Information Technology Policy

Virtual Desktop Infrastructure

ITP Number	*Effective Date*
ITP-NET019	November 13, 2012
Category	*Supersedes*
Network	None
Contact	*Scheduled Review*
RA-ITCentral@pa.gov	December 2022

1. Purpose

This Information Technology Policy (ITP) establishes product standards for Virtual Desktop Infrastructure (VDI). The VDI standard is to assist in controlling costs, reducing risks, and promoting a consistent management of desktops.

2. Scope

This ITP applies to all offices, departments, boards, commissions, and councils under the Governor's jurisdiction (hereinafter referred to as "agencies"). Agencies not under the Governor's jurisdiction are strongly encouraged to follow this ITP.

Third-party vendors, licensors, contractors, or suppliers shall meet the policy requirements of this ITP that are applicable to the products and services provided to the Commonwealth.

3. Objective

Establish an enterprise product standard for VDI to achieve:

- Increased speed and reduced cost for provisioning of new desktops.
- Decrease cost in deploying new applications.
- More effectively manage desktop images.
- Maximize refresh cycles of client desktops.
- Reduce security risks to the enterprise.

4. Policy

4.1 Enterprise Product Standard

This policy establishes the following as the enterprise product standards for VDI:
- o VMware Horizon Suite

5. Responsibilities

5.1 Agencies shall

- Assess their business and technical requirements and determine the appropriate fit to the enterprise product standards established in this policy if a VDI solution is needed.

5.2 Third-Party vendors, licensors, contractors, or suppliers shall

- Comply with the requirements outlined in this ITP.

6. Related ITPs/Other References

Definitions of associated terms of this policy are published on the Office of Administration's public portal: http://www.oa.pa.gov/Policies/Pages/Glossary.aspx

Commonwealth policies, including Executive Orders, Management Directives, and IT Policies are published on the Office of Administration's public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx

- ITP-ACC001 *Information Technology Digital Accessibility Policy*

7. Authority

Executive Order 2016-06, Enterprise Information Technology Governance

8. Publication Version Control

It is the Authorized User's responsibility to ensure they have the latest version of this publication, which appears on https://itcentral.pa.gov for Commonwealth personnel and on the Office of Administration public portal: http://www.oa.pa.gov/Policies/Pages/default.aspx. Questions regarding this publication are to be directed to ra-itcentral@pa.gov.

10. Exemption from This Policy

In the event an agency chooses to seek an exemption from the guidance within this ITP, a request for a policy waiver is to be submitted via the enterprise IT policy waiver process. Refer to ITP-BUS004 *IT Policy Waiver Review Process* for guidance.

This chart contains a history of this publication's revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision	Redline Link
Original	11/13/2012	Base Document	
Revision	12/22/2021	- ITP Refresh - Added Third-party vendors to Scope and Responsibilities Sections - Updated Scope, Responsibilities, Related ITPs, Authority, Publication Version Control and Exemption with boiler plate language - Added links	Revised IT Policy Redline <12/22/2021>