Guidelines for Remote Work Using Windows Virtual Desktop

Public Sector Governance Department

Information Technology Sector

April 2020

Table of Contents

Chapter One: Introduction

Based on the law of establishment of the Communication and Information Technology Regulatory Authority (CITRA), and activating it's regulatory role to develop plans and establish regulations and policies in the field of Information and Communication Technology, and having the important role of the government entities and it's services and operations to the individuals and businesses, the Communication and Information Technology Regulatory Authority has developed this guideline that aims to enable remote work in the government sector using the virtual desktop to effectively continue working. This guide includes procedures and instructions that enable the government entities to implement remote work using Windows Virtual Desktop (WVD).

Chapter Two: Windows Virtual Desktop Benefits

- The use of the virtual desktop is very important to enable remote work through the ability to access to on-premises applications and internal systems necessary.
- WVD helps remote workers be productive with a virtualized experience on a PC, phone, tablet, or browser.
- It enables users to simplify management, provisioning, and access to data and applications that cannot be reached from outside the workplace.
- It reduces the costs and resources associated with managing on-premises infrastructure; and empower IT to transform the workplace.
- WVD leverages Azure and Microsoft 365 to deliver productivity solutions for remote work. Windows 10 and Office 365 are

automatically kept up to date, and IT is equipped with cloud-connected management powered by 'Microsoft Endpoint Manager'. This provides organizations with the most productive and most secure computing experience for users while reducing complexity for IT teams.

Chapter Three: Windows Virtual Desktop Guidelines Objectives

- Facilitate government entities to perform their tasks remotely without interruption to the workflow, as virtual desktops provide access to internal systems which cannot be reached from outside the workplace.
- Utilize technologies that help the government entities to seamlessly continue working.
- Empower the government entities to make optimal use of the Information Technology resources available through the Enterprise Agreement signed between the Central Agency for Information Technology (CAIT) and Microsoft, as an additional license to the current contract.

Chapter Four: Virtual Desktop Access and Use Instructions

- Activate one of the following licenses for each user:
  - ➢ Microsoft 365 E3/E5
  - ➢ Microsoft 365 A3/A5/Student Use Benefits
  - ➢ Microsoft 365 F1
  - ➢ Microsoft 365 Business
  - ➢ Windows 10 Enterprise E3/E5

➢ Windows 10 Education A3/A5

➢ Windows 10 VDA per user

- Update Windows system and the security and protection systems.
- Set up or use an existing Azure Active Directory associated with your Azure subscription or your Microsoft 365/Office 365.
- Establish a network connection of each entity with Microsoft Azure through Site-to-Site VPN Tunnel.
- Prepare Master Image for Windows 10 Enterprise for each entity, install the necessary applications, and the required configurations.
- Review the Getting Started technical document[1] to get details on getting started, primary capabilities, technical requirements, and activation approaches for clients like iOS and Android.
- Visit the Azure Migration Center[2] for video guidance on migrating desktops and applications to Azure using 'Azure Migrate', which can also help to assess the sizing needs and estimate deployment costs.
- For security and regulation, review this page[3].
- For flexible workforce adjustments, review the technical document[4] and the network guidance[5] pages.

Chapter Five: Windows Virtual Desktop Procurement

- The virtual desktop license can be obtained through the Enterprise Agreement signed between the Central Agency for Information Technology (CAIT) and Microsoft, as an additional license to the current contract.
- It can be purchased based on the current approach followed by every entity, which is the direct contracting approach that each entity uses

---

[1] https://docs.microsoft.com/en-us/azure/virtual-desktop/overview

[2] https://azure.microsoft.com/en-us/migration/

[3] https://www.youtube.com/channel/UC-MXgaFhsYU8PkqgKBdnusQ/playlists

[4] https://docs.microsoft.com/en-us/azure/virtual-desktop/overview

[5] https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/network-guidance?context=/azure/virtual-desktop/context/context

for Microsoft licenses, taking into consideration the number of users determined by the entity and based on the nature of the work and used applications.

Chapter Six: Scope of Implementation

- This guideline applies to all the government entities.
- Government entities can activate and roll-out virtual desktop according to the business needs and requirements, the nature of the jobs, and the types of services provided by them, as they find necessary.

Chapter Seven: Implementation Mechanism and Selecting Eligible Tasks and Work Types to Use Virtual Desktops

- Government entities shall set procedures and mechanisms for implementing virtual desktops to ensure efficiency and productivity by collaborating with its Information Systems Department or the relevant authorities to provide the necessary infrastructure services and applications, to ensure security and confidentiality of information which must adhere to the cybersecurity standards and regulations that is published by the Communication and Information Technology Regulatory Authority (CITRA).
- Government entities shall carefully select the authorized users for virtual desktops, taking the security and protection procedures and controls into account. In addition to not activating virtual desktops for the non-vital and important tasks to run the business. Below are examples of work types and tasks that require the use of virtual desktops:
  - ➢ Tasks and jobs that require access to the internal systems and applications and which cannot be accessed from outside of the workplace.

➢ Tasks and jobs that requires systems monitoring and support around-the-clock.

➢ Finance and administration affairs systems and Information Technology systems. And the entity has the right to take what it deems appropriate to the nature of the work and the to the interest of the entity.