



COA service definition

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Public

redcentric

AGILE • AVAILABLE • ASSURED

Service overview

Introduction and overview

Cloud Workspace from Redcentric offers the security, performance and resilience increasingly demanded by large enterprises, often operating in highly regulated sectors or otherwise sensitive to confidentiality and continuity issues. It allows you to keep all proprietary information for your apps, desktops and data under your control; while the innate redundancy of Azure and robust Citrix connectivity ensure 'anytime, anywhere' access for users regardless of device.

Redcentric uses a combination of Citrix Cloud services and Citrix resources running on Azure to create the optimum deployment for your organisation. The service scales easily from twenty five users to thousands of users, with access from any device. We have also worked closely with specialist application partners to enhance the user experience of Office 365, and can supply and support your Office 365 subscriptions for an end-to-end managed service.

Key features and benefits

Features

- Fully managed cloud based virtual desktop
- Integrated active directory authentication
- Auto scaling/consumption based pricing
- Profile and policy management
- Optional MFA capabilities

Benefits

- Managed security - end user devices are kept up to date and secure through evergreen updates and professionally managed infrastructure
- Cost Efficiency - strong alignment between requirements and resources avoids over-provisioning waste
- More Agile working - supports access for users from any device, anywhere with connectivity to the internet
- Affordability - no CAPEX, instead subscription based charging and attractive cloud economics
- Improved utilisation - liberate internal teams from housekeeping to focus on higher value tasks and projects
- Scalability - public cloud allows you to flex up and down in line with business growth
- Stronger Disaster Recovery - a by-product of public cloud resilience and centralised desktop provisioning
- Consistency of presentation - controlled/same user-experience

Service description

Pre requisites

Customer will need an internet connection, local client, operating system that can use Citrix client (push to Citrix page) - browser limitation. Customers will require an active directory domain that is extended into an Azure Active Directory.

All Group policy changes within the customers environment need to be made under change control and have audit capabilities

