



**New York State  
Office For Technology  
Human Services Network**

**Network Integration Services (NIS)**

09/02/04

---

# Table of Contents

---

Introduction .....	2
Submission Procedure.....	3
Initiation Process and Selection of Offerings .....	3
Submission and Clarification.....	3
Hardware .....	3
Restrictions .....	3
Funding.....	3
Implementation .....	4
Scheduling .....	4
Coordination .....	4
Support .....	4
Training .....	5
Help - How to Contact CONNECTIONS Regional Office Staff .....	5
NIS Offerings in Detail.....	6
Voluntary Agency NIS Form.....	8
Summary of Offerings .....	8
Survey .....	9
Troubleshooting Checklist.....	11

# Introduction

*These procedures need to be read and understood, before filling in the request form: in order to ensure that there are no misunderstandings during the process.*

The objective of this initiative is to allow Local Districts and Voluntary Agency staff to access the CONNECTIONS application from Local District or Voluntary Agency-owned PCs, utilizing router to router connectivity.

A number of changes will need to take place within the existing infrastructures on each side, but the objective is to effect these changes with a minimum amount of service interruption for all concerned.

Although there will be standards set up for integration of networks, each agency's network will be analyzed and a solution will be developed that best meets the Local District or Agency's and the State's needs.

# Submission Procedure

## Initiation Process and Selection of Offerings

All Local Districts and Voluntary Agencies that currently have an active association with the State will have access to the Offering Documentation through the OFT Customer Relations Intranet site. Available options will be selected by each District or Agency and noted on the form on page 6. The survey on pages 9 and 10 can then be filled out accordingly.

## Submission and Clarification

The survey form should be passed to the appropriate OCFS Regional Support Staff office for completeness and verification that the request is feasible within these guidelines.

Items or procedures requiring clarification will be dealt with at this time.

Send verified survey forms **to:** appropriate regional mailbox (see Page 5)  
**and cc: comctrup@nysemail.state.ny.us**

**Note – Only forms sent to both mailboxes will be processed.**

Once a Service Request has been approved and forwarded for processing, no changes for that request will be accepted. If there are any changes, a new Service Request **must** be submitted. If returned promptly, it will be placed in the same priority order as the previous request, where practical.

## Hardware

OFT will only connect to a District or Agency device that has a spare addressable Ethernet port and is capable of running a “many to many” NATing pool.

## Restrictions

The Local District or Voluntary Agency will agree and accept that they will be able to complete the integration within a 3 month period from the day of the Netscreen Firewall install.

## Funding

When the approval process is completed and agreed upon it will be used as a basis for the necessary funding responsibilities for all parties both before and after implementation.

**Under no circumstances can Federally funded equipment be donated to any Voluntary Agency.**

No matter what the ultimate cost savings are to the State as a result of the integration, there is no mechanism to share these savings, or part thereof, with the Voluntary Agency or vice versa.

# Implementation

## Scheduling

Priority of work will be set by OCFS. Schedules will be determined by joint agreement within the constraints of all projects. OFT will attempt to achieve the integration as soon as is practicable.

## Coordination

OFT staff will work with Local District or Voluntary Agency staff to design the integration solution. Each integration project will require that Local District or Voluntary Agency staff perform some of the tasks on the project. Any tasks that fall into that category, will be documented and coordinated by OFT and will not be scheduled without prior agreement.

OFT staff will provide Firewall Rules and other Security Policies for the connection of networks. Rules will be based on the type of connection and the layout of the Local District or Voluntary Agency LAN/WAN. Connection can only be made to devices approved by and acceptable to OFT.

Once the integration process has been started, timely communication between both parties is essential and the 3 month time period previously agreed will be expected to be met

The Local District or Voluntary Agency will request from OFT a range of appropriate TCP/IP addresses sufficient for their total needs, which will be equivalent to the number agreed previously with OCFS Regional Support Staff based on current and potential expanded usage of CONNECTIONS and properly recorded on the survey form submitted. A Local District or Voluntary Agency currently using a range of 10.X.X.X private addresses on their own Internal Network should communicate that range to OFT at the time of submission to avoid any potential address conflicts.

## Support

Levels of support and areas of support responsibility will be determined by joint agreement within State guidelines.

All Hardware maintained by the State must be 'Permanently' connected to the OFT/HSN Network.

Where Offering 1, see page 6, is not selected, prevailing areas of responsibility will remain at those locations.

The 'Boundary' between the State and Local District or Voluntary Agency routers where Offering 1 is chosen, will be the 'Agency Side' port on the Firewall Appliance.

