

Staffing for Success: Application Virtualization & VDI

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Staffing for Success:
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Staffing for Success

Application Virtualization & VDI

The outcome of your project depends on the readiness of your staff. Empower them with Citrix Education.

Methodology

These recommendations are based on real-world scenarios directly from Citrix Consulting customer engagements and data from Citrix customers. Customers included in the staffing analysis included small, medium, and enterprise organizations. Various industries, including healthcare, finance, retail, and CPG were also included in the analysis. *These recommendations should only be used as a baseline for support staffing of the Citrix environment. Support staffing decisions should be evaluated against the defined requirements, projected workloads, and operational procedures of an organization.*

Role Definitions

Find the right person in your organization to take a course.

Architect

An Architect is tasked with scoping, planning and executing Citrix-specific service and project requests. An Architect also translates business requirements into the technical design.

Implementer

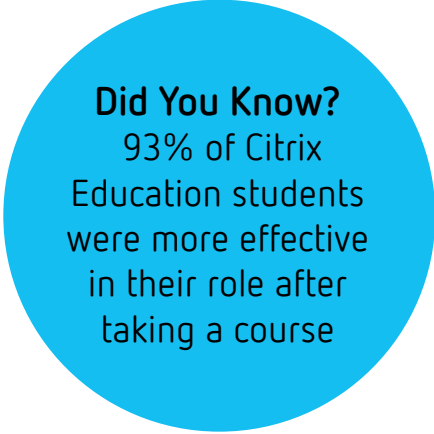
The Implementer is the central point for architecture, design, implementation, administration and maintenance of the Citrix desktop and application virtualization infrastructure. This person focuses on deploying new use cases and leading lifecycle management initiatives. Ideally, one Implementer would focus on one use case at a time. For example, three new concurrent use cases would require three Implementers.

Operator

This role is primarily to support day-to-day operations of the environment, including proactive monitoring and management. The Operator would expand use cases currently in production and perform advanced troubleshooting using available monitoring and troubleshooting tools. Additionally, the Operator will assist in resolving issues escalated by level one support. If necessary, the Operator escalates issues to Citrix and Microsoft® vendor specific Technical Support teams.

Help Desk

Help Desk support provides first-line support of reported issues, service support messages and phone calls. A Help Desk technician normally performs initial issue analysis, problem definition, ticket routing, and simple issue resolution. They also handle requests for application access or support with configuring access. Normally this team escalates issues to the Operator.



Did You Know?
93% of Citrix Education students were more effective in their role after taking a course

Staffing for Success - Recommendations

These recommendations should only be used as a baseline for support staffing of the Citrix environment. Support staffing decisions should be evaluated against the defined requirements, projected workloads, and operational procedures of an organization.

Small Environment

A small environment typically hosts up to 500 Citrix users. Staffing recommendations for deployments of this size are:

- 1 Architect
- 1 Implementer
- 2 Operators
- 3 Help Desk Support
- 1 Networking Administrators (if you are implementing NetScaler)

Mid-Size Environment

A medium-sized environment typically hosts between 500 and 3,000 Citrix users. Staffing recommendations for deployments of this size are:

- 1 Architect
- 2 Implementer
- 3 Operators
- 10 Help Desk Support
- 2 Networking Administrators (if organization is implementing NetScaler)

Large Environment

A large environment typically hosts more than 3,000 Citrix users. Staffing recommendations for deployments of this size are:

- 1-2 Architects
- 3 Implementers
- 5 Operators
- 20 Help Desk Support
- 4 Networking Administrators (if organization is implementing NetScaler)