Architecture overview

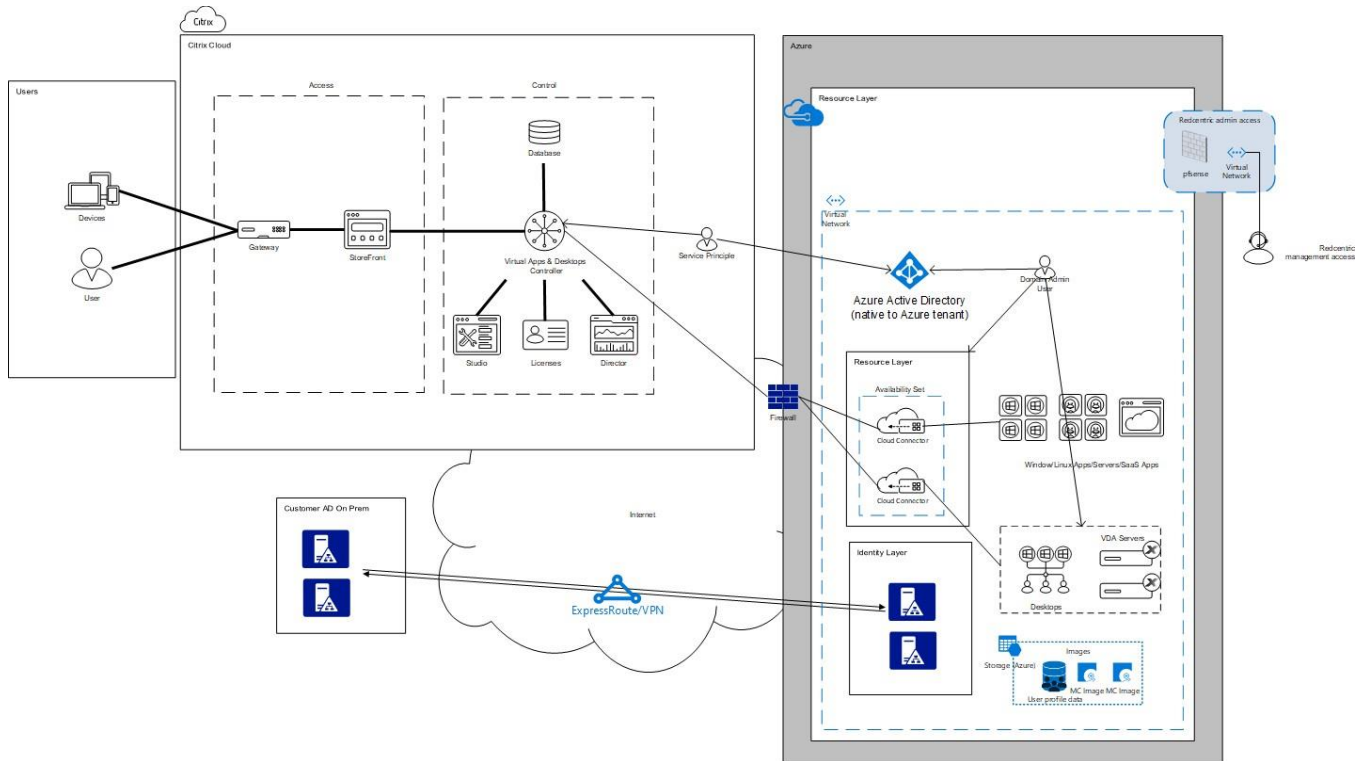


Image management

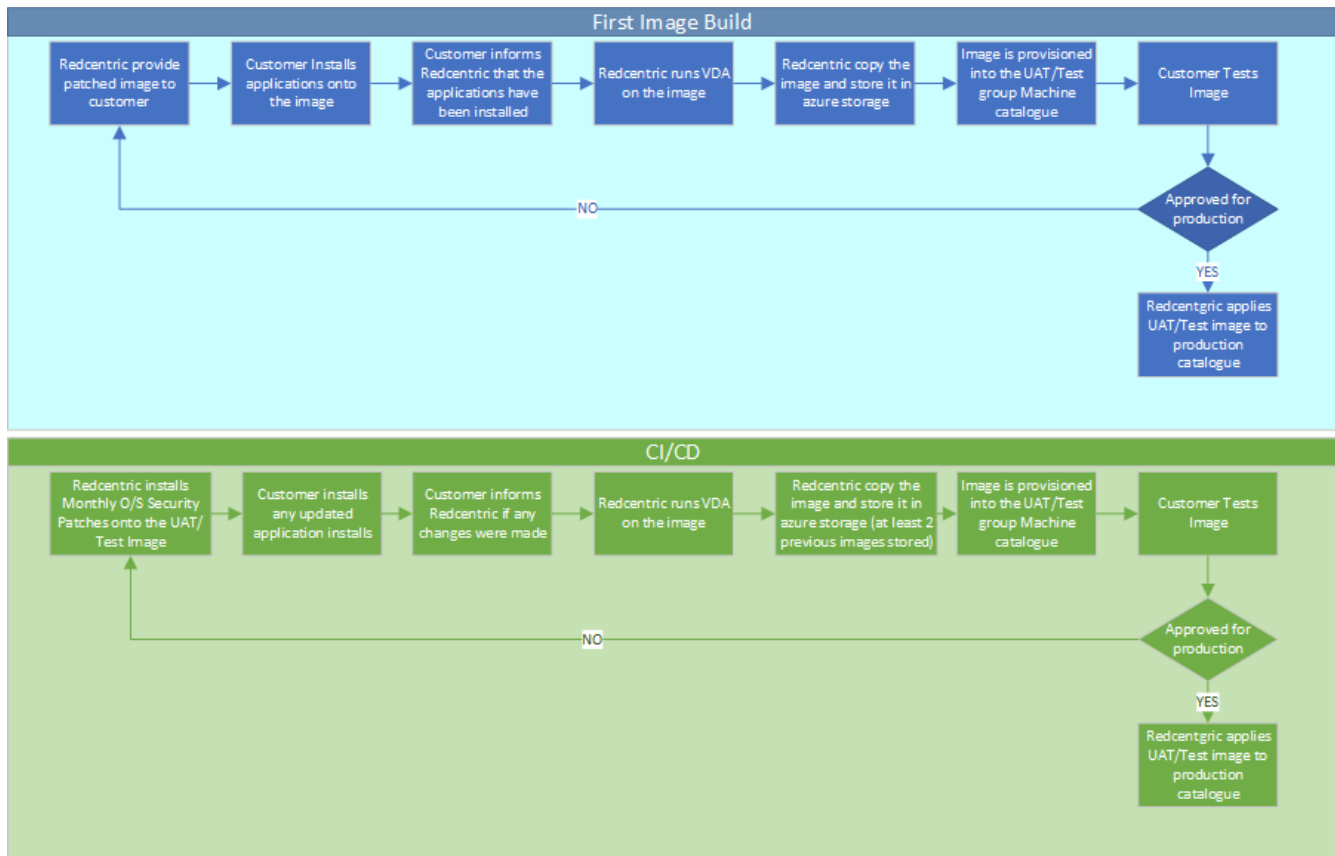
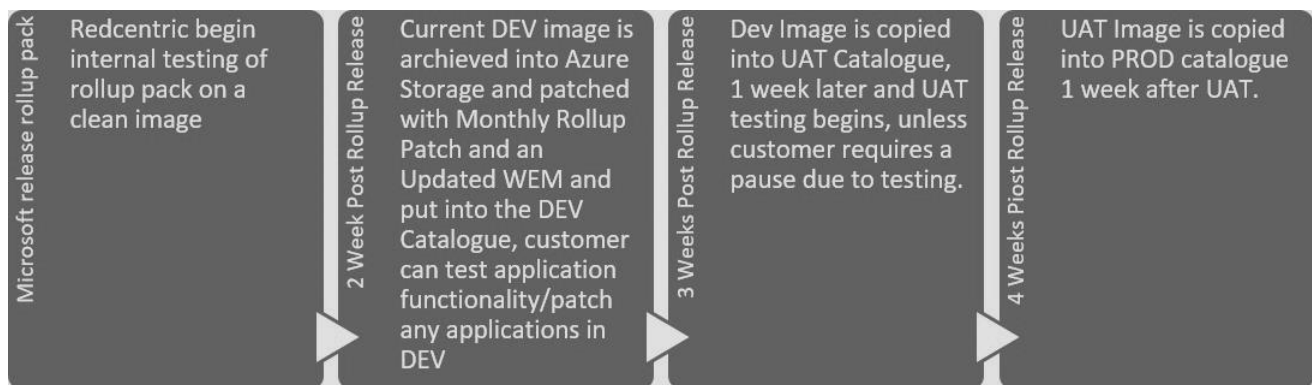


