

Amazon Workspaces

Reference Guide

Deloitte Information Technology Services

Version History

Version	Date	Additions/Modifications	Prepared/Revised by
1.0	07/09/2020	Initial Version	Bhaskar Pericherla, Terry Brazzell, Phani Damaraju, Roopesh Perla, Bhaskara Malladi, Kiran Ravi, Manoj Tewari, Rafi Mohammed, Badri Bhavani Sankar
2.0		To be Reviewed	Sachin Vaidya, Srini Mula



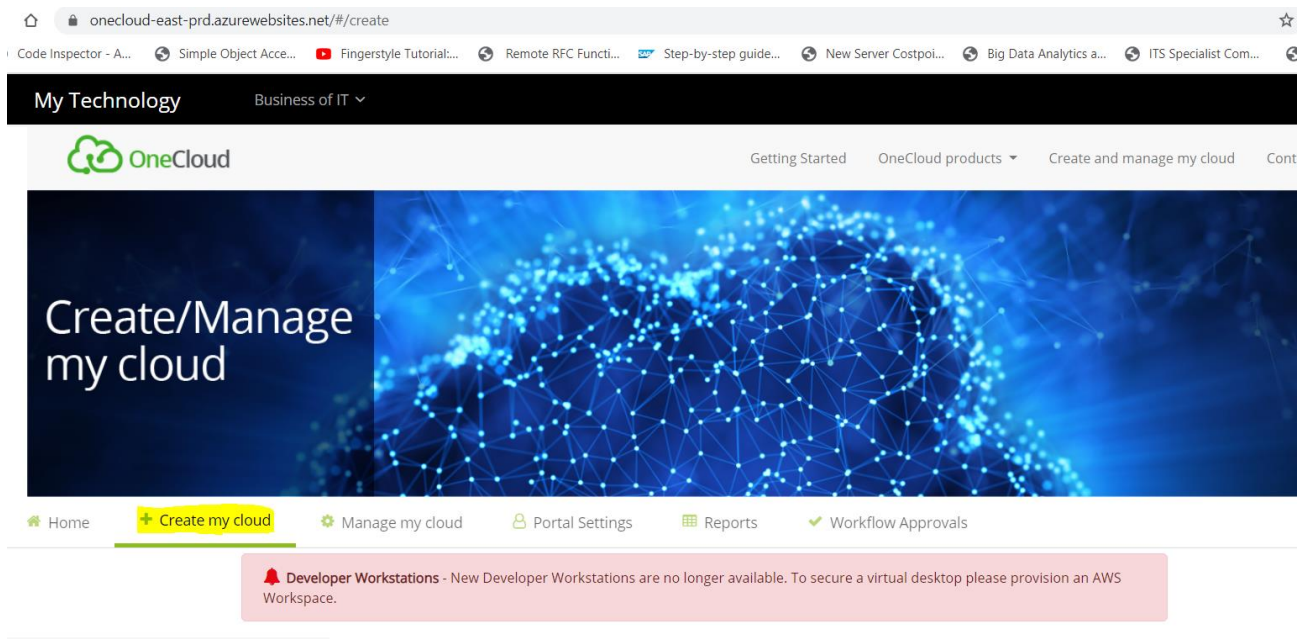
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1. Requesting a new Amazon Workspace

How to Request?

Open <https://onecloudselfservice.deloitte.com> and click “Create my cloud”



Select Function/Group : ITS
Platform: AWS Workspaces

Project Organization	
Member Firm*	Function/Group*
<div>United States</div>	<div>ITS</div>
Platform* ?	
<div>AWS Workspaces</div>	

Fill in Project Name and a valid Charge code in the Project details section.

We have two new fields introduced in OneCloud as below, while provisioning a workspace:

- **Responsible Owner – PPMD of your channel**
- **Secondary Contact – Your current location channel Leader / CSL**

Project Contacts	
Responsible Owner* ?	Secondary Contact* ?
<div></div>	<div></div>

Once the above information is filled, click Next.

In the Next screen click on “Add Bundle”

Below 4 options are available. Select the one that meets your project requirements.

