GSD. Citrix - Order the SDE service

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General Information:

Possible symptoms/errors:

User wants to know how to order the SDE service?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

What is SDE?

The Fresenius Medical Care Secure Desktop Environment is a virtual shared desktop that enables users to work with the Fresenius Universal Workplace applications (and optionally additional applications) from any device. Using this services enables easier, faster onboarding and cost-effective access to our IT environment with the optional use of ThinClients instead of expensive PC hardware. Access to SDE is a small client software that is available for nearly all existing operating systems. It is based on enterprise-class long term proven Citrix XenApp technology and can be adapted to fit user's specific needs.

How to order the SDE service?

Currently the available SDE services can be ordered via Service Now - Service Catalog:

What is included by default?

All SDE editions are based on the Fresenius Universal Workplace application set which currently includes the following application set. The Standard and Professional editions are available for classic Lotus Notes and Office 365 enabled users.

Microsoft OfficeLotus NotesSAPguiAdobe Reader7-ZipAdobe Flash PlayerJavaMozilla Firefox ESREdgeGoogle Chrome

Are there prerequisites to use the SDE service?

All users need a valid user account in our global Active Directory (ADS). This is the basic requirement that must be met for all users.Depending on what E-Mail environment is used, the user also needs either a valid Office 365 service subscription and/or a Lotus Notes Domino user account and mailbox. If Office 365 is used as the email application some users may require the Lotus Notes legacy service to

access things like SameTime chat or Lotus Notes based applications.If Internet access from within the SDE is required this must also be ordered separately. For Office 365 access to the cloud (but no other websites) is already included.

Are the software licenses included in the service?

The SDE baseline service includes software usage licenses for the Fresenius UWP applications as well as the hosting infrastructure.

How to install additional apps on the SDE?

The SDE editions mentioned above are a standardized services that cannot be changed by the individual user for various (technical and licensing) reasons. If user needs additional applications that require a software installation of any type to accomplish their work we provide a service called "SDE Individual". This service consists of a small project to gather the requirements of their users and cluster them to see what user groups need a specific set of applications. If technically possible, we then will provide a new SDE edition (named appropriately) containing this application set to their users based on the same technical framework as the rest of the SDE editions.

"I need administrative rights to change system settings"

No user can have administrative access to any SDE edition. The SDE is a standardized shared work environment were global changes affect all users working with the system. As such changes must be implemented with utmost care and can only be done by the Citrix team. Software that requires administrative rights cannot be provided via SDE and must be deployed locally to the end user's client.

Assignment Group:

Ext_WW_Virtual-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A