Hardware troubleshooting and 'Help Desk' (1-800-NYS-1323) areas of responsibility in those Local Districts or Voluntary Agencies that have chosen Offering 1 will be defined as follows: -

- Calls to the State Help Desk for either Network Connectivity or Application issues, can only be made after the Local District or Voluntary Agency Help Desk has positively ascertained, by means of

- following an approved checklist (provided at the end of this document), that the problem is on the State side of the 'Boundary'.
- Only Local District or Voluntary Agency Help Desk contacts will be authorized to contact the State help Desk.
- All equipment belonging to the Local District or Voluntary Agency, will remain the responsibility of the District or Agency for all maintenance purposes.

Follow-up by OFT with each District or Agency will be carried out to ensure that there are no unexpected problems so that:

- These can be corrected as soon as possible.
- Future plans can be amended prior to implementation.

## Training

Any training or new procedures will be determined and addressed by the Districts or Agencies prior to implementation. Technical training for Local Districts and Voluntary Agencies is not part of the OFT offering.

## Help - How to Contact CONNECTIONS Regional Office Staff

CONNECTIONS Regional Support staff are available to assist Local Districts and Voluntary Agencies with the application process and answer questions. You may contact these staff through the below-listed mailboxes. The updated list of CONNECTIONS field support staff assigned to each region is contained on the CONNECTIONS Intranet site (<http://sdssnet5/ocfs/connect/>) on the Implementation page.

Region	Mailbox
1 (BRO)	OCFS.SM.CONXRS1
2 (RRO)	OCFS.SM.CONXRS2
3 (SRO)	OCFS.SM.CONXRS3
4 (ARO)	OCFS.SM.CONXRS4
5 (YRO)	OCFS.SM.CONXRS5
6 (NYCRO)	OCFS.SM.CONXRS6

# NIS Offerings in Detail

In its most basic form the integration will fall into 2 categories

- State owned equipment with the capability of connecting to the Local District or Voluntary Agency resources.
- Local District or Voluntary Agency owned equipment with the capability of connecting to State resources.

## 1. Physical connection between OFT/HSN WAN and Local District or Voluntary Agency Network utilizing single ‘Pipe to the Door’.

OFT/OCFS will provide a "Pipe to the Door" (a circuit provided by the State which will be connected to a State provided router and Firewall Appliance), which will in turn be connected to Local District or Voluntary Agency owned and maintained equipment. The District or Agency LAN or WAN will therefore be "connected" to the OFT/HSN WAN. Physical Network Connectivity is defined to be the connection between the NYS Network and the District or Agency local area, or wide area network infrastructure. This requirement involves the design of the physical network (routers, switches, hubs and firewalls) to determine the optimal solution with the least impact on the State and Agency networks. OFT favors a "State Router to - firewall appliance to - local router" (State router Ethernet port to local router Ethernet port connection, through a Firewall Appliance) solution to accomplish state-local connectivity.

Citrix client software will be provided to the District or Agency if needed for configuration on the District or Agency PCs, so that the CONNECTIONS application may be accessed. This option includes access to the OFT/HSN Intranet via web browser.

The ONLY State PCs allowed, will be where a State LAN has been elected to be maintained at the point of entry of the "Pipe", or where a current State LAN needs to remain at a site that is not connected to the Local District or Voluntary Agency WAN.

The Local District or Voluntary Agency must upgrade their software to comply with the specification document issued and maintained by OCFS.

The Local District or Voluntary Agency must install and maintain current antivirus software on its PCs.

OCFS will specify a list of compatible printer drivers that will be required on the Local District or Voluntary Agency PCs.

## **2. Access to Legacy systems from the Local District or Voluntary Agency Network.**

(Requires 1 above)

This option can only be implemented after offering 1 is in place and will allow District or Agency staff to access WMS legacy systems only where necessary. Terminal emulation software will be provided for configuration on a District or Agency PC and will be on a one for one basis as each District or Agency PC, (through the scripts loaded within the emulation package) will need to assume the identity of the device that it is taking the place of within the State mainframe configuration. This option requires the de-installation and return to the State, of a legacy terminal for each PC given access. It is important that the signon being used and the mail address for the individual using it are for the same person, so this will need to be addressed by the Local District or Voluntary Agency before implementation.

Total integration will not be held up by any issues arising from Legacy access. If necessary the existing dumb terminal LAN will remain in place alongside the integrated network until a solution is found.

This integration process CANNOT be used to add users to this facility and all legacy users must have current, valid sign on.

## **3. Access to resources from the State LAN to Local District or Voluntary Agency Applications**

The option allows access to agency applications, local network servers and Local Mainframe/s from State PCs. The method of access must be E-Port accessible applications. Details can be obtained from the Customer Rep document.

If a problem occurs with the State PC that requires the PC to be re-imaged, OFT will supply a CD that will restore the **Basic State Image only**. Local District or Voluntary Agency staff would then be responsible for reloading or reconfiguring applications accessing Local District or Voluntary Agency resources.

