

Mass Workforce Issuance

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Policy

Information

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
Local IT Coordinators
EOLWD IT Department

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: January 22, 2018

Subject: **EOLWD Network Upgrade Notification & Scheduled Downtime – Saturday, February 3, 2018**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners of the EOLWD network upgrades scheduled for Saturday, February 3, 2018. This will impact the availability of Citrix, MOSES, JobQuest and related applications.

Background: Please be advised that the EOLWD IT Department is planning to replace its Core Network Switch which is located in the third floor computer room of the Hurley Building. The current switch is “end of life” and needs to be upgraded.

The upgrade is currently scheduled for **Saturday February 3, 2018 from 7:00 AM until 6:00 PM**. This migration is being done during a maintenance window so that constituent services would be less impacted. During this time, all services supported at the Hurley Data Center will be impacted.

A rough outline of the timeline that EOLWD IT intends to follow is below and the impacted areas:

- 07:00 am – 09:00 am All inbound and outbound phones will be interrupted, including IVRS

- 09:00 am – 2:00 pm All other services will have various outages during this window
 - Citrix/MOSES for DET and DCS staff
 - Hurley Outbound Web and access to AWS (including JobQuest, TrainingPro & WOTC)
 - Computers on the Hurley floors 2 through 5
- 2:00 pm – 6:00 pm Contingency and Roll Back Window

Action

Required: Local Workforce Development Boards, Career Center Operators, and workforce partners should ensure that their staffs are made aware of the EOLWD network downtime on Saturday, February 3rd, and that Career Centers and other MOSES users plan their workloads accordingly in preparation for the network upgrade.

Effective: Immediately

Inquiries: Please email all questions to Matthew.s.Burke@MassMail.State.MA.US. Please reference this MassWorkforce Issuance number in your inquiry.