Options

1. **Windows 10 - 2CPU 8GB RAM, 50 GB user D drive (plus 80GB C Drive)**
2. **Windows 10 - 4CPU 16GB RAM, 100 GB user D drive (plus 150GB C Drive)**
3. **Windows 10 - 2CPU 8GB RAM, 100 GB user D drive (plus 150GB C Drive)**
4. **Windows 10 - 8CPU 32GB RAM, 100 GB user D drive (plus 150GB C Drive)**

Guidance:

- A normal technical person with just 1 IDE and 1DB may use Options 1 or 2 based on data volume requirements.
- Options 3 and 4 are advised for high memory and data intense setups.
- A person can request only one person. If you need a second workspace, please get an approval from your channel leader.
- Please use the below charge code as part of transition
TPX02327-01-00-01-8870
- All the existing workspaces will continue to be working and no changes needed. Code will be corrected from the backend.

Environment Configuration

[How to complete form](#)
[Environments/workloads descriptions](#)

Function/Group: ITS	Platform: AWS Workspaces
---------------------	--------------------------

Below is the template that will be created. Please click next to continue.

AWS Workspaces

Select a bundle template

[+ Add Bundle](#)

My Technology Business of IT

Create my cloud

- ✓ Project Information
- 2 Environment Configuration
- 3 Final Confirmation

Environment Configuration

[How to complete form](#)
[Environments/workloads descriptions](#)

Function/Group: ITS	Platform: AWS Workspaces
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Below is the template that will be created. Please click next to continue.

✓ AWS Workspaces

Select a bundle template

- Windows 10 - 2CPU 8GB RAM, 100 GB user drive [Remove](#)
- Windows 10 (1909)

[Reset](#) [Back](#) [Next](#)

Tools Contact Us Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, and their

Once Selected submit your request.

My Technology Business of IT

AWS Workspaces

Edit

Windows 10 - 2CPU 8GB RAM, 100 GB user drive

Windows 10 (1909)

Project Tagging Information

Edit

Data Type
Deloitte

Data Classification
Public

Data Qualifier
Public

☒ I agree to be accountable for any costs incurred related to this workspace, if the entered billing code owner denies charges.

[Reset](#) [Back](#) [Create](#)

You will receive an email once the Workspace is complete with the information on how to set it up and running on your laptop:

Create AWS Workspace: is now complete



dcsteam@onecloud.deloitte.com
To: Tejwari, Manoj Kumar

[Reply](#)

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Your request for a new AWS Workspace is complete. Follow the steps below to quickly get up and running with your Workspace.

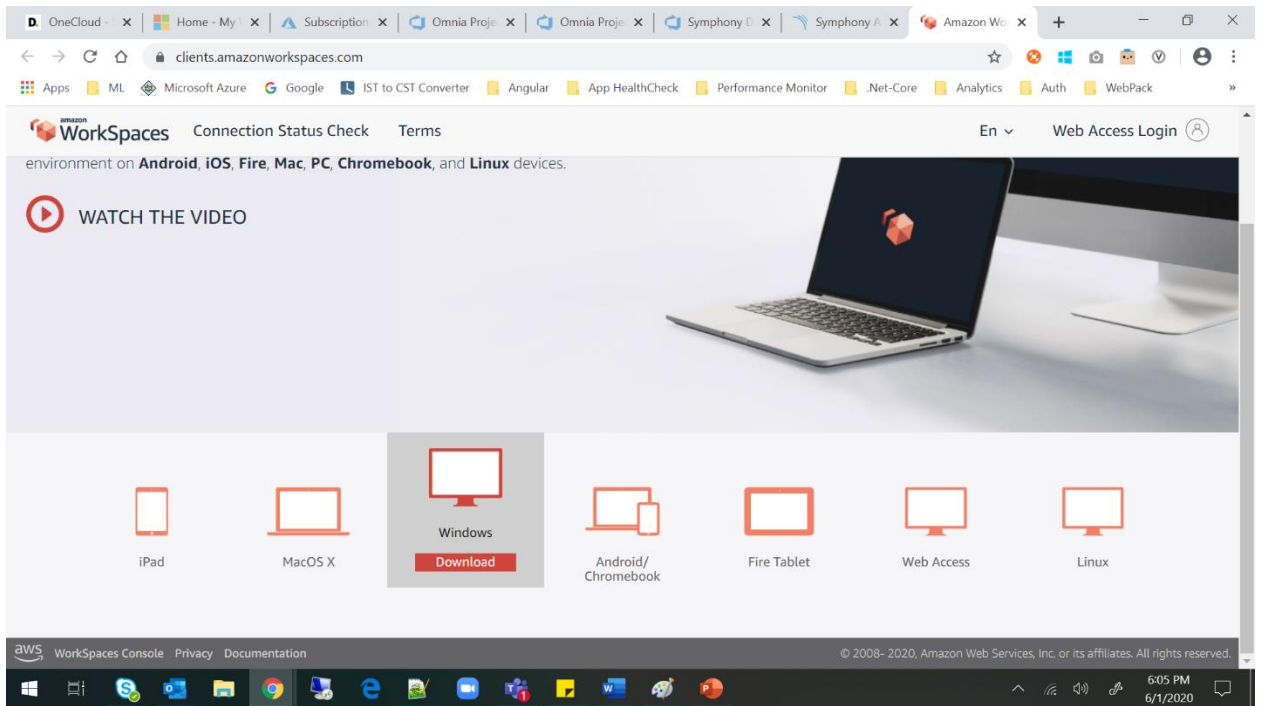
- [Download](#) and install a WorkSpaces Client for your favorite devices
- Launch the client and enter the following registration code: [REDACTED]
- Login with your us domain user account and password.
- Do things