Image timeline



Limitations/exceptions

Image catalogue

Three image catalogues will be created by default - these are:

- Production - The production image used by the users
- Test/UAT - This image is used for testing the latest build by users prior to roll out into productionDev - This is for the development of the latest image prior to UAT testing.
- Additional machine catalogues can be created, there will be additional charges for this service.

Image/patch

Patches will occur monthly using the Microsoft Security roll up rather than weekly.

Under certain circumstances an additional patch may be required should it be deemed a zero day critical patch in which case engagement with the customer will occur to ensure compliance.

Additional historical images can be stored, however please note this will consume azure storage and there will be an additional charge for storage used.

Monitoring

Redcentric will monitor all of the Citrix Cloud Up/Down service and related Azure Infrastructure Servers within Azure can be managed/monitored as per the [Managed Azure Server Service](#)

Security features

Antivirus

Windows Defender will be part of the operating system and its data updates will occur upon provisioning, the gold image data will be updated as per the image management rotation to be agreed with the customer (default is 1 month).

The customer may choose to run their own antivirus software and this will be the responsibility of the customer to manage

Access and account management

An active directory domain will be extended from a customer site over express route or VPN. This domain will be leveraged for all azure based resources for the service as well as customer accounts for access.

Optionally AD can be synced to Azure active directory and used as an authentication source rather than the domain controllers. The domain will still need to be extended into Azure for the Citrix resources to be domain joined.

Mobile access

Citrix Virtual Apps and Desktops services can be consumed using mobile devices. In providing the Redcentric service, Redcentric is not responsible for the deployment and management of mobile devices and applications, or the security of the data held on mobile devices.

