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Citrix

Citrix Access Suite 4.0: Design

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Question: 1

1. Access Strategy Overview

1.1 Project Overview

Harder Electronics is a world-wide leader in electronic circuitry manufacturing and integration design that does business in 50 countries throughout the globe. Harder Electronics products are not sold to end users but rather to product integrators. Harder Electronics circuitry can be found in 80% of the televisions sold per year but not one television is produced directly by them. Harder Electronics semiconductors, microchips, circuits, and transistors are found in electronics ranging such as televisions, audio receivers, VCRs, DVDs, and smart-appliances, to name a few. In addition, Harder Electronics has just launched an integration design software package.

Harder Electronics has three manufacturing sites in Mexico City, Mexico; Shanghai, China (which they recently acquired) and Bangalore, India. Additionally, Harder Electronics has corporate offices in New York, Hong Kong, China; Sydney, Australia; Sao Paulo, Brazil and London, England. The company headquarters is based out of New York City and most of the IT staff works out of that location. The majority of the office employees, about 1,000, work out of the corporate and manufacturing offices, but many salespeople, approximately 300, regularly telecommute or travel.

In addition, customers are provided access to a select group of applications. These customers are located in the same regions as the corporate offices. Currently, Presentation Server is used to provide internal employees at the manufacturing sites access to HR+, an ERP application. External access to select applications is also provided to customers. Since the customers are often competitors, they should not be privy to the records of other customers.

Harder Electronics has growing concerns about the confidentiality of pricing, manufacturing, temporary licensign, and other sensitive data. There has been a reported incident related to a laptop being stolen that contained sensitive information, and immediately thereafter, numerous attempts were made to access that user's e-mail account. Harder Electronics has growing concerns that information could be distributed to their competitors and others in the electronics industry.

Harder Electronics wants a simple solution that enables their customers to access item availability, place orders, and track order status while keeping all information secure. Harder Electronics believes that if their customers find it easy to work with them, then they will be less likely to switch to a competitor.

1.2 Access Strategy Initiatives

Harder Electronics has engaged Xirtic Consulting to assist with assessing, defining and designing an Access Strategy. As the first phase of this project, Xirtic Consulting performed an Access Strategy Assessment to better understand the current environment, make short-term recommendations and form the basis for creating a design of the planned architecture. This document represents those findings. Based on discussions and white-boarding sessions conducted while on site, the following high-level Access Strategy initiatives and success factors have been defined:

Security: Harder Electronics is concerned about maintaining confidential pricing, manufacturing, and other sensitive data. Harder Electronics needs a solution that will only allow authorized people to access only the information they need to do their jobs. Additionally, because both employees and customers will need to access the environment from numerous remote locations, Harder Electronics needs to make sure all communication is kept secure and cannot be stolen.

Access Scenarios: Harder Electronics has numerous customers, each having different needs. Harder Electronics is looking for a solution whereby the different ways customers and Harder Electronics employees access their information is seamless. Harder Electronics needs a solution that can grant/deny access to Harder Electronics resources based on a specific set of circumstances. One customer should not be able to see another customer's pricing and order information and vice versa because the two customers could be competitors.

Consistent User Experience of Applications: Manufacturing user groups do not stay connected to the network for long as their jobs require them to go from one assembly line to another. At each location, the user has to log on to the network. The current deployment requires these users to go through the standard logon process, which is long and complex. This complexity reduces user acceptance of the deployment because of the negative impact on productivity.

Improved User Experience of Applications: Harder Electronics has successfully deployed two applications on Presentation Server, Harder Electronics believes they can lower application support costs, increase security and uptime, and improve the user experience by hosting a greater number of applications on Presentation Server, with the latter being the most important factor. Harder Electronics is looking for an architecture design detailing how their applications should be hosted in this new architecture, as well as password compliance for those applications.

While the majority of these items will be discussed as part of the upcoming design phase, recommendations for the current environment should include items that help Harder Electronics achieve progress toward these objectives.

2. Components Overview

During a full Access Strategy Assessment, your consulting organization will work with Harder Electronics to review the following components:

3. Architectural Overview

This section graphically reviews the architectural environment, including the placement of Citrix Presentation Servers and related components.

3.1 Graphical Depiction

Harder Electronics current environment is based on eight data centers and is depicted as follows.

4. Access and Personalization

This section focuses on how users gain access to their information and assesses the existing user support architecture. Specifically, it reviews the organization's Access Strategy, including the use of enterprise portals, Citrix Access Gateway Advanced Edition, Web Interface and Program Neighborhood Agent.