Requester: mantewari@deloitte.com

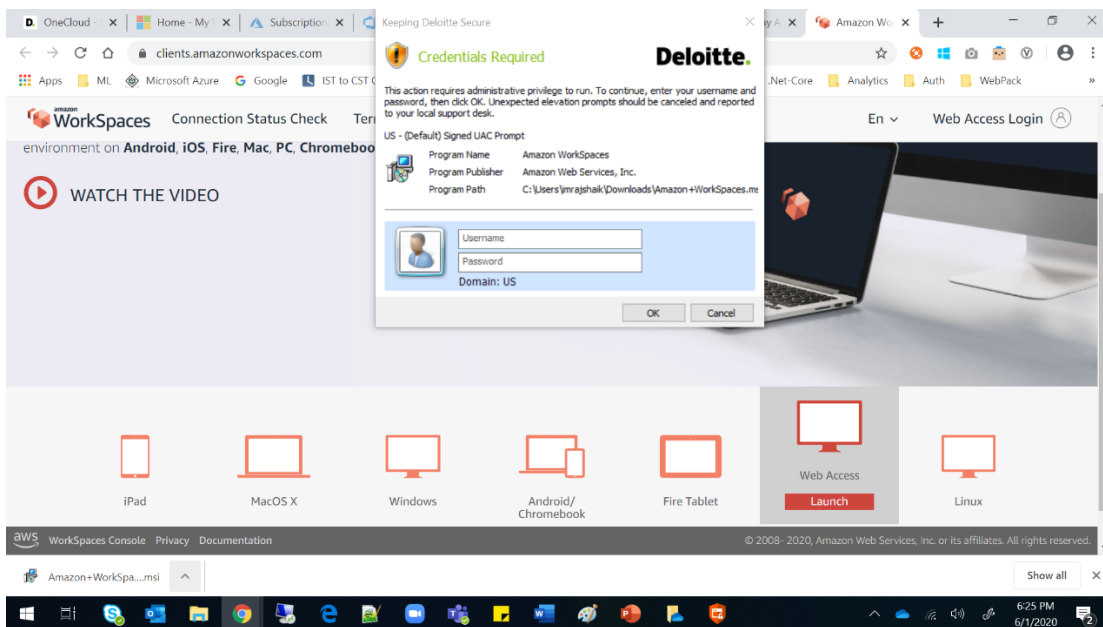
OneCloud Project Name: GPS Dev Box

INSTALLING WORKSPACES

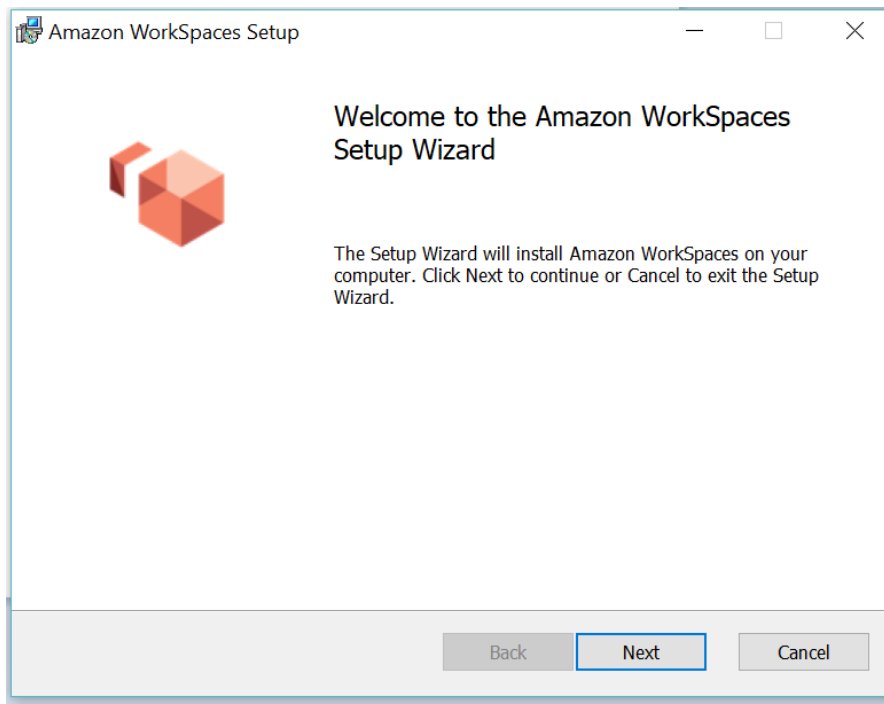
- 1) Please click on **Download** link from the AWS Workspace completion mail. After click on the link you will be redirected to <https://clients.amazonworkspaces.com/>.



