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Architecting a Citrix Virtualization Solution

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Topic 1, Healthy Helping Hands

Executive Summary

Healthy Helping Hands is a multi-national health care equipment company with operations in 10 countries. The organization manufactures and distributes a variety of health care products ranging from its unique baby breathing devices to diabetes supplies towheelchairs.

Based on current projections, Health Helping Hands expects to expand the company primarily through small, targeted acquisitions, as well as a modest amount of organic growth. The organization has been affected by numerous technical challenges, specificallywith delivering applications to its users-4.000 employees, approximately 500 of which are contractors In addition, because the timing and size of acquisitions is unpredictable, the IT staff must have the ability to adjust the technical integration of newly acquired companies to accommodate unpredictable timing: for example, while a period of several weeks or months may have been planned, the integration may need to be completed in several days. These challenges caused the company to investigate the CitrixDelivery Center offerings, leading to the CIO's decision to move forward with those Citrix Delivery Center products and features that address IT and user needs.

With users spread throughout numerous offices, some with and some without IT staff, it is imperative that supportability, administration and security are factored into the new solution. However, for the 4,000 employees and contractors within the organization, the CIO has mandated that users should be provided with a highly available virtualization solution that best suits their job function.

1.1 Current Citrix Environment

Healthy Helping Hands currently runs a Citrix Presentation Server 4.0 farm based on Windows Server 2000 that services the Human Resources (HR) applications. Because this product has reached end-of-life' and is no longer supported, and this farm has had numerous growth issues,the CIO has designated that the new design will incorporate XenApp. XenDesktop. And/or XenServer as appropriate to address present and future application andaccess requirements

However, before moving into the design phase, the current Presentation Server environment, as well as infrastructure, user requirements applications and related areas have been assessed to determine current status, issues and considerations fort he new design.

The Consulting project team worked on-site at Healthy Helping Hands during the week of February.1.-5, 2010, conducting this Infrastructure Assessment as defined in the Statement of Work, dated January 20, 201.0. This document represents the deliverable for the Infrastructure Assessment phase of the project.

1.2 Key Project Findings

During the week of February 1, 2010, an assessment of Healthy Helping Hands' Application Delivery environment was conducted and the project team determined several key findings:

- The current environment is built on 32-bit architecture, although some hardware may support 64-bit architecture.
- The CIO wants to migrate all IT platforms to 64-bit during upgrade/replacement programs only.

1.3 Next Steps

After thoroughly reviewing this document Healthy Helping Hands should take the following actions within the short term (one-to-two weeks) and long term (several weeks or longer):

Long-Term Activities:

- Migrate all IT platforms to 64-bit for compatibility and support

1.4 Issue Status and Resolution

The following issues were also addressed during the course of this assessment:

Issue	Description	Status	Assignment/Resolution
Printing	Print jobs intermittently fail	Closed	Printer bandwidth had been set to 10Kbps on some servers, thus users perceived that print jobs were failing when they were actually just very slow. Printer bandwidth limit was removed where it existed.
Logon time slow	Users report that logon can sometimes take two minutes or more	Closed	Terminal Server roaming profiles were only configured for some users and these were housed on an antiquated file server running on Windows Server 2000; however the antiquated file server is no longer being used and local profiles were implemented. Policies and profiles should be revisited during the upcoming design effort. The following steps were taken to perform a pilot test of EdgeSight and collect information on the slow logon times: <ul style="list-style-type: none"> • Installed EdgeSight server with the appropriate software versions for all prerequisites documented in the EdgeSight Installation Guide. • Installed the EdgeSight Web Server, SQL Server 2005 SP2 Database with Reporting Services and EdgeSight console on a single server for the pilot. • Installed the EdgeSight agent on all eight of the servers in the Presentation Server 4.0 farm. • Configured EdgeSight to use the default worker and agent settings. • Verified that all eight of the agents reported to the EdgeSight console within the first 24 hours after installation.
Users cannot log on	During logins, users intermittently receive "no license" errors	In progress	Terminal Server and Citrix licensing has not been monitored since the current farm was installed and the user base has increased. License information is required to assess usage patterns and license denial.

Users

Currently, only the Human Resources group accesses applications hosted on Citrix Presentation Server 4.0. HR users typically log onto the HR applications suite as needed, approximately two or

three times throughout the day and then log off when finished due to security requirements. When a new Human Resources employee joins the company, he/she is added to this group and thus gains access to the HR applications suite.

In general, this group reports overall satisfaction with application access through Presentation Server. However, some users have reported printing issues as described in Section 1.4.

With the exception of the San Francisco and New York locations where the majority of the IT staff is located, users are generally frustrated with the IT staff because of hardware and application access issues associated with traditional application delivery. Informal and informal settings, the CIO has presented the concept of virtualizing applications and desktops, and users have responded favorably. Thus, the CIO has decided that Healthy Helping Hands will virtualize all applications and desktops, making the delineation based on job requirements.

Client Devices

All of the HR users currently accessing the Presentation Server-based applications do so by means of Windows XP or Windows Vista laptop or desktop computers.

With the exception of Customer Service, most office users have computers that run Windows XP or Vista. The manufacturing employees have access to locked-down antiquated computers on the manufacturing floor and common areas. For several years, the Manufacturing Department has reported numerous problems related to frequent equipment failures. This has normally been blamed on the environmental conditions, such as dust, dirt and vibration, found on the manufacturing floor. The Customer Service employees also have antiquated computers. Both the manufacturing and customer service devices will be replaced with new thin client devices as part of this initiative.

Some employees have purchased their own handheld devices, such as iPhone. HP iPAQ with Windows Mobile and Blackberry. As part of an earlier initiative, Microsoft ActiveSync is installed on the Citrix servers to facilitate Windows-based PDA sync for a small group of users. This feature is still available but should be disabled for security reasons. These devices are not officially supported by the IT department at Healthy Helping Hands; only "best effort" support is provided.

Current breakdown of computer devices at Healthy Helping Hands:

Device Type	# of Devices	Operating System	Browser	Citrix Plug-Ins				
				Presentation Server	Streaming	Single Sign-On (Password Manager)	Access Gateway	Other
Windows 2000	250	Windows 2000	IE 6	N/A	N/A	N/A	N/A	N/A
Windows XP	1000	Windows XP	IE 6/7	Web Versions 10.x-11.x	None	None	None	None
Windows Vista	1000	Windows Vista	IE 7/8	Web Versions 10.x-11.x	None	None	None	None
Macintosh	10	Mac OS X (Intel)	Safari 4	N/A	N/A	N/A	N/A	None