

# Mass Workforce Issuance

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**100 DCS 02.101**

**Policy**    **Information**

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

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** November 24, 2014

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

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**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners of the process required to set up Citrix accounts for staff to access MOSES and other required software through the Citrix platform.

**Background:** New policies and procedures were initiated as part of the conversion from EOLWD network based access to MOSES resources to the newly engineered Citrix platform for use by all Career Center and workforce partner staff. EOLWD IT and Presidio (the project consultant) engineered the new Citrix platform that had been extended to all partner locations by the end of Fiscal Year 2015.

Non-EOLWD staff requires Citrix to access MOSES and related software, particularly reporting software. State EOLWD staff requires Citrix to access their state desktop functions, including MOSES and related software as appropriate, when working at local Career Centers or workforce partner locations. A Citrix Request Form must be completed for each individual requiring Citrix access.

The EOLWD *Remote Access Acceptable Use Policy*, EOLWD *Information Technology Resources (ITR)* policy, and the EOLWD *Confidentiality Policy* are all applicable to Citrix access and use.

## Action

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.  
TDD/TTY 1-800-439-2370 - Voice 1-800-439-0183

**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.

## **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](mailto:dcscitrix@detma.org).

**The Citrix Request Form can be accessed at**  
<http://www.mass.gov/massworkforce/resources/citrix-project/>.

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. Policies can be accessed at <http://www.mass.gov/massworkforce/resources/citrix-project/>.

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](mailto: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](mailto: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](mailto:icid@detma.org)

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