

Citrix Workspace Microapps Service

Customer Content and Log Handling

September 14, 2020

Table of contents

Abstract.....	3
Citrix Workspace Microapps Service Overview.....	4
Customer Content	4
Citrix Cloud	4
Systems of Record	4
Microapp(s)	4
Data Integration Provider.....	5
Notification Service	6
Citrix Analytics Service.....	6
Credential Wallet.....	6
<i>Logs</i>	6

Abstract

This document is intended to provide Citrix customers and users with more detailed information about the Customer Content and Log data that is processed and stored as part of the Citrix Workspace Microapps Service (“Service(s)”) otherwise not addressed in the [Citrix Cloud Services Customer Content and Log Handling](#) document. The audience for this information is Security Officers, Compliance Officers, Information Auditors, Network Infrastructure and Operations administrators, and line-of-business owners using the Services or involved in approving its use within their respective organization, or both.

The following terms are used in this article:

- **Customer Content** means any data uploaded to Customer’s account for storage or data in Customer’s computing environment to which Citrix is provided access in order to perform the Services.
- **Log** means records of Services, including, but not limited to, data and information on performance, stability, usage, security, support, and technical information about devices, systems, related software, services or peripherals associated with Customer’s use of Services.
- **In-flight** means the time when Customer Content or Log data is actively moving from one location to another within the Services environment(s). Some In-flight data may be stored as described in the sections below.
- **Stored** means data at rest, or inactive Customer Content or Log data within the Services environment(s).
- **Personal Data** means any information that can identify a unique individual, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of individuals (also known as Personal Information).

The information provided in this White Paper is provided “AS-IS” without warranties of any kind (express or implied) and is subject to change at Citrix’s discretion.

Citrix Workspace Microapps Service Overview

Citrix Workspace Microapps Service is focused on delivering actions and notifications from your applications to your Citrix Workspace. You do this by integrating your application data sources with the Service, enabling you to pull actions from your applications into Citrix Workspace.

Customer Content

Citrix Workspace Microapps Service works in conjunction with the following components that collect Customer Content.

Citrix Cloud

Citrix Workspace is part of the Citrix Cloud services portfolio, and it uses the Citrix Cloud as the platform for signup, onboarding, authentication, administration, and licensing. Please see the [Citrix Cloud Services Customer Content and Log Handling Document](#) for Customer Content collected by Citrix Cloud services, including for Citrix Workspace.

Systems of Record

The Citrix Workspace microapps Service stores a cache of the data received from a customer's integrated Systems of Record (SoR). Customers choose which SoRs they would like integrated into their environment. The customer may configure the scope of the data sent to Citrix Workspace and may change the configuration at any time. Data in the Citrix Workspace Microapps Service cache is stored by default for 90 days, but may be configured for shorter periods by the customer. The Microapp server periodically pulls active data from the SoR to update the data cache. This is called a synchronization. The customer has the option to define the data that is collected during the synchronization and how often it occurs. Either full or incremental synchronizations can be configured by the customer. Full synchronizations replace the local cache and pull all data from the source SoR. Incremental synchronizations pull only changed (new and updated) records. The cache is encrypted at rest at the storage level, as provided by the cloud vendor. The communication used in Citrix Cloud for HTTPS is TLS 1.0, 1.1, or 1.2. For a detailed technical security overview of the Citrix Workspace Microapps Service, please [see Citrix Microapps Technical security overview](#).

Microapp(s)

Below is a list of Citrix Workspace Microapp Service integrations and a link to a list of the attributes that are stored in the SoR for each out-of-the-box microapp. Customers may choose one or all of these integrations, and they may also build their own integrations and microapps. Selected data, fields, and entities described in the integrations below are extracted from the source SoR and transferred to the Citrix Workspace Microapps data cache. Records of events from the Citrix Microapps Service are used to create tailored notifications in Citrix Workspace.

Customers can also create their own microapps. When customers create their own microapps, they define what attributes are required for the microapp. All integrations require a minimum number of attributes to function. As a reminder, SoR data is transferred to the Citrix Workspace Microapps data cache and the scope of the data in the cache is fully configurable by the customer. Citrix Workspace Microapps Service data at rest is stored in a single tenant database with per-tenant database level encryption keys and per-tenant database credentials.

