

REQUEST DATE 10/4/11

REQUESTER / SPONSOR INFORMATION

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PROJECT INFORMATION

Title		Virtual Desktop Pilot	
Level	Campus-wide	Type	New Infrastructure
Purpose			
The problem of	employees needing to access their files and other online resources from multiple locations, and possibly multiple devices, in the course of carrying out their everyday work		
affects	a growing number of mobile HSU employees in general; this pilot test will focus on the group of Health Center employees who move between their offices and multiple exam rooms several times each day (each exam room contains its own fixed computer and the lab contains several computers adjacent to specific testing equipment)		
the impact of which is	a significant amount of repeated work and lost employee time that is currently required to re-establish connections to needed resources every time an employee interacts with centralized systems from a new workstation, AND the technical difficulty of maintaining personalized - and secure - environments on the local harddrives of devices that are shared by several individuals		
a successful solution would be	deploying the 'virtual desktop' solution that HSU has already licensed (XenDesktop) to allow employees to access personalized and persistent 'mobile desktops' located on servers instead of the local hard drives of desktop devices; the other significant efficiency that desktop virtualization offers is the ability of systems administrators to establish resources on servers just once and quickly deploy that single resource out to ALL the users who need it.		
Alternatives		1) Not doing anything and continuing to have employees re-establish online connections to a set of needed resources from multiple devices several times per day, or 2) buying, issuing, configuring and maintaining laptops for several employees to carry around with them	
Alignment with HSU Annual Priorities		A successful pilot for providing 'Virtual Desktop' services to staff would help make the provisioning of software and online resources to the entire campus employee base much more efficient. While not directly tied to one of the campus-level priorities, this is directly tied to the efficiency initiatives that the new, consolidated ITS organization has been tasked with. In addition, this project is responsive to the changing state of the technology environment. Desktop virtualization provides better support of our increasingly mobile workforce by allowing secure access to a full suite of online resources from mobile devices and off-campus computers. The lower cost thin clients that virtualization enables use less power than full desktop computers, which peripherally aligns with the campus sustainability goals.	
Deadline	12/31/2012	No Hard Deadline	<input type="checkbox"/>
Deadline Reason	Users in health center handle confidential student health data, maintaining a situation that encourages users to remain logged in multiple times in different locations is not		

sustainable from a security perspective and needs to be resolved.		
Considerations / Dependencies	This pilot project will leverage the existing hardware, software and skill set that built the Virtual Lab infrastructure	
Resources	From ITS - time from the System Administration, Specialized Applications, and Desktop Support teams	
Estimated Cost (Hard costs only)	Initial 0 Annual 0	Budgeted <input type="checkbox"/>
Affected System(s) / Module(s)		
Student Health Center, V-Lab		
Other	No additional out of pocket expenses expected; licensing for this functionality purchased during 10/11 fiscal year	

Email completed form to ITS Project Office: itspo@humboldt.edu