



Department of Information Technology

Telework: Technology Matters

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April 8, 2010



Infrastructure Goal/Strategic Intent

- Consolidate and Simplify IT
- Leverage Energy Efficient Computing
- Move to Shared Services & Other Consolidation
- **Adopt Self-Service**
- Automate Processes
- Ensure Visibility, Security, and Accountability
- **Build a Culture of Agility**
- **Anytime, Anywhere Productivity**



Remote Access – What is it?

- **Organized configuration of specialized infrastructure equipment and applications that provides a secure, reliable, scalable, and user-friendly experience for authorized users who need access to the County network, applications and data from remote locations.**
- **Basic components**
 - **Remote client software**
 - **Remote Access server**
 - **Network connection**
 - **Firewall**
 - **Storage**
 - **Authentication mechanism**
 - **Business Applications**
 - **User device**



County Remote Access - Business Need

- Service for authorized County users (e.g. Teleworkers, IT Support, day extenders, field workers, emergency responders, etc) to access key County apps and data remotely via variety of supported end devices/platforms.
- Business continuity solution to minimize disruption of service in the event of an uncertain emergency or condition (i.e., pandemic flu, inclement weather)
- Remote Access infrastructure that is secure, reliable, manageable, and scalable
- Remote Access platform that will allow deployment/ provision of search, collaboration and self-service technologies.



County Remote Access – Basic Features

- Server-based computing (Citrix)
- Users can access approved County applications
- Compliance with County authentication and authorization standards and policies
- Compliance with HIPAA regulations
- Browser agnostic - Accessible from any web browser
- Client agnostic – Accessible from any client



County Remote Access – Enhanced Features

- Modernized look-and-feel including a cleaner landing page and application sub-site
- Improved performance , reliability, and scalability of applications served from portal
- Compatible with latest clients/browsers, and connections (e.g. Windows 7, IE8, Wi-Fi, FIOS, etc.)
- Up to date Bulletin board (system outages, OPA announcements, etc.)
- Online Computer-side assistance tools (e.g. Self-service password management, IT Service Desk Portal)
- Access to County printers
- Online Collaboration Tools (e.g. secure web conferencing, instant messaging, etc.)
- Enhanced remote administration
- Increased security (FIPS-compliant, Kerberos authentication, etc.)



County Remote Access – Technology Used

- Citrix XenApp Server
- Microsoft Sharepoint 2007
- Microsoft App-V
- Windows Server 2003 /2008
- Juniper SSL VPN
- Cisco Network Equipment
- NetApps/EMC Enterprise Storage
- VMWare Infrastructure 4



County Remote Access – Challenges

- Increased variety of end devices and platforms
- Types and Length of Emergency Events (i.e. Pandemic, Inclement Weather)
- New Security Requirements
- Increased number of applications for remote accessibility



DEMO



The screenshot