Did You Know?
A free XenApp
overview course is
available at
training.citrix.com

Staffing for Success Quick Guide

Role	Common Tasks	Skill Set	Recommended Course	Recommended Certification
Architect	<ul style="list-style-type: none"> • Provide technical leadership for upcoming projects • Lead design updates and architecture revisions • Review periodic reports of server health, resource usage, user experience, and overall environment performance to determine next steps and upgrade paths • Ensure technical specifications continue to meet needs 	<ul style="list-style-type: none"> • Expertise in all Citrix virtualization technologies • Excellent knowledge of all supporting technologies integrated with Citrix (network, storage, hypervisor, etc.) 	XenDesktop and XenApp users: CXD-400*: Designing App and Desktop Solutions with Citrix XenApp and XenDesktop	Citrix Certified Expert - Virtualization
Implementer	<ul style="list-style-type: none"> • Review change control requests that impact the Citrix environment • Perform advanced server and infrastructure maintenance • Function as Level 3 support and assist with highly critical, escalated Citrix 	<ul style="list-style-type: none"> • Understands Provisioning Server in depth to scale an environment as well as supporting components. • Can interpret a design document and lead in the fine tuning of an implementation • Knows how to perform advanced maintenance procedures for Citrix products 	XenDesktop and XenApp users: CXD-300*: Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6 XenApp 6.5 Users: CXA-206: XenApp 6.5 Administration	Citrix Certified Professional - Virtualization
Operator	<ul style="list-style-type: none"> • Perform basic server maintenance and operational procedures • Respond to critical monitoring alerts • Function as Level 2 support and assist with revolving issues escalated by the Help Desk • Escalate ticket to Level 3 or appropriate technology owner if advanced skills or elevated permissions are required 	<ul style="list-style-type: none"> • Deep understanding of primary Citrix technologies • Basic knowledge of supporting Citrix components and technologies integrated with Citrix (network, storage, hypervisor, etc.) • Knows how to perform basic maintenance procedure for Citrix products 	XenDesktop and XenApp 7.x users CXD-210 XenApp and XenDesktop Administration 7.6 LTSR XenApp 6.5 Users: CXA-206: XenApp 6.5 Administration	Citrix Certified Associate - Virtualization
Help Desk	<ul style="list-style-type: none"> • Function as Level 1 support and perform initial troubleshooting to determine the nature of the issue • Create support ticket and log all troubleshooting steps performed • Escalate issue to Operators (Level 2) if advanced skills or elevated permissions are required • Follow-up with end users when a support ticket is closed to ensure the problem has been satisfactorily resolved 	Basic knowledge of Citrix technologies and of technologies integrated with Citrix (networking, storage, hypervisor, etc.)	XenDesktop and XenApp 7.x users: CXD-105: Citrix XenApp and XenDesktop Help Desk Support	N/A

*This course and corresponding exam will be replaced in 2017. Please contact an education sales representative with any questions.

Virtualization Courses

Learn the skills needed to virtualize and transform Windows apps and desktops into a secure on-demand service while meeting the mobility, security and performance needs of both IT and end users.

CXD-400*

[Designing App and Desktop Solutions with Citrix XenApp and XenDesktop](#)

Designed with Architects in mind, CXD-400 provides students with the ability to successfully assess and design a XenDesktop 7 App and Desktop solution. The course content is based on top key projects and architectures from Citrix customers across many different industries and use cases.

CXD-300*

[Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6](#)

This course provides Implementers with the skills required to successfully deploy a complete Citrix-hosted application and desktop virtualization solution in a Windows 2012 R2 environment.

CXD-210

[XenApp and XenDesktop Administration 7.6 LTSR](#)

CXD-210 is the ideal course for operators to learn the fundamentals of XenApp and XenDesktop to install, configure, manage, and support an implementation.

CXA-206

[Citrix XenApp 6.5 Administration](#)

Citrix XenApp 6.5 Administration training course provides the foundation necessary for administrators to effectively centralize and manage applications in the datacenter and instantly deliver them as a service to users anywhere.

CXD-105

[Citrix XenApp and XenDesktop Help Desk Support](#)

Designed for Level 1 Help Desk Support, CXD-105 provides Help Desk Representatives with the skills required to effectively troubleshoot and resolve user issues faster, prevent issues from recurring, and use the proper consoles during troubleshooting to quickly determine the root cause of user issues.

Did You Know?

83% of IT training decision-makers reported seeing improved performance in their staff's effectiveness after receiving training

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Citrix Certifications

Citrix Certifications are now solutions-based, reflecting the evolving needs of IT professionals and organizations.

Citrix Certified Associate - Virtualization

Designed for IT **operators** and **administrators**, this certification validates the core skills required to install, configure, manage, and monitor XenApp and XenDesktop 7.x.

Citrix Certified Professional - Virtualization

Designed for experienced IT professionals, including **engineers**, and **consultants**, this certification validates the core skills required to scale, optimize, and perform deep troubleshooting on XenApp and XenDesktop 7.x solutions.

Citrix Certified Expert - Virtualization

For seasoned IT professionals, including **architects**, **engineers**, and **consultants**, this certification validates understanding of complex IT implementations and the core skills required to analyze business and technical needs and to design app and desktop solutions to meet business needs.

Our Students Say

"Citrix courses are well-prepared, well-designed, and easy to understand. We can easily implement Citrix solutions in production after Citrix Education."
IT Project Manager, SolutionsMiddleEast

"Citrix Education offers the most dynamic learning platform I have seen so far."
IT Specialist, IBM

"The Citrix instructors are experts, not just someone lecturing slides. When handed real-world questions, they answer thoroughly; usually using the labs."
Senior Virtualization/Cloud Architect, IBM

Next Steps

Visit training.citrix.com to engage a Citrix Education specialist and ensure you are staffing your virtualization solution for success.

Did You Know?
Four of the top paying certifications in the 2015 Global Knowledge Top Certification survey were Citrix certifications