

Mass Workforce Issuance

Workforce Issuance No. 14-61

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: Alice Sweeney, Director
Department of Career Services

Date: July 29, 2014

Subject: **Citrix Access Request Process and Required Policy Documents**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of information required to set up Citrix accounts for existing and new staff to access MOSES and other required software with conversion to the new Citrix platform.

Background: New policies and procedures are being initiated as part of a planned conversion from EOLWD network based access to MOSES resources to a newly engineered Citrix platform for use by all Career Center and workforce partner staff. Non-EOLWD staff will require Citrix to access MOSES and related software, particularly reporting software. State EOLWD staff will require Citrix to access their state desktop functions, including MOSES and related software as appropriate, when working at local Career Centers or workforce partner locations.

During May and June of Fiscal Year 2014, EOLWD IT and Presidio (the project consultant) engineered and piloted the new Citrix platform at Employment and Training Resources in Framingham and The Career Place in Woburn. The remaining One-Stop Career Centers and other local partners will be converting to the new Citrix platform over the next 3 - 6 months, beginning in August 2014.

A new EOLWD *Remote Access Acceptable Use Policy* is being issued to complement the existing EOLWD *Information Technology Resources (ITR)*

policy and EOLWD *Confidentiality Policy*. Additionally, a new Citrix request and authorization process is being implemented with the Citrix conversion.

Action

Required: Refer to <http://www.mass.gov/massworkforce/resources/citrix-project/> for all referenced forms, instructions and policies. They are located at Resources (tab on top navigation bar), and found under Citrix Project.

LISTING OF STAFF REQUIRING CITRIX 2 ACCESS FORM

Complete this form listing of all staff requiring Citrix 2 access. A DCS Citrix Request form must be provided for each individual on the list before Citrix access will be approved. When completed, the form should be emailed to dcscitrix@detma.org.

DCS CITRIX REQUEST FORM

Local Career Centers and workforce partners must submit the DCS Citrix Request (Platform 2) Form for each person (EOLWD and non-EOLWD) who will require access to MOSES and related software, or, in the case of EOLWD, DCS staff, to their full desktops, when working at their location. For individuals who may work out of several locations, the DCS Citrix Form should be completed and submitted by their primary work location. (Forms for DUA Hearings staff have been submitted by Hearings.)

The form must be signed by the Director/Administrator or the individual authorized to sign in the Director's absence. When completed and signed, create a pdf and email the pdf to dcscitrix@detma.org.

Each location will need to provide secure access/log-in to their local network and access to the Internet for each individual who works from that location. This may require an Active Directory account. (For example, DUA Hearings Staff may need either local Active Directory credentials or local work group credentials to sign on at a local workstation.)

POLICIES

The following EOLWD policies must be signed annually by users in order to retain Citrix access. The signed policies/documents identified below must be maintained locally at the employing office and be available for review by Internal Control and Security and DCS Quality Assurance.

Non-EOLWD local staff or non-EOLWD state staff:

1. EOLWD ITR Policy with Attachment A
2. EOLWD Confidentiality Policy
3. EOLWD Remote Access Acceptable Use Policy

EOLWD staff, except DUA Hearings staff (will be maintained by Hearings):

1. Copy of the Annual Policy Review Sign-Off Sheet administered by EOLWD Human Resources

2. EOLWD Remote Access Acceptable Use Policy

EMPLOYEE TRANSFERS AND SEPARATIONS

Directors are responsible to ensure that prompt notification is made whenever an employee transfers or separates from their office.

Resignations and Terminations

Notification must be made to DCS and the MOSES Help Desk immediately upon the resignation or termination of any employee. The DCS Citrix Request form must be submitted with the date of termination and a phone call or email notice must go to the MOSES Help Desk at 617-626-5656 or MOSES@detma.org.

For EOLWD staff, Directors must also follow all HR procedures for terminating an employee. The individual must be terminated from the EOLWD network or local network, whichever is applicable. Their EOLWD Citrix account will be terminated.

For non-EOLWD staff, Directors should also place a ticket with the EOLWD IT Help Desk by calling 617-626-5555 or emailing helpdesk@detma.org to ensure that the individual's Citrix access is terminated. The individual must be terminated from the local network, as applicable.

Transfers

Individuals who are transferring from EOLWD to non-EOLWD or between workforce partners (e.g., transferring between Career Centers or transferring from a Career Center to a Youth program) may require special handling particularly prior to full Citrix implementation.

a. EOLWD to non-EOLWD

Follow EOLWD Human Resources procedures to terminate the individual as an EOLWD employee. The individual will be terminated from the EOLWD network or their EOLWD Citrix account will be terminated, as applicable. The individual must be terminated from the local network, as applicable.

Follow procedures to establish the individual on the appropriate local network and request a non-EOLWD Citrix Profile if the individual will require access to MOSES. Follow MOSES procedures to reestablish their MOSES access at the correct location and security level.

b. Transfers Between Partner Organizations

For EOLWD staff, follow EOLWD Human Resources procedures to transfer the individual within HRIS to their new location or position. EOLWD staff will be terminated from the EOLWD network or will require termination from the local

network, as appropriate. Citrix access and MOSES access will need to be terminated and reestablished on the new local network.

Non-EOLWD staff will need to be terminated from the local network if they are transferring to another Partner (e.g., Career Center or WIA) location and reestablished on the new local network. Citrix access and MOSES access will need to be terminated and reestablished on the new local network.

SECURITY ISSUES

Any security issue/concern **MUST BE** reported immediately to the Office of Internal Control and Security at 617-626-6680 or icid@detma.org

Inquiries: Please direct all inquiries to Marilyn Boyle (617-626-5721; mboyle@detma.org) or Matt Burke (617-626-5340; mburke@detma.org). Please reference this Issuance number with your inquiry.

Attachments:

Attachment A: DCS Citrix Request Form (Platform 2)

Attachment B: Remote Access Acceptable Use Policy

Attachment C: Listing of Staff Requiring Citrix 2 Access Form