

Overview

Desktop Delivery Assessment is a set of specialized technology consulting services that help businesses understand how to deliver virtualized desktops to their users by separating the physical location where a desktop resides from where the user is accessing the PC. Citrix XenDesktop 2.0 allows enterprises to virtualize desktops that are managed centrally in the data center and deliver these to the end user virtually.

The key objective of the Desktop Delivery Assessment is to assess if the infrastructure is ready for desktop virtualization and if the benefits can be fully realized. Achieving this objective involves analyzing the existing infrastructure, reviewing the overall health of the IT assets, identifying which applications and servers are candidates for virtualization and developing the roadmap that outlines the transition of traditional desktop deployments to an on-demand delivery of virtualized desktops.

This is not limited to a technical review of the physical environment against virtualization opportunities. A review of current organizational processes is included, and with this, a Desktop Delivery Assessment is one of the most important steps towards ensuring a successful desktop delivery project.

Through interactive meetings, Citrix will document criticality, readiness, requirements, and risks for each component of the Citrix infrastructure. Based on these results documentation will be created to ensure a structured and streamlined approach to address any recommendations for optimization. By reviewing this information, customers are better able to minimize project risk and ensure a successful desktop delivery based on Citrix XenDesktop 2.0.

Benefits of the Desktop Delivery Assessment

- Citrix experts with full experience and knowledge are able to rapidly identify risks and opportunities for project success
- Use Desktop Delivery Assessment as a tool to rate current Citrix Infrastructure during the analysis phase
- Ensure Management visibility for both technical and process-oriented issues
- Estimate potential cost savings through ROI analysis
- Estimate required server hardware and software requirements
- Determine opportunities for desktop provisioning to simplify and accelerate virtual desktop deployments

Key Activities

The project will consist of the following phases:

Phase	Action
Kickoff meeting	<ul style="list-style-type: none"> ▪ Layout the work schedule ▪ Review project expectations ▪ Logistics and planning
Review meetings	<ul style="list-style-type: none"> ▪ Interactive meetings with pre-selected project stake holders to gather required data to complete the assessment
Analyze and document findings	<ul style="list-style-type: none"> ▪ Create a comprehensive summary of findings ▪ Identify readiness and risk areas, high-level recommendations and next steps ▪ Presentation of initial findings
Complete documentation	<ul style="list-style-type: none"> ▪ Complete assessment document offsite with internal QA ▪ Publish final document

Deliverables

The output of the Desktop Delivery Assessment is a comprehensive document detailing the areas of the customer's current environment that are crucial to the success of the Citrix deployment. Some of the document sections include:

Section	Description
Executive Summary	Project overview, business drivers, success criteria, project phase, and key findings, as well as short-term and long-term recommendations.
Business	The business section explains what the goals of the overall business are for the next 3-5 years and what IT Projects are currently in the process.
End-points	The users and devices section explains the user requirements of their workstations, the locations of the users and devices, the groups of users, size of the user population and the challenges experienced by the user community.
Desktop Delivery	The desktop delivery section identifies how users gain access to their desktops, how they are maintained and updated.
Virtualization	The virtualization section defines how virtualization is currently being used within the organization, how virtualization solutions manage fault tolerance and how desktops and applications are currently being and planned on being virtualized.
Infrastructure	The infrastructure identifies the environment in place to support the current and future desktop delivery infrastructure. Items include network, security, and enterprise storage and backend data.
Operations	The operations section defines how the environment is managed and maintained to keep the workstations functioning. Items include support processes, testing environments, change control as well as disaster recovery.



Scope

This service is a 168 hour engagement for two consultants including documentation work offsite and Citrix Consulting Quality Assurance process. Contact your Citrix sales representative for pricing information, resource and service offering availability.

Delivery Assumptions

- The required customer technical functional stakeholders for the meetings are available for meetings with Citrix Consulting.
- Appropriate workspace is available for conducting the assessment meetings.
- The work will not involve any access to or configuration of production systems.

Task Ownership

- Citrix Consultants
Conducts the meetings, documents findings and presents the findings to the stakeholders
- Customer Project Manager
Plans and coordinates all requested functional stakeholders to be available for the assessment process
- Functional Stakeholders
Responsible for each part of the customers infrastructure make themselves available for meetings

About Citrix

Citrix Systems, Inc. (NASDAQ:CTXS) is the global leader and the most trusted name in Application Delivery Infrastructure. More than 215,000 organizations worldwide rely on Citrix to deliver any application to users anywhere with the best performance, highest security and lowest cost. Citrix customers include 100 percent of the Fortune 100 companies and 99 percent of the Fortune Global 500, as well as hundreds of thousands of small businesses and prosumers. Citrix has approximately 8,000 partners in more than 100 countries. Annual revenue in 2007 was \$1.4 billion.

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