



Windows Virtual Desktop (WVD)

Assessment guide

1 Overview:

<Customer> has initiated an exercise to assess the current desktop landscape and determine the <CUSTOMER>'s readiness to migrate its user base from a physical desktop technology/platform to a virtual desktop technology/platform (VDI).

This exercise will evaluate the necessary data points, from the current environment, around user profiles, application profiles, application readiness for virtualization, user-data footprints, underlying infrastructure readiness like network and datacenter, security controls, among others.

Based on the data points collected, an assessment will be done, with the resulting report providing clear guidance on the <CUSTOMER>'s readiness to move its users to virtual desktops, along with the migration strategy to be adopted for this transition.

The <CUSTOMER> has decided to engage partner, with the necessary and right expertise, to undertake this assessment exercise and deliver the necessary consultation and recommendations as described in the following sections.

2 Scope of the Work

Partner will adopt a methodical approach to assess the existing desktop landscape in its entirety, perform the necessary evaluations and provide recommendations, in the form of documentation, that would enable the <CUSTOMER> to understand its readiness for the migration to a virtual desktop technology, the transformation initiatives required for the same and the target state of the desktop service in the <CUSTOMER>.

The scope would include the following:

1. Assess the current desktop landscape and analyse the collected data points, and document the architecture
2. Define & classify the user personas in the <CUSTOMER>
3. Identify the user base within the <CUSTOMER> suitable for virtual desktops based on their user, application and data profiles, along with recommended configurations
4. Define/Propose the virtual desktop strategy, application virtualization strategy, architecture, design and roadmap for the new proposed virtual desktop service
5. Define/Propose the target operating model of the Virtual Desktop Service
6. Define/Propose the transformation initiatives required
7. Define/Propose the user migration strategy
8. TCO analysis of current desktop model vs proposed model

The assessment coverage will be all services that constitute the desktop landscape in the <CUSTOMER>, which include the following, but not limited to:

Category	Assessment Areas
End Points	<ul style="list-style-type: none"> ● PC Hardware Design and Roadmap ● PC lifecycle management including, but not limited to, commissioning, build, deployment, and decommissioning ● Operating system build design and deployment framework ● Security standards applied to the entire PC environment ● PC and user footprint across all the <CUSTOMER> locations globally
Applications	<ul style="list-style-type: none"> ● Desktop Applications and its lifecycle management – right from application on boarding, standardization, packaging, deployment to patching & upgrades. ● Application catalogue of both standard and non-standard applications, including off-the-shelf and in-house built applications.
Infrastructure	<ul style="list-style-type: none"> ● The underlying infrastructure supporting all the Desktop services, across all regions. These include, but not limited to, <ul style="list-style-type: none"> ○ Datacentre services ○ Network services ○ Active Directory ○ Anti-malware platform ○ Messaging platform ○ Identity & Access Management platform ○ Data protection platform ○ Server infrastructure ○ SCCM platform ○ Desktop management services ○ Application distribution platform ● Design, layout, and integration of the Printers across all locations
Security	<ul style="list-style-type: none"> ● The security framework, standards and policies that dictate the design and controls applied on the Operating System, Application usage, Data usage among others. These include, but not limited to, <ul style="list-style-type: none"> ○ Forensic standards and procedures ○ Application & Infrastructure vulnerability management ○ Data protection ○ Anti-malware ○ Identity & Access management ○ Network security ○ Security monitoring & analytics
Operating model	<ul style="list-style-type: none"> ● Processes, Policies that define the Operating model of all Desktop services which include but not limited to: <ul style="list-style-type: none"> ○ Support model – service desk (L1) & country support services (L2) ○ Service Level Management ○ User birth-right process ○ Service Management process - Incident, Change, Problem & Service Request management ○ Various tools used within the services – ex. ITSM ticketing tool.