4.1 Component Overview

4.1.1 Remote Access

In the current environment, Harder Electronics only allows internal employees access to the Presentation Server environment. External Harder Electronics employees access their Citrix Presentation Server-hosted applications by accessing one Secure Gateway/Web Interface server in New York, whereas internal users obtain access either by means of the Web Interface site in New York or Mexico City, depending on the designated farm. The Secure Gateway/Web Interface

server was deployed in 2002 and corresponds with MetaFrame XP. Only the domain user ID and password are required for authentication.

4.1.2 Resources

Users access several back-end databases from applications installed locally on their computers. In addition, users map drives and access internal and external web resources by means of Internet Explorer. The company intranet, HarderNews, is accessible to all employees.

4.1.3 Client Software

The Presentation Server Web Client for Win32 is downloaded to users by means of the respective Web interface site. Users of other device types must call the help desk in order to obtain the correct Presentation Server Client by e-mail so that it can be installed on the local device. Some savvy users access the Presentation Server Clients directly from the Citrix web site.

4.1.4 Personalization

The Web Interface site has been personalized with the Harder Electronics logo; no other personalizations have been made to the Web Interface site or to the Presentation Server Client.

4.2 Requirements

Access Scenarios:

Harder Electronics wants their internal and remote employees to continue to have access to their Citrix Presentation Server published applications and other resources. Users who are internal employees should be asked for their Active Directory username and password during authentication. If internal employees connect from a domain-administered computer, they should have access to published applications, web resources and file resources. If the internal workstation is not a domain computer, the internal employee should only access Citrix Presentation Server published applications.

Harder Electronics uses Tokens+ for two-factor authentication. Remote employees should be asked for their Active Directory username, password and Tokens+ token during authentication. If the remote workstation has approved antivirus software installed and has a company asset tag available from a specific registry key, the remote employee should have access to all published applications, web resources and file resources as well as the entire network. If the remote workstation does not host a supported operating system, or have approved anti-virus software installed and/or a company asset tag, the remote employee should only be able to view file resources and gain access to web-based email.

Harder Electronics wants to allow their top-tier customers access to specific data within the MfgData+ database so they can order and track the status of orders. For the pilot test, Harder Electronics would like to create custom logon sites for Customer1 and Customer2, such that the implementation would be extensible for other customers in the future if successful. Authentication options have not yet been determined. Customers will be required to have any of the popular anti-virus software installed on the device and only have access to the MfgData+ application based on a specific logon. Because of the confidentiality of the customer data, the customer should not know the password assigned to the login nor have any means of changing it. It is imperative that one customer should not be able to see another customer's order information and vice versa because the two customers could be competitors.

Application Access:

Harder Electronics plans to host numerous applications on Citrix Presentation Server. However, they need a single and seamless access solution for the applications.

4.3 Assessment Grid

4.4 Risk/Gap Analysis

Researcher Access:

Harder Electronics does not have a solution in place to allow customer to access the MfgData+ application. Allowing access to this application in a very controlled manner will allow customers to help themselves and will save time for the service desk.

Application Access:

Harder Electronics requires that users know which Web Interface site needs to be accessed in order to be presented with the correct applications. Multiple help desk calls have been logged based on users accessing the wrong Web Interface site by mistake. If the current architecture is kept, the help desk will likely see an increase in the number of calls as more applications are rolled out and more users are added.

Single Point of Failure:

The single Secure Gateway server is a single point of failure within the current environment. If this server were to fail, remote employees would not be able to access their applications. User Authentication: Only the username and password are required for authentication. Requiring only two items for authentication may allow intruders to guess at the passwords if strong passwords are not used.

4.5 Recommendations

Researcher Access:

In order to allow researchers to view data within the ResData+ application, a secure means of allowing access needs to be designed with emphasis on ensuring that specific user can only see specific data.

User Accessibility:

Numerous help desk calls are generated because two Web Interface sites, containing different sets of applications, exist. The two Presentation Server farms should be made available through the Web Interface sites so that users can access both farms through either site.

Redundancy:

Single points of failure, such as the sole Secure Gateway server, should be fortified with devices of similar functionality to ensure redundancy.

5. Presentation Services and Application Deployment

This section reviews application deployment mechanisms and the Citrix Presentation Server build process and overall farm design, including printing and applications.

5.1 Component Overview

5.1.1 Farm Design

Harder Electronics currently has deployed two Citrix Presentation Server farms as a small-scale solution to host applications to a limited number of users. As each farm was put into place, no standards were developed, resulting in disparate environments. In addition, nearly all of the default settings were unchanged.

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