Citrix endpoint security

Endpoint security will be configured in liaison with the customer; policies, clipboard redirection, file server access etc will be reviewed as part of the engagement with recommendations provided for those who want a more secure experience.

Endpoint security is the responsibility of the customer and Redcentric is not liable for any issues related to the security of the customers endpoints.

Data storage and unencrypted data

The Azure and Citrix cloud resources provided by this service consists of CPU cores, GB RAM, network access and working storage for application data that is being processed. In the course of normal operations, the platform generates operational data such as log files. Redcentric has access to this data because it has administrator rights to Azure and the Citrix cloud. This operational data does not contain customer specific application data, including Personal Data.

The Azure and Citrix cloud resources will be using local working memory to process application data, and Redcentric has access to this data because it has administrator rights. In the course of normal operations Redcentric has no reason to, and will not, access this data except in the course of providing support, which will be at the request of and in conjunction with the customer. The customer has the option to encrypt data in local working memory.

The customer has the option to encrypt data that is stored in the Azure storage servers in which case it is not technically possible for Redcentric to access that data. Redcentric could access unencrypted data. However, in the course of normal operations Redcentric has no reason to, and will not, access this data except in the course of providing support, which will be at the request of and in conjunction with the customer.

Citrix policies

We will define a set of base recommended policies for Citrix client configuration including:

- Folder redirection
- Group policy loopback
- Printer redirection
- Printer driver configuration
- Network drive mapping
- Start menu lockdown
- Secure ICA
- Session limits
- Usb device configuration

Additional policies can be set during pre-sales customer engagement

Location

The locations in which data is stored on Azure platforms are managed by and the responsibility of Microsoft. Up to date information from Microsoft can be found on the Microsoft Trust Centre web pages, currently at <https://azure.microsoft.com/en-gb/support/trust-center/>. It is the customer's responsibility to familiarise itself with this material and to ensure that it takes the necessary steps with Microsoft to ensure that the customer can meet its own legal and regulatory obligations in respect of data.

The locations in which data is stored on Citrix platforms are managed by and the responsibility of Citrix. Citrix cloud management plane has two regions: the contiguous United States (US) and the European Union (EU). The customer has the choice of region when on boarded to Citrix cloud. The region cannot be changed once implemented.

Service management RACI

Task	Customer	Redcentric
Pre Sales		
Requirements identification (definition)	✓	✓
Workload profiling: identification of users, roles and role assignment (application rationalisation and categorisation)	✓	✓
Identify VDI models: app presentation/virtualisation; shared, pooled, personal desktops; graphical workstations, media requirements, etc.	✓	✓
Define Solution		✓
Projects/Provisioning		
Create initial Azure customer subscription (Where needed)		✓
Account suspension/unsuspension	✓	
Cancellation of subscription	✓	
Create initial Citrix customer subscription		✓
Associate Redcentric to Citrix cloud subscription	✓	
Citrix cloud tenant provisioning		✓
Arrange Maintenance Windows		✓

Operational Service Management		
Citrix cloud service infrastructure hosting, monitoring and support	✓	✓
On premise infrastructure - monitoring and support	✓	
Desktop application license monitoring and management/renewals/support		✓
Citrix cloud/Azure license monitoring and management		✓
Service personalisation - Landing page login page etc		✓
AD DS Group Policies		✓
Citrix Policy	✓	
Image Generation		✓
Image Maintenance	✓	
Image Testing	✓	
Resource Layer hosting, support, monitoring and incident resolution		✓
Resource forest directory management		✓
Machine Catalogue configuration, management and support		✓
End user device support	✓	✓
Access reset requests (Passwords)	✓	
Certificate Management		✓
Monitor the service		✓
Fix service issues		✓
Implement change request		✓
Undertake Capacity management (scaling out solution as necessary)		✓
Ensure license compliance for the infrastructure		✓
Ensure license compliance for customer applications deployed within platform	✓	
Security / Functional Patching of the solution		✓
Be made aware of unplanned service outages / incidents	✓	✓

Out of scope/exclusions

In addition to any other exclusions specifically mentioned in this service definition, the following are excluded from Redcentric's service:

- Customers are responsible for managing their own Windows Licenses
- The design and performance of the customer's on premise computing environment
- The design and performance of the customer's Internet connectivity where not taken as an additional service
- The impact to performance or stability due to the customers installed applications

Billing

Infrastructure

- Licenses are charged at the maximum peak assigned users within a given month Resource consumption is charged as per Azure pricing rules.
- Managed service fee for image management

Network connectivity costs:

- Managed Firewall

Consumption charges

- Internet bandwidth
- Desktop to Server and Server to Server communication (hybrid)
- Authentication Traffic

Licencing

Citrix cloud licencing

Citrix cloud licencing is usually sold using a scaling methodology for the licence and is a 1 year commit, the minimum commit is 25 users on Citrix cloud

If customers consume more than committed value then flex pricing will be used for the overage.

The service may include the following licences:

Licence	Description	Named or Concurrent	Licence requirement
Citrix cloud Licence - Multi Tenant	Licence for the use of Citrix cloud features. Scale of the named users applied will determine the cost of this licence.	Named	Required for every named user of the service
Microsoft RDS License	Licence for the use of RDS	Named for every user	Required for every named user
Office Licence	Office 365 can be purchased if the customer does not have any of their own licencing or their existing licencing is not portable. We can add this application to the gold image provided to the customer	Named for every office user	

License tiers

Licence
Citrix Virtual Apps Premium Service (Multi-Tenant) Per User 1 Year for Service Providers - Tier 1 - 1-2500 users
Citrix Virtual Apps Premium Service (Multi-Tenant) Per User 1 Year for Service Providers - Tier 2 - 2501-7500 users
Citrix Virtual Apps Premium Service (Multi-Tenant) Per User 1 Year for Service Providers - Tier 3 - 7501-15000 users
Citrix Virtual Apps Premium Service (Multi-Tenant) Per User 1 Year for Service Providers - Tier 4 - 15001-30000 users

There is an additional option to allow flexibility in the number of users however it comes with an uplift in cost.

Licence	Model
Citrix Virtual Apps Premium Service (Multi-Tenant) Per User 1 Year for Service Providers - Flex	Commit per user

Support

We can offer in-depth, responsive and SLA-backed support from a UK team that is accessible and accountable and that knows your business. We work within the ITIL framework to ensure a consistently high standard of service desk provision and an enduring commitment to continuous improvement.

Hours of service

Hours of service are 24/7

Service levels

Availability

Availability is defined as the an end user can login to Citrix cloud and be presented with their selected desktop or application.

SLA

Redcentric can maintain an availability of 99.5% as this is the service availability of Citrix cloud/Azure which Redcentric do not control.

For more information regarding service availability, fault reporting, change control and communication please see the Redcentric welcome pack.

Service lifecycle

Changes to service

The service supports changes to the number of defined users, desktops and applications, user and shared file stores during the life of the service. The customer will make a configuration change via Redcentric's support desk.

Changes to the service description will be reflected on the server description page with referable versioning.

Cancellation and service suspension

Cancellation and suspension terms were set within the customers Master Services Agreement (MSA)

Expected lifetime

Citrix Virtual Apps and Desktops service is a cloud-hosted solution that receives fixes and updates on an ongoing basis; therefore, the services remain in support if the following criteria are met:

- Customers must stay current as per the documented system requirements for each service and associated components.
- Customers must be licensed to use the service.
- The Citrix cloud service must be generally available and within any documented lifecycle date

Citrix will provide notification prior to ending support of a Citrix Virtual Apps and Desktops service. Citrix has not announced any end of life dates for the existing Citrix Virtual Apps and Desktops services at this time.