	<ul style="list-style-type: none"> ○ Audit & Regulatory compliance processes ○ Chargeback management ○ Costing model across countries for hardware & software procurement ○ Application License management ○ Device Procurement and Asset tagging processes ○ Decommissioning process for hardware
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3 Out of scope

- Implementation of the recommendations
- The eco systems such as Network, DC, Security etc., will be studied to the extent related and influential on desktop transformation. This is not meant to be detailed assessment of the <CUSTOMER> entire gamut of IT services.
- Low level designs

4 Deliverables

Post the assessment exercise, partner will submit the following as deliverables.

Index	Deliverable
D1	<p>Current Desktop Landscape Design</p> <ul style="list-style-type: none"> ➤ Document the architecture and high-level design of current desktop landscape, detailing the discrete underlying systems, including the integration – allowing for complete understanding of the end to end architecture of its systems
D2	<p>Current End-User Categorization</p> <ul style="list-style-type: none"> ➤ Classify and categorize the <CUSTOMER>'s users based on their user, application, data, device, location and mobility profiles ➤ Identify critical users / businesses ➤ List the application readiness of all standard and non-standard desktop apps for application virtualization
D3	<p>Virtual Desktop Fit users</p> <ul style="list-style-type: none"> ➤ Identify users who are ready for Virtual Desktop, in terms of application and profile readiness. ➤ Define the virtual desktop types (dedicated vs floating, persistent vs non-persistent) and t-shirt configurations for these users ➤ Define the application strategy - application groups and delivery options ➤ Define the OS image management strategy – image consolidation, sizing, and design ➤ Define the device strategy – end points for accessing virtual desktops

D4	<p>Virtual Desktop Strategy</p> <ul style="list-style-type: none"> ➤ Propose the Virtual Desktop strategy, Application virtualization strategy, and high-level architecture of the virtual desktop platform, including the different technologies for desktop and application virtualization. The architecture should include the integration with other dependency infra services and look at migrating to the cloud in the future – cloud ready. ➤ The proposed architecture should be aligned to the <CUSTOMER>'s security standards and framework and propose changes from a security requirements standpoint. ➤ The strategy should also address the following: <ul style="list-style-type: none"> ○ User data management strategy ○ Gap analysis of existing underlying infra services ○ 5-year roadmap in terms of technology & service roadmap ○ Regulatory & compliance requirements across all countries ○ Integration with O365 services ➤ Identify/list the uplifts/upgrades required for existing underlying infra services, including but not limited to the following: <ul style="list-style-type: none"> ○ Network services ○ Print services ○ Security services like DLP, SEP, etc. ○ Application packaging/patching/delivery platforms ➤ List the transformation initiatives required for the organization to enable faster virtual desktop adoption
D5	<p>Service model</p> <ul style="list-style-type: none"> ➤ Define the target service model for the Virtual Desktop service – incorporating all elements of ITIL framework. This should comprise the operating model & support model as well. ➤ The model should propose the business workflows across the lifecycle of the service – right from user on-boarding & off-boarding, application on-boarding, service request, chargeback, image management process among others. ➤ The model should propose the integration approach to <CUSTOMER>'s existing ITSM model.
D6	<p>User Migration Strategy</p> <ul style="list-style-type: none"> ➤ Propose a strategy to migrate users from physical PCs to virtual desktops with no impact to user experience or loss to productivity. This should include profile and data migration recommendations with automated approaches where possible. ➤ List the detailed steps involved in the migration – propose approaches that will enable faster adoption of virtual desktops.

D7	<p>TCO Analysis</p> <ul style="list-style-type: none">➤ Analysis of TCO of current physical desktop vs proposed virtual desktop, with details about cost category breakups, estimates, etc.➤ Provide the cost benefits of migrating to virtual desktops, if any, along with methods/approach to achieve the same.➤ Provide recommendations on the deployment and operational model for the target virtual desktop service – in-house managed vs vendor managed.➤ Provide recommendations on the target model for chargeback.➤ Recommend the transformation required in the current financial model.
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