

# Virtual Desktop Infrastructure (VDI) Checklist

Emilio Valente and Tim Proffitt

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1. A good VDI design starts with understanding the target user's requirements, setting proper user expectations and managing user perception. It's important to assess the needs of the user demographic and ensure the solution meets their needs.
2. Focus must be given on the quality of the services. Incorporate quality assurance for procedures and processes into the pilot program.
3. The development of "snapshots" allows the virtual desktop to be restored in a matter of minutes and can reduce the amount of support costs. Determine the type and frequency of snapshots and the benefits in the long run.
4. Organizations must scale the server hardware appropriately. Under provisioning the hardware can lead to poor user experience. Perform a VDI server scaling evaluation taking into account the transition period when two architectures are supported.
5. VDI can greatly impact the success of your DR/BCP scenarios. Incorporate the VDI technology into your policies and DR testing.
6. When a host server is taken offline, any VDI running on that host will be unavailable unless a redundant VDI environment is implemented. How will your organization implement a highly redundant environment?
7. The desktop virtual machine is accessed from a client device to the host server via a display protocol such as RDP, ICA, ALP, AIP or VNC. In many cases, these protocols are not encrypted natively and in some cases need to be compressed when sent over the wire. Has your networking team evaluated the needs of an increase utilization of LAN/WAN infrastructure?
8. A connection broker is used to manage the connections between the clients and the servers in large deployments. Is a connection broker necessary for your organization?
9. Each desktop operating system has different resource requirements. The user type and version of desktop operating systems used for the desktop environment has an effect on the total number of concurrent desktops that can be sustained per physical host. The concurrent number of users per host is a crucial number for determining the cost per virtual machine. Determine the cost benefit analysis for users per physical host server based on the VDI vendor.
10. Organizations must consider the type of shared storage. Example: iSCSI, NFS or disk arrays. Desktop storage is not typically I/O intensive and therefore may not need expensive disks. Determine which centralized storage mechanism will work best for your organization or determine the cost to expand an existing one.
11. When you virtualize a desktop, you need to take into account the applications that they are using and ensure that you provide a solution for the most common devices that users connect to their PCs. The majority of new peripheral devices being produced today are using the USB interface to connect. It is important to be able to connect and use peripheral devices such as USB and ensure the host server identifies the device on

the virtual client. Determine if USB type connections will be permitted and choose the appropriate solution.

12. VDI allows the strengthening of the security of your environment compared to allowing users to store corporate data on their desktop or laptop hard drives. By controlling where the data resides and what is allowed to leave the data center, you can avoid having sensitive information fall into the wrong hands. Do you already have special network segments or endpoints protected more than others? Evaluate to apply the same layer of security to VDI central repository. Determine how the data will be protected in the central repository.
13. Printing is a critical aspect of the user experience so it is highly recommended to use some sort of universal printing solution (Provision Networks or ThinPrint). Whenever possible, employ network printers for devices connected on the LAN.
14. Some VDI components have multi-monitor support in published app mode, but not in published desktop mode, which can be very confusing and upsetting once the mistake is realized. True multi-monitor support should include windows sizing and placement, message boxes that don't split windows, and actual multi-monitor awareness rather than just spanning multi-monitors. Will your testing take into consideration dual monitor support?
15. Organizations will need to determine where to store the virtual machine files and any snapshots. The VDI images must be properly secured via permissions to prevent tampering. Evaluate if they need more protection than central repository.
16. Organizations must impose limits on processor and memory usage. What is the appropriate level of usage per image?
17. Will your organization be implementing two Factor authentication or Single Sign-On? Does your VDI vendor support these requirements?
18. Some organization found that, with VDI, multimedia content is not working as expected. Does multimedia play an important role in your organization's business?