Citrix Virtual Apps and Desktops service supports resource locations (application and desktop workloads) in on-premises data centres, public clouds or a hybrid of both. Citrix Virtual Apps and Desktops service deployments can utilize Current Release or Long Term Service Release components in conjunction with the cloud-hosted service. The following lifecycle considerations apply based on individual deployment options:

- **Citrix Virtual Apps and Desktops service with Current Release (CR) Components**
Citrix Virtual Apps and Desktops service can leverage Current Release (CR) components. The Citrix Virtual Apps and Desktops service is supported with the Current Release components. Standard End of Life (EoL) and End of Maintenance (EoM) product milestones and timelines apply as documented in the Current Release section of the [Citrix Virtual Apps and Desktops Product Matrix](#).
- **Citrix Virtual Apps and Desktops service with Long Term Service Release (LTSR) or Current Release (CR) Virtual Delivery Agents (VDA)**
Customers utilizing the Citrix Virtual Apps and Desktops service can leverage either the CR VDA or the LTSR VDA from XenApp and XenDesktop 7.15 LTSR or higher. Customers are required to maintain their LTSR VDA with the latest Cumulative Updates. Standard End of Life (EoL) product milestones and timelines apply as documented in the Long Term Service Release section of the [Citrix Virtual Apps and Desktops Product Matrix](#).

Customer agreements

Microsoft

The customer is required to accept and enter into a Microsoft Cloud Agreement and its related documents before Redcentric can provide Azure based products and services. By accepting the Microsoft Cloud Agreement the customer is agreeing to pay Microsoft pay-as-you-go Azure prices.

If Microsoft updates the Microsoft Cloud Agreement, then the customer must accept the new Microsoft Cloud Agreement at or before renewal of its contract with Redcentric.

By accepting Azure services from Redcentric, the customer is confirming that it has entered into a Microsoft Cloud Agreement.

In order to demonstrate to Microsoft that the customer has accepted the MCA, the customer has to provide Redcentric the name and email address of a person who is accepting the MCA. Redcentric will enter these details into the customer's subscription and this will serve as proof of acceptance.

The customer can deploy this service in conjunction with the Redcentric Managed Windows Server on Azure service (which provides a managed underlying Azure infrastructure), and customers should refer to SD085 Managed Windows Server on Azure service for further details.

The MCA can be found at: <https://docs.microsoft.com/en-us/partner-center/agreements>

Citrix

The Citrix Products are distributed to customers by Redcentric as a Citrix service provider and/or incorporated in the Redcentric Cloud Workspace service delivery platform.

It is a requirement of Citrix, and a condition of the provision of the Citrix Products to customers by Redcentric, that in respect of certain Citrix products the customer enters into a direct Citrix Services Agreement with Redcentric, covering the customer's use of the Citrix products. The provision and use of the Redcentric Cloud Workspace service and those Citrix products is subject to the Citrix Services Agreement. The Citrix Services Agreement consists of the Redcentric MSA (of which this service definition forms part when the Cloud Workspace service is bought) including the Citrix services additional terms in Section M of the schedule to the MSA.

By entering into the Citrix Services Additional Terms the customer will agree that its use of Citrix Products is subject to the applicable Citrix End User Licence Agreements accompanying such products, as such agreements may be updated by Citrix from time to time.

The current versions of the Citrix end user license agreements can be found here:
<https://www.citrix.com/buy/licensing/agreements.html>.

Glossary

This section provides a glossary of terms and acronyms specific to this document. Please add the terms and acronyms specific to the product or service (project).

Term/Acronym	Definition
BOM	Bill of Materials
CALEA	Communications Assistance for Law Enforcement Act
eTOM	Enhanced Telecom Operations Map
FCAPS	Fault Configuration Accounting Performance and Security
LAF	Logical Architecture Framework
LNP	Local Number Portability
MEID	Mobile Equipment Identifier
MVNO	Mobile Virtual Network Operators
NA	Not Applicable
NSM	Network Supplier Management
NZDT	Non-Zero Down-time
OM	Operational Measurements
OND	OSS Network Design
OSS	Operational Support Systems
PC	Personal Computer
POPI	Protection of Proprietary Information
RACI	R – Responsible; A – Accountability; C – Consulted; I – Informed RACI is part of the DRIVE process
RFI	Request For Information
RFP	Request For Proposal
RTM	Requirements Traceability Matrix
SCM	Supply Chain Management
SR	Service Request
TL1	Transaction Language 1
TS	Technical Specifications
TSS	Technical Security Specifications
VM	Virtual machine
VPN	Virtual Private Network
WLNP	Wireless Local Number Portability

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