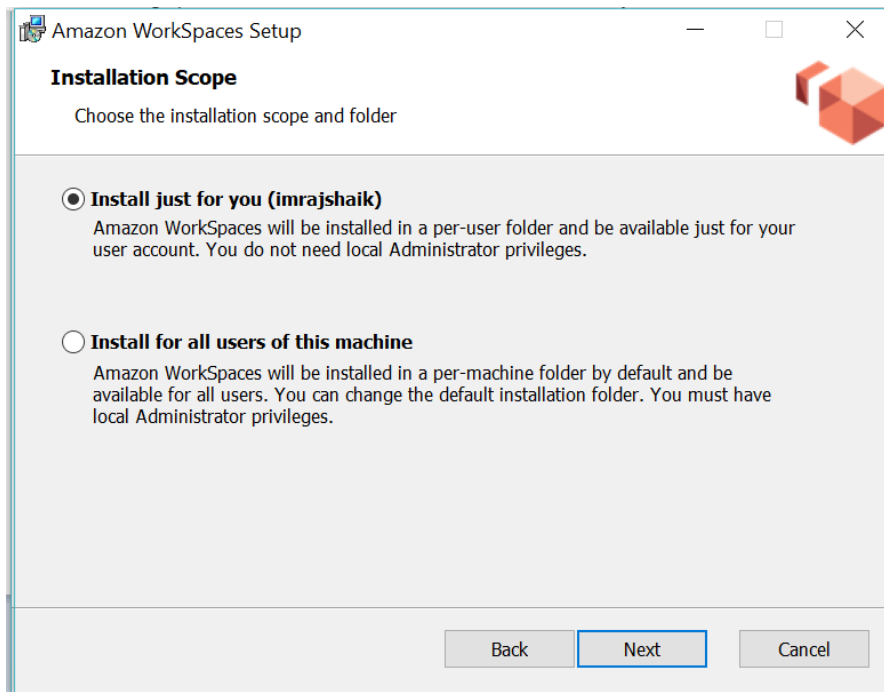
- 2) Please click on **Windows Download** button, and it downloads the **Amazon+Workspace.msi**. When you open .msi file, it will ask for the credentials. Please enter windows username and password.



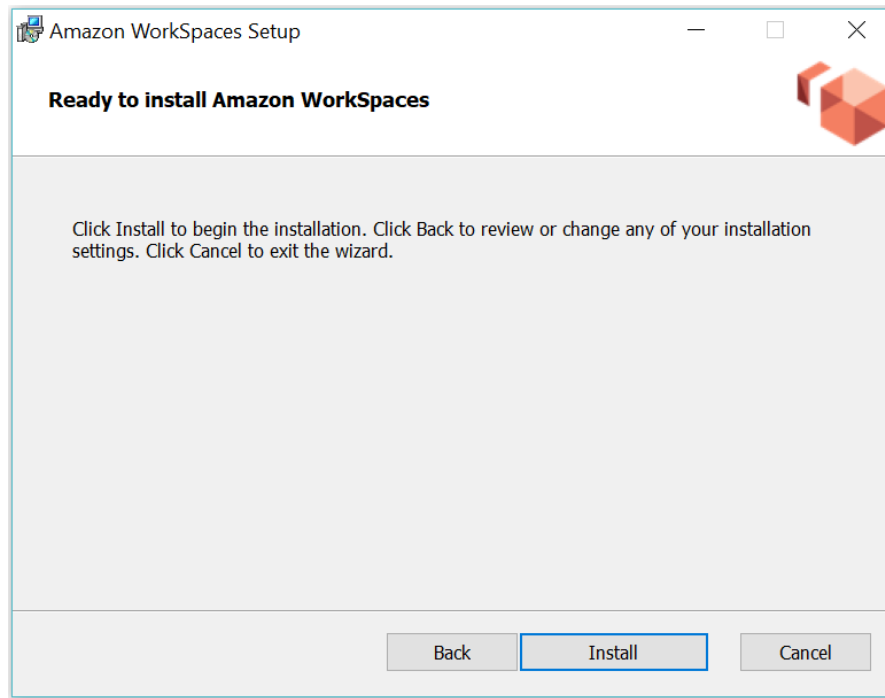
- 3) After entering the credentials, you will be able to see below screen. Click on **Next** button



