

Mass Workforce Issuance

Workforce Issuance No. 12-28

Policy **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIA State Partners

From: George Moriarty, Director
Department of Career Services

Date: June 1, 2012

Subject: Upcoming EOLWD Network Architecture Changes

Purpose: To notify all local areas in the workforce development system (career centers, LWIBs) of the impending dissolution of the current method of connecting to the EOLWD network, the timeline for this dissolution and the roles and responsibilities of both EOLWD and each local area under the revised information technology architecture.

Background: In February of 2009, Governor Deval Patrick signed [Executive Order 510](#) (EO510) requiring information technology consolidation within the Executive Department. As a result, the state's Information Technology Division (ITD) has been charged with oversight of all information technology services for each state agency within the Commonwealth of Massachusetts. This consolidation has necessitated a change to the existing IT architecture within the workforce development system.

The existing IT architecture currently consists of a system of T1 data circuits which connect local areas to the EOLWD network for the purposes of accessing EOLWD resources. These resources consist of MOSES, email, internet, the EOLWD intra-net, and access to EOLWD shared network drives (i.e. the X drive).

Policy: The existing network of T1 circuits **is projected to be discontinued on 12/31/12**. This system will be replaced by Citrix, a more up-to-date and cost-effective technology which will allow remote access to EOLWD resources utilizing the internet.

EOLWD Roles & Responsibilities:

Under this new arrangement, EOLWD will provide the following to each local area:

- **Citrix /MOSES connection** - a connection to the MOSES application via Citrix for all users statewide (both EOLWD and non-EOLWD) that allows all MOSES users access to:
 1. MOSES desktop application
 2. Reporting capabilities through Crystal Reports and MS Access, including the ability to create ad hoc reports and reports that will generate data that will be stored on hard drives that will reside in local areas (i.e. Career Centers, WIB offices).
 3. Data input into MOSES from touch screens and bar code devices (for those areas that utilize this technology)
 4. Print services from within the MOSES application, Crystal Reports and MS Access to any local printer (one directly connected to a computer) and/or any local area network printer to which a user is connected
- **Citrix/EOLWD-Desktop connection** - a connection **for EOLWD staff only** which allows for access to the EOLWD network for access to email, shared EOLWD network drives, and the EOLWD intra-net. All EOLWD staff users with this Citrix/EOLWD-Desktop connection will have the ability to print to any local printer (one directly connected to a computer) and/or any local area network printer to which a user is connected.
- **IT/Citrix Support Staff** – technical assistance to the local areas from EOLWD IT staff with the expertise to diagnose and troubleshoot any issues/problems related to either the Citrix/MOSES connection and/or the Citrix/EOLWD-Desktop connection
- **Desktop hardware and software replacement for all EOLWD staff as needed** – EOLWD will continue to provide desktop hardware and software replacement for EOLWD staff only. Local areas may, however, opt to provide this locally.
- **On-site desktop hardware/software support for hardware and software purchased by EOLWD for EOLWD employees only** – EOLWD will continue to support EOLWD purchased and owned desktop hardware software as needed.
- **Email support for non-EOLWD employees during the transition** – EOLWD will leave all non-EOLWD employees' email addresses active until February 28, 2013 (2 months after the migration has been completed – See timeline section below) so that all non-EOLWD employees' detma.org mail can be forwarded to their new email accounts.

- **Technical assistance/coordination with local areas for the purposes of transferring existing non-EOLWD staff detma.org email to their new email accounts** – EOLWD IT staff will coordinate with local IT staff from each area to determine the most efficient method for transferring existing detma.org email to the new email accounts for each local area. EOLWD IT staff will assist local IT staff from each area in this process.

Local Area Roles & Responsibilities:

Under this new arrangement, *EOLWD will no longer provide*, the following:

- On-site IT/desktop support staff for equipment purchased and owned locally (this support will continue for EOLWD purchased and owned equipment if the local area opts to do so).
- Network security for networks at local areas
- Email for non-EOLWD employees (email for EOLWD employees will continue)
- Internet access for staff and customer computers (Includes all resource rooms, computer labs etc). Existing T1 lines will be disabled (See Timeline section below).
- Local server file storage
- EOLWD network access for non-EOLWD employees (includes user IDs, intranet, shared (X) drives. This access will continue for EOLWD employees utilizing the Citrix/EOLWD-Desktop connection.)

All existing switches, routers, servers and computers that have been purchased by EOLWD, (or purchased locally with EOLWD-administered funds) that currently reside in the local areas will remain at their existing locations and may continue to be utilized by each local area under the new set-up as long as each local area needs this equipment. EOLWD-owned equipment that each local area does not want will be retrieved by EOLWD.