SoR Integration	Entities and SoR Attributes
SAP Ariba	https://docs.citrix.com/en-us/citrix-microapps/downloads/ariba-connector-specifications.html
SAP Concur	https://docs.citrix.com/en-us/citrix-microapps/downloads/concur-connector-specifications.html
G-Suite (Calendar and Directory)	https://docs.citrix.com/en-us/citrix-microapps/downloads/g-suite-connector-specifications.html
Google Analytics	https://docs.citrix.com/en-us/citrix-microapps/downloads/google-analytics-connector-specifications.html
Jira	https://docs.citrix.com/en-us/citrix-microapps/downloads/jira-connector-specifications.html
MS Dynamic CRM	https://docs.citrix.com/en-us/citrix-microapps/downloads/ms-dynamics-connector-specifications.html
Power BI	https://docs.citrix.com/en-us/citrix-microapps/downloads/power-bi-connector-specifications.html
RSS	https://docs.citrix.com/en-us/citrix-microapps/downloads/rss-connector-specifications.html
Salesforce	https://docs.citrix.com/en-us/citrix-microapps/downloads/salesforce-connector-specifications.html
ServiceNow	https://docs.citrix.com/en-us/citrix-microapps/downloads/servicenow-connector-specifications.html
SuccessFactors	https://docs.citrix.com/en-us/citrix-microapps/downloads/successfactors-connector-specifications.html
Tableau	https://docs.citrix.com/en-us/citrix-microapps/downloads/tableau-connector-specifications.html
Workday	https://docs.citrix.com/en-us/citrix-microapps/downloads/workday-connector-specifications.html
Zendesk	https://docs.citrix.com/en-us/citrix-microapps/downloads/zendesk-connector-specifications.html

Data Integration Provider

The Citrix Workspace Data Integration Provider (DIP) synchronizes data between the SoR and the Citrix Microapps Service. The DIP also interacts with the SoR to decrypt end-user credentials and write back actions to the SoR under the identity of the end-user. The write-back actions utilize a user's actual account to confirm all actions performed are consistent with configured settings within the Service. The DIP also works with the Credential Wallet, as explained below, to receive required credentials that are used to synchronize data with the SoR. The DIP does not store Customer Content at rest. Data transferred by the DIP between the SoR and Citrix Workspace Microapps Service is encrypted by TLS 1.2+.

Notification Service

The Notification Service enables event-driven notifications that automatically notify users when specific events require their attention. The Notification Service stores Notification Card Data (content type, card title and body, optional card media image, integration, SoR icon, and timestamp), which is configurable by the customer. The Notification Service Database is multi-tenant with customer partitions and is encrypted with a multi-tenant encryption key. The communication used in Citrix Cloud for HTTPS is TLS 1.0, 1.1, or 1.2.

Citrix Analytics Service

The Citrix Analytics Service processes the events from the Citrix Workspace Microapps Service, creates tailored notifications and sends them to the Notification Service described above. Citrix Analytics service does not store SoR data (except to the extent incidentally logged to provide the Citrix Workspace Microapp Service with customer identity management and with notification enrichment for improved Feed experience). The Citrix Analytics database is multi-tenant with customer partitions and is encrypted at rest using a multi-tenant encryption key. Please [see Citrix Analytics Data Governance](#) for additional information.

Credential Wallet

The Credential Wallet stores service credentials (username and password) for the SoR and user OAuth/OAuth2 tokens associated with the Citrix Workspace Microapps Service. The Credential Wallet Database is multi-tenant with customer partitions and is encrypted at rest with a multi-tenant encryption key. All stored credential data is encrypted; all keys used to encrypt data are also encrypted themselves with per-customer keys. Credentials are encrypted with Azure Key Vault with AES-256 encryption. All encrypted service account credentials and encrypted OAuth/OAuth2 tokens retrieved by the Microapp Service are encrypted with per-app keys. The communication used in Citrix Cloud for HTTPS is TLS 1.0, 1.1, or 1.2.

Logs

Please see [Citrix Analytics Data Governance](#) for a list of Logs collected via the Citrix Analytics service with regards to the Citrix Workspace Microapps Service. In addition, the following Logs are collected and stored for one year:

- IP address
- Device ID
- Timestamp/user event data
- Org ID



Enterprise Sales

North America | 800-424-8749

Worldwide | +1 408-790-8000

Locations

Corporate Headquarters | 851 Cypress Creek Road Fort Lauderdale, FL 33309, United States

Silicon Valley | 4988 Great America Parkway Santa Clara, CA 95054, United States

©2020 Citrix Systems, Inc. All rights reserved. Citrix, the Citrix logo, and other marks appearing herein are property of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered with the U.S. Patent and Trademark Office and in other countries. All other marks are the property of their respective owner(s).