10:45 A.M.	Break	Conference Center Lobby
10:45 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. – 3:00 P.M.	Workshop Block 3	TBA
3:15 P.M. – 4:45 P.M.	Workshop Block 4	TBA
6:15 P.M. – 8:30 P.M.	Dinner	White Lion Room

Thursday, October 27

7:45 A.M. – 8:45 A.M.	Continental Breakfast	Fort Edward Room
8:45 A.M. – 10:15 A.M.	Information Security General Session	Lake George Ballroom
10:15 A.M. – 10:30 A.M.	Break	Conference Center Lobby
10:30 A.M. – 12:00 P.M.	Workshop Block 5	TBA
12:00 P.M. – 12:30 P.M.	Closing Remarks & Evaluations	Lake George North



WORKSHOPS

Behind the Scene at the Help Desk... There's more than one— Who knew!

The CIO/OFT Customer Care Center (CCC) and the OTDA/BIT Customer Response Center (CRC) are teaming up again for a joint session. This workshop will provide details on the type of support each Help Desk offers as well as tips that can lead to quicker resolutions. The session will also explain the notification process as well as incident management reporting to identify trends and follow-up action.

Can We Talk? Beyond the Balloon Breakout Sessions and the Roundtable

The purpose of this session is to allow conversations to continue that were started at the Balloon Breakout sessions and the Local District Roundtable held on Day One of this year's conference. Representatives from the CIO/OFT, OCFS and OTDA will be on hand to facilitate this open forum discussion.

CONNECTIONS: Transformation is Not Just for Caseworkers!

This session, presented by OCFS, will review new features of the Connections system, including:

- New Security Tab: The transformation of Connections allows for the performance of multiple security related tasks all in one place. Review of Business Functions, Staff Security and giving your staff the security profile that they need to do their job.
- Unit Maintenance: A better understanding of Unit Hierarchy and how to structure units to either provide or restrict access as needed. How to "Clean Up" those old units.
- Information Security: Confidential data flying around the Internet via email. Making sure everyone knows how to protect client specific information.
- The Connections Intranet has moved! Can all of your staff get to it?
- OFT Pushed What? How can we make sure all workstations have the most up to date and current versions?

Good Computing

This session presented by the CIO/OFT will provide LAN Administrators with information to assist them with supporting and protecting workstations and laptops on the Customer Network. The presenters will review antivirus and security by reviewing a malware infection that occurred on the HSEN domain and will share some good practices to reduce your risk of infection. Internet filtering and access issues will be covered. Some of the topics from last year's LAN Admin 201 workshop will be expanded upon, and updated information about remote access solutions and mobile computing will be shared. The presenters encourage your participation, so bring your questions!

New Networking Technologies

This workshop presented by the CIO/OFT will explore new networking technologies and provide updates on some that were discussed at last year's training conference. Topics to be covered include:

- An overview of the new features and functionality of the open-source monitoring platform technology which is being leveraged by CNS to improve general monitoring of network devices. Presenters will demonstrate how this technology helps CNS to ensure the network is well tuned and performing properly.
- An update of the new management features and other functions of Windows 7 and SCCM infrastructure and how they will reduce operating costs to make user support easier, regardless of the physical or network location of the device.
- An update on the progress of the Virtual Desktop Infrastructure (VDI) - another energy saving initiative. This initiative improves the end user experience and aligns with the Governor's "A Cleaner, Greener New York" initiative.

There will be time for participant questions.

Video Conferencing: Everything You Need to Know

OCFS and OTDA recently announced the commencement of a joint initiative that will allow for increased efficiency and more expeditious adjudication of fair hearings. The agencies are working together to modernize the administrative hearing process by utilizing state of the art video conferencing technology. OCFS will provide a demonstration of the latest video conferencing units. Participants will be able to view the equipment and hear about the roles and responsibilities of LAN Administrators in this new initiative.

Windows 7 and Office 2010 New Features

Attend this workshop presented by the SUNY Professional Development Program (PDP) to learn about the new and improved features of the Windows 7 operating system and Office 2010 application suite. Topics include:

- Windows 7: Taskbar, Windows Explorer, Documents Library, and Searching
- Office 2010: Overview and Application Customization
- Outlook 2010: Conversation View
- OneNote 2010: Introduction to the Note Taking Application
- Word and Excel 2010: Features to Enhance your Documents and Workbooks

This workshop is intended for LAN Administrators and their supporting staff who provide technical assistance on Windows 7 and Office 2010 applications.

Your Data, Your Way

The Data reporting environment using the Cognos reporting tools has been available for use by State and Local District Staff for about 10 years. The Commissioner's Dashboard has been redesigned with a totally new look and functionality:

- State applications are coming into Cognos to return the reports delivered through the applications.
- SOS is now deployed centrally through Cognos and data feeds are being done that support many local district applications.

Come, see and hear about what's new! This workshop is an excellent companion to the hands-on Cognos 8 training labs.

Hands-on Training Labs

Prerequisite: Lab participants MUST have an active HSEN account. Cognos 8 security will be granted once you are registered for at least one of the following labs.

Cognos 8: Basic Reporting

This lab is designed for beginners. Topics to be covered include: creating list reports, crosstab reports, inserting prompts and how to create a drill-through report.

Cognos 8: Questions and Answers

This lab is designed for users with limited Cognos 8 experience. Participants are encouraged to come prepared with questions.

Cognos 8: Project Specific Reporting

This lab is designed to offer assistance with OTDA Cognos 8 projects such as WRTS, Central-SOS, etc.