Local Area Network Infrastructure Minimum Criteria:

Each local area will be responsible for the development, purchase and management of its own local IT infrastructure. At a minimum, each local area must have the following in place no later than 10/1/2012:

- Local IT expertise/desktop support – This could consist of staff, contracted, or a combination of the two.
- Antivirus protection (i.e. Symantec Endpoint Protection)
- Network security devices (i.e. firewall, spam firewall)
- Internet Service Provider (i.e. Comcast, Verizon) to provide internet access for all staff (both EOLWD and non-EOLWD) and customer computers (i.e. resource rooms, computer labs)
- Email services (for non-EOLWD employees)

- A registered domain or domains (the detma.org domain will no longer be available for non-EOLWD employees' email.)
- File server capability (either on site or cloud-based). An on-site server would be locally managed and reside within the local area's physical location. A cloud-based server would reside outside the local area's physical location and be managed by an outside service. A cloud based server would require more of an investment in the local area's internet service because it would require a more robust internet connection.
- Back-up capabilities
- Router
- Switch
- Network printing
- Barcode/Touch screen updates (if applicable) at the particular location
- Equipment service contracts for locally owned equipment

A checklist has been attached to assist in this process.

Cost:

- **Local Area Network Infrastructure:**

- Each local area is solely responsible for the cost of developing and maintaining a local infrastructure based on the criteria described above. EOLWD will assume none of this cost.

- **Citrix Migration & Licensing:**

There will be cost per area for the migration to Citrix and for Citrix licensing. These costs will be provided when available. The specific costs provided will be:

- 1- Cost to build the environment (one-time cost)
- 2- Maintenance and support cost (Yearly cost)

Projected timeline:

- **September 2012**

- EOLWD will have the Citrix/MOSES connection in place state-wide for all MOSES users (EOLWD and non-EOLWD employees) stationed at local areas. Those local areas with a network infrastructure in place may then begin to access MOSES via Citrix.

- **October 2012**

- EOLWD will have the Citrix/EOLWD -desktop connection in place for EOLWD employee access to the EOLWD network.

- All local areas will have a local network infrastructure in place according to the minimum criteria described above (See attached checklist).
- All Local areas will begin the process of migrating all staff (both EOLWD and non-EOLWD) and customer computers (i.e. resource rooms, computer labs) off the EOLWD network and onto the local network.
- Both EOLWD and each local area will begin the process of migrating existing emails from non-EOLWD staff detma.org accounts to their new accounts.
- **December 2012**
 - All local areas will have completed the migration of all staff (both EOLWD and non-EOLWD) and customer computers (includes resource rooms, computer labs etc) from the EOLWD network to the local network. Access to all EOLWD resources via Citrix will begin.
 - Both EOLWD and each local area will have completed the process of migrating non-EOLWD employee's detma.org emails to their new accounts.
- **December 2012**
 - EOLWD will disable all existing data circuits (provided that all centers are operational under Citrix).
 - The migration from the existing network of data circuits to Citrix will be complete.
- **February 2013**
 - EOLWD will disable all existing non-EOLWD staff detma.org email accounts.

Inquiries:

Questions regarding this policy may be addressed to Raymond Jair (Raymond.jair@state.ma.us) from EOLWD IT department as the primary state contact, and/or one of the following individuals serving as the local contacts:

- Jeff Aho – Franklin Hampshire Career Center - jaho@detma.org
- Linda Pedersen – The Career Place - Lpedersen@detma.org
- Joe Eid – ValleyWorks Career Center – jeid@valleyworkssc.org

There is an IT Coordinator's workgroup made up of IT staff from many of the career centers. Members of this group have been actively involved with EOLWD on this project. This group meets on a monthly basis. All career center directors are strongly encouraged to have representation at these meetings so each local area can stay abreast of this project's developments. This group will continue to serve as the principle body to discuss issues, resolve problems, plan for future innovations, and communicate with EOLWD on this project. For information on these meeting times and locations please contact one of the three individuals listed above.

Local Area Network Infrastructure Checklist:

- Local IT expertise**
- Antivirus Protection**
- Network Security**
- Internet Service Provider**
- Email Services for non-EOLWD employees**
- Registered Domain**
- File server capability (either on site or cloud-based)**
- Back-up capabilities**
- Router**
- Switch**
- Barcode/Touch screen updates (if applicable)**
- Equipment service contracts for locally owned equipment**