



Workforce Issuance

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☒ Policy ☐ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: September 2, 2022

Subject: **AppStream Deployment for MOSES Access to Pilot Locations**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners that MOSES access will change for AppStream pilot sites in approximately 3 weeks and to prepare by migrating all personal documents out of Amazon WorkSpaces (AWS) and ensuring that staff email addresses in MOSES are accurate for Multifactor Authentication (MFA) setup.

Background: All MOSES users have been provided with Amazon WorkSpaces (AWS) to access the MOSES application. Several other applications (e.g., Crystal Reports, The Report Viewer Pro, etc.) are available in AWS for use in creating and viewing reports and other documents. The AWS environment also provides a WorkDocs (W:) Drive for storage and transfer of work files between the local computer and AWS.

Amazon WorkSpaces will be replaced by AppStream for all non-state employees who use MOSES, beginning with selected pilot career centers.

Amazon AppStream will be deployed to the pilot Career Center locations (Bristol, Metro North, Franklin Hampshire, Central) on or around September 10, 2022, as

a replacement for Amazon WorkSpaces for non-state MOSES users.

Policy: EOTSS (Executive Office of Technology Services and Security) will initiate changes for how non-state users will access MOSES. Access will be through a new web-based application known as AppStream. In preparation for this change, non-state MOSES users must take action to secure work files they are keeping in their Amazon WorkSpaces (AWS) and/or WorkDocs Drive (W: Drive).

Non-state MOSES users will lose access to their current Amazon WorkSpaces (AWS) account and any files stored there within a few days after the change is made. Work files cannot be automatically transferred - users must manually transfer any work files (PDFs, Crystal Reports .rpt files, Word documents, shortcuts, etc.) that are currently stored on AWS (Desktop, Documents, Downloads, etc.) to a cloud storage platform outside of the AWS environment to preserve and back up those documents and to retain access to those files.

There will be no file or data recovery option after the AWS account is shut down.

Action

Required: All non-state users, and most immediately, staff located at an AppStream pilot location (Bristol, Metro North, Franklin Hampshire, Central) who access MOSES via Amazon WorkSpaces (AWS) must copy or move all work files out of their existing AWS environment and WorkDocs Drive. Work files from AWS can be transferred to a local computer using the WorkDocs Drive client installed on your local machine. Once AppStream access is provided, users can then upload their work files to the file storage system on AppStream.

Instructions and guidance for migrating files from Amazon WorkSpaces (AWS) can be found at <https://www.mass.gov/service-details/moses-and-aws-workspaces-access>.

AppStream training will be scheduled soon.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@detma.org. Please reference this MassWorkforce Issuance number in your inquiry.