

OVERVIEW

With the recent rebranding of the Citrix Virtual Apps and Desktops Service to Citrix Desktops as a Service (DaaS), additional entitlements which were previously for Premium Customers have been added to all Citrix DaaS editions. This Jump Start will focus on the newly enabled Session Recording entitlement. Session Recording provides enhanced security, monitoring, and logging for Citrix sessions. Security-focused features such as dynamic triggers, which enables the ability to only record based on specified criteria such as Clipboard usage, specific apps launching, USB device attached, App Crashing, and specific Web URLs, to name a few will be reviewed as part of this Jump Start. In addition to the Security focus features, operational aspects provided by Session Recording will also be reviewed. One example is the "Performance Overlay" feature, where all user sessions are recorded with a performance overlay containing Memory, CPU, and ICA Latency as part of each session perfectly time stamped to assist with troubleshooting.

OUR SERVICE OFFERINGS

THIS CITRIX SESSION RECORDING SERVICE JUMPSTART WILL INCLUDE THE FOLLOWING OBJECTIVES:

- Planning discussions and environment prep to support Session Recording Service
 - Architecture Review
 - Review Database requirements
 - Review Storage requirements
 - Review Session Recording Server requirements
 - If applicable, determine required HA configurations
 - Review Session Recording policy framework with Customer
 - Review Session Recording Agent requirements and determine catalog for installation
 - Review Session Recording Cloud Service and required prerequisites and configurations
 - Review Certificate Requirements
- Configure Session Recording Storage Repository
- Configuration of Session Recording database
- Configure Session Recording Cloud Service
 - Validate required ports are open to support Session Recording Cloud Service Agent
- Installation and configuration of Session Recording Server
 - Install Session Recording Server software
 - If applicable, Install a second Session Recording Server for HA
 - Configure Session Recording Properties
 - Create up to 3 Session Recording policies
- Installation and configuration of Session Recording agent on one predetermined Master Image
- Test / validate Session Recording is working as expected
- Knowledge transfer on administrative and operational aspects of Session Recording Service

COMPLIANCE CONSIDERATIONS

Session recording solutions are used in a wide variety of industries for recording user activity while working in remote or physical PC environments. These recordings often contain sensitive information that require the security team at most organizations to focus on compliance and safeguarding from malicious intent. The challenge with these types of solutions is lack of intelligence in being able to automatically pause the recording, if sensitive data input fields (CC, SSN, etc.) are detected. While some solutions may offer the ability to manually pause and resume recordings, they lack the capability to intelligently detect sensitive data fields and programmatically pause and resume the recording.

As part of the optional services we offer Automai intelligent Session Recording (ISR) Nanobot, a purpose-built bot automating pause/resume capabilities as sensitive fields are detected ensuring organizations can still view their recordings while enhancing security of sensitive data.

OPTIONAL SERVICES:

- Highly Available configuration (+1 day)
 - Add additional Session Recording Server
 - Configure load balancing for Session Recording Servers
- Intelligent pause/resume functionality for Session Recording (+1 day)
 - Implement Automai Intelligent Session Recording Nanobot for 1 pre-determined application enabling intelligent Pause/Resume for Session Recording based on pre-determined Sensitive data fields
 - A 30-day trial license will be included with the jump start, but an additional license will have to be purchased to continue using this after 30 days

This Jump Start offering is extremely specific on the scope of work and is scoped for 2 to 4 professional service days. The range depends on optional additions to the jump start as described above. It is also important to note that all environment prerequisites outlined in the Assumptions must be met before the project start date.