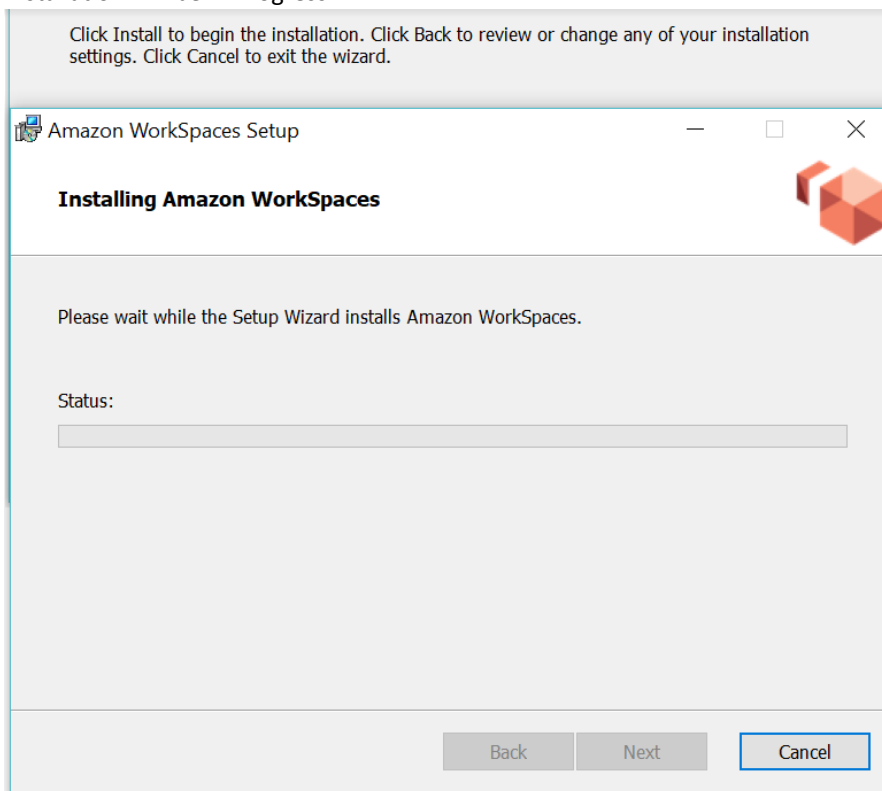
4) Please select the **Installation scope** and click on **Next** button.



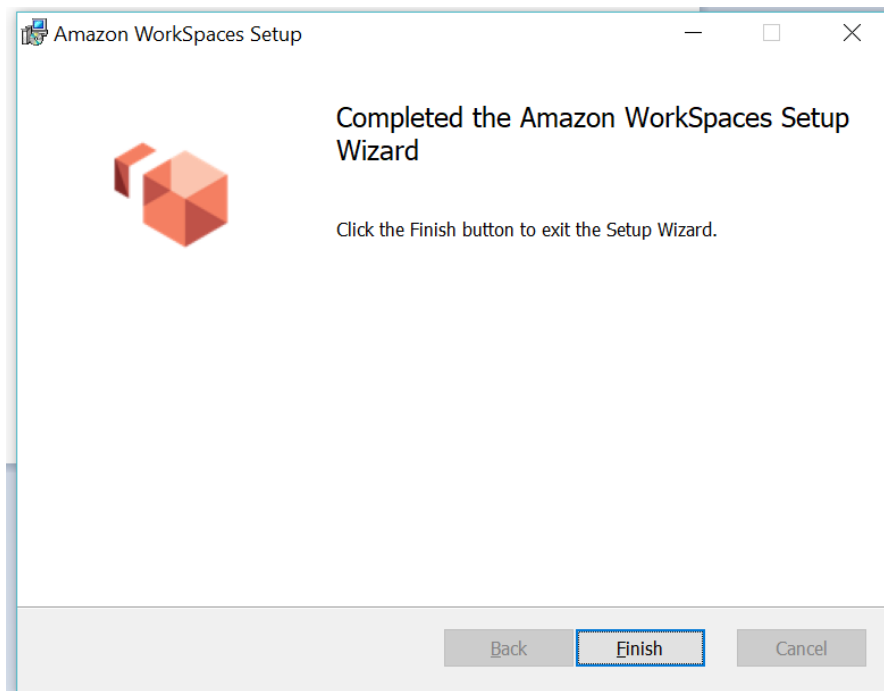
5) Click on the **Install** button.