## **4. Access to State E-Mail System to/from Local District or Voluntary Agency**

Local District or Voluntary Agency staff may have access to the State E-mail system from a District or Agency PC using Outlook for Web Access (OWA).

Districts or Agencies that have their own E-Mail system and do not want to use the State E-Mail system will appoint a Mail Administrator who will be given authority to create 'Mail Enabled Users' within the State Global Address List. This would enable the changing of the current @dfa.state.ny.us email address to point to the individual's mailbox within the Local District or Voluntary Agency system. This will eliminate the practice of needing to forward mail from the State address to the Local District or Voluntary Agency address. Access to data in the State Public Folders will be available using this option. After the integration, State mailboxes that were used by District or Agency staff will be eliminated.

# Voluntary Agency NIS Form

## Voluntary Agency Information

<b>DATE COMPLETED</b>	
<b>COMPLETED BY</b>	

<b>Site 1 Agency Name:</b>	
<b>Address:</b>	
<b>City/Zip Code:</b>	
<b>Agency Contact</b>	
<b>Phone:</b>	
<b>FAX:</b>	
<b>E-mail:</b>	

<b>Alternate Contact</b>	
<b>Phone:</b>	
<b>FAX:</b>	
<b>E-mail:</b>	

## Summary of Offerings

Please select from the offerings below. Details of the offerings are provided on pages 6 – 7 of the NIS request document.

<b>Access</b>	<b>Yes</b>	<b>No</b>
<b>1. Physical connection between OFT/HSN WAN and Local District or Voluntary Agency Network utilizing single ‘Pipe to the Door’</b>		
<b>2. Access to Legacy systems from the Local District or Voluntary Agency Network -</b>		
<b>3. Access to resources from the State LAN to Voluntary Agency applications.</b>		
<b>4. Access to State E-Mail System to/from Local District or Voluntary Agency</b>		

# Survey

Where Offerings on page 8 were checked “Yes”, please complete the corresponding section below.

## 1. Physical connection between OFT/HSN WAN and Local District or Voluntary Agency Network.

- A. A vacant port on an addressable Local District or Voluntary Agency device is required, capable of running a ‘many to many’ NAT pool is one available? Yes  No
- B. What make of equipment will State be connecting to?.....
- C. Will this be a Router or a Firewall? (Router preferred).....
- D. Do you currently have in use on your system any private addresses beginning with 10, 170.123. or 172.16. Yes  No  If Yes please state ranges here.....
- E. Are all of your sites currently connected to a central District or Agency Network?....Yes  No
- F. If NO to previous question E, is your District or Agency working toward that goal? Yes  No
- G. Does your District or Agency intend to return all State equipment? Yes  No
- H. Does your District or Agency currently use CITRIX? Yes  No

## 2. Access to Legacy systems from the Local District or Voluntary Agency Network.

Please note below ALL Applications other than CONNECTIONS that you currently have connectivity with.

.....

.....

.....

Please note below ALL USERS other than CONNECTIONS that currently have User Id’s to access the above systems.

Full Name	Work Location	Agency eMail	Agency	NT User ID

**3a. How many devices (PCs, Printers, etc. are maintained on the Local District or Voluntary Agency network?**

- A. Number of PC's .....
- B. Number of Printers .....
- C. Other Equipment (please state) .....

**3b. Access to resources from the State LAN to Voluntary Agency Applications.**

Thin Client software only to be loaded onto State equipment and in the case of re-imaging, only the Basic State Image will be reloaded.

Will Internet Access be required for Local District or Voluntary Agency purposes from the State LAN? Yes  No

**4. Access to State E-Mail System to/from Local District or Voluntary Agency**

- A. What is your current Local District or Voluntary Agency Mail System?.....
- B. Do you currently have a WebStar Administrator? Yes  No
- C. Please fill out the form from Public Folders – All Public Folders – dfa.state.ny.us -- User Account Services – OFTSEC – Forms – as required to Appoint Security Administrator and MAIL it to OFTSEC as detailed on the form, stating that the Agency is undertaking NIS and request that the Administrator be given the necessary rights to create ‘Mail Enabled Users’.

## Troubleshooting Checklist.

---

The following checklist may seem overly simplistic in places, however it has been drawn up specifically to cater to all possible contingencies. Perform these checks prior to calling the helpdesk.

---

1. Are all cables properly seated at both ends? Yes  No
2. Do you have power on the unit? Yes  No
3. Is the problem with just one Application? Yes  No
4. Are there any other units at the same site with the same problem? Yes  No
5. Are there any other Sites with the same problem? Yes  No
6. Are you able to Ping our Netscreen Firewall? Yes  No
7. Has the device in question ever connected? Yes  No
8. When did the problem first arise?
9. Have you ever had this problem before? Yes  No
10. If the answer to 9 was yes, what was the fix?