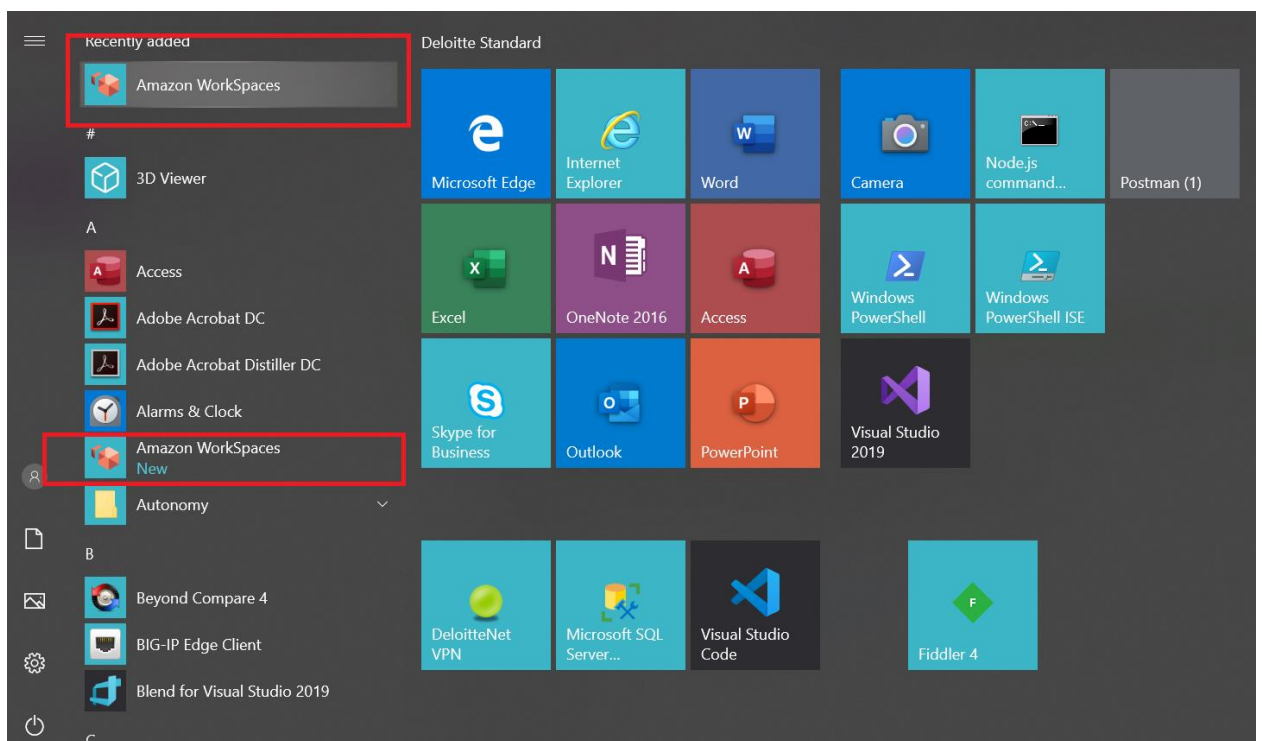
6) Installation will be in Progress.



7) The wizard completion box will appear after installation. Click on Finish button.



8) Once installation is finished. Select Windows button and click on Amazon Workspaces.



9) The Amazon Workspaces will launch Register Screen. Please enter your **registration code** provided in your email.

10) Once you click on Register button, the page launches below dialog box to enter Your US Credentials. Please enter your window details without prefix ex: **Username, password and MFA Code** from Microsoft Authenticator App.



Please log in with your deloitte-aws-east-2 credentials

Sign In

Sign in to authorize access

By accessing and using this system you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of this computer system may subject you to criminal prosecution and penalties.

2. Requesting changes to an Amazon Workspace

In case of any issues with workspaces or upgrades to configuration, please submit a request or an incident as below.

Use either of these links in Request category, for all who cannot create incident using about Incident Link.

Please use the below information to log a ticket into ServiceNow based on access level.		
Type	Group	URL
Incident	DTTL-GTS-Deloitte Cloud Services- Operations-VDI	https://deloitteglobal.service-now.com/sp?id=sc_cat_item&sys_id=b56a03c9dbd9ffcccb86d18c689619bc
Request	NA	https://deloitteglobal.service-now.com/sp?id=sc_cat_item&sys_id=b56a03c9dbd9ffcccb86d18c689619bc
		https://deloitteus.service-now.com/sp?id=sc_cat_item&sys_id=3f1dd0320a0a0b99000a53f7604a2ef9

Alternatively, reach the team on US TI Cloud Operations USTICloudOperations@deloitte.com

3. Software Installation

TBD

4. Reference Material

Pilot Studio Level Testing

Refer to the below link which contains list of common issues reported and the list of practitioners participated as part of PILOT. Please reach your corresponding team member for immediate help.

<https://teams.microsoft.com/l/file/1BFB40F8-78EF-490D-8C8B-88D37B5B0471?tenantId=36da45f1-dd2c-4d1f-af13-5abe46b99921&fileType=xlsx&objectUrl=https%3A%2F%2Famedeloitte.sharepoint.com%2Fsites%2FAWSWorkspacesPilot%2FShared%20Documents%2FGeneral%2FAmazon%20Workspaces%20StudioLevelTesting.xlsx&baseUrl=https%3A%2F%2Famedeloitte.sharepoint.com%2Fsites%2FAWSWorkspacesPilot&serviceName=teams&threadId=19:4bcd47ecfe4f4d6eb3b57c67d7e2bcb4@thread.skype&groupId=555c1ccc-ba19-433d-baad-93b64fb474a4>

Resolutions for Common Fixes

Refer to the below link which resolution mechanisms for all the issues reported as part of the PILOT.

<https://teams.microsoft.com/l/file/D21D0F65-47E7-4A75-BDE3-F67D7B3E65D5?tenantId=36da45f1-dd2c-4d1f-af13-5abe46b99921&fileType=xlsx&objectUrl=https%3A%2F%2Famedeloitte.sharepoint.com%2Fsites%2FAWSWorkspacesPilot%2FShared%20Documents%2FGeneral%2FAWS%20Workspace%20Fixes.xlsx&baseUrl=https%3A%2F%2Famedeloitte.sharepoint.com%2Fsites%2FAWSWorkspacesPilot&serviceName=teams&threadId=19:4bcd47ecfe4f4d6eb3b57c67d7e2bcb4@thread.skype&groupId=555c1ccc-ba19-433d-baad-93b64fb474a4>

5. Resources to contact for additional help

For all immediate needs and technical issues:

DAS Team	Location
Pericherla, Bhaskar <bpericherla@deloitte.com>;	USI
Damaraju, Phani <pdamaraju@deloitte.com>;	USI
Malladi, Bhaskara <bmalladi@deloitte.com>;	USI
Perla, Roopesh <rperla@deloitte.com>;	USI
Ravi, Kiran <kiravi@deloitte.com>;	USI
Bikram Shaha, Mrinal <mbikramshaha@deloitte.com>	USI
Kotagadda, Rajendra Prasad <rkotagadda@deloitte.com>;	USI
Nayak, Satyam <satyanayak@deloitte.com>;	US
Ashar, Hitesh <hiashar@DELOITTE.com>;	US
Tewari, Manoj Kumar <mantewari@deloitte.com>;	USI
Rafi, Mohammed <mohrafi@deloitte.com>;	USI
Sengupta, Arindam <arisengupta@deloitte.com>;	USI
Bhavani Shankar, Badri <babadri@deloitte.com>;	USI
Aare, Ashok Kumar <aaare@deloitte.com>	USI

For any escalations:

DAS Leadership	Location
Vaidya, Sachin S <svaidya@deloitte.com>	US
Mula, Srinivasa R <smula@deloitte.com>	USI
Mohl, Daniel <dmohl@deloitte.com>;	US
Pemmaraju, Praveen <ppemmaraju@deloitte.com>	US
Dave, Kumkum Pankaj <kudave@deloitte.com>	USI

6. FAQs

1. **What is the charge code to be used for requesting a workspace?**
 - Please use the code - TPX02327-01-00-01-8870
2. **What is this current transition replacing?**
 - This is purely for your developer on-prem PODS and nothing to do with DC Migration or your applications that are currently in on-prem.
 - The PODs starting with CLD or USCLD are only affecting by this.
3. **What am I supposed to do?**
 - These workspaces are replacing your on-prem developer PODs. So, all the work that you are currently performing on a POD needs to be performed on a workspace after the transition period.
4. **Am I supposed to perform my project development and support my applications on a Amazon Workspace?**
 - Yes. A 2 weeks window is provided to setup and make workspace delivery ready. After 2 weeks, the existing on-prem POD will not be accessible.
5. **I already have a workspace created as part of PILOT phase or in general. Do I need to create again during the transition phase?**
 - No. The existing workspace can be used. No need to create a new one.
6. **Can I use a workspace instead of Deloitte laptop?**
 - While a workspace provides all the required tools and facilities like Outlook, Skype and Zoom and access to Deloitte resources, it is recommended to take the necessary approvals from the channel leadership to use these in lieu of Deloitte laptop. Few items to note on a workspace:
 - Video is not supported in a workspace
 - Expect a bit of distortion in the audio
 - Considering these are cloud, notice the latencies and operating models
7. **I have used my project charge code before for my existing workspace, how do it change it to the code currently provided?**
 - No need to perform any action. It would be corrected from backend.
8. **How many workspaces can I request?**
 - 1 workspace only
9. **What if I need more than 1 workspace as part of my delivery needs**
 - Please get an approval from your respective channel leader
10. **I already have more than 1 workspaces created, what do I need to do now?**
 - Please report it immediately to the DAS team above on the additional workspaces so they will be removed. As part of policy, only 1 workspace will be provided by default.
11. **The One Cloud portal is allowing me to create more than 1 workspace. How do I restrict?**
 - As a guideline, always check for the number of workspaces owned by you. If you have more than 1, please report immediately. One Cloud portal serves multiple member firms, so there cannot be customizations around it.
12. **How do I install software?**
 - Software can be download or can be setup from Chocolately server. Please refer to section 4.
13. **What are the workspace options that are available?**
 - Below are the options available. Please note that the C Drive is hidden by default
 - Windows 10 - 2CPU 8GB RAM, 50 GB user D drive (plus 80GB C Drive)
 - Windows 10 - 4CPU 16GB RAM, 100 GB user D drive (plus 150GB C Drive)
 - Windows 10 - 2CPU 8GB RAM, 100 GB user D drive (plus 150GB C Drive)

- **Windows 10 - 8CPU 32GB RAM, 100 GB user D drive (plus 1500GB C Drive)**

14. What option should I choose?

- A normal technical person with just 1 IDE and 1DB may use Options 1 or 2 based on data volume requirements.
- Options 3 and 4 are advised for high memory and data intense setups.

15. What kind of rights I will have on a workspace?

- All the members should have ADMIN rights

16. I have a very complex environment and none of the above options meet my project needs. What do I do?

- Anything beyond the above listed options is usually not recommended and is highly challenging. If there is a real need, please reach to the persons listed in section 5 with your channel leader approval.

17. What are some of the things that I should be aware of?

- Below are few things on how things operate in workspaces:
 - All the workspaces are mapped to US Domain unlike the existing PODS which were in USDEV
 - All the common ports and common on prem environments are accessible by default without using VPN in workspace
 - Outlook, Microsoft tools, Teams, and all other common software can be used in workspace including skype and zoom.
 - There is no option to use video since the webcam can't be detected on a workspace
 - Expect a bit of intermittent audio distortion at times while using zoom or skype.
 - Considering these workspaces are on Amazon cloud, expect some latency while accessing tools that are residing on our on-prem environments like SAP BODS, HANA, NAS shares etc.
 - Clipboard is not available. For any file sharing needs, use onedrive.

18. Do I need to use VPN inside workspace?

- All the common on-prem applications should be accessible default along with our common applications on Azure and AWS. However, there could be some specific applications belonging to your channels which may not be accessible. If these are on-prem and are not accessible without VPN, please use VPN for immediate needs and submit a firewall request through AMG team. If the apps are outside on-prem and are not accessible, then a firewall request is the only option. Please reach AMG team for any help.
- Note that accessing applications using VPN on a workspace takes more traffic time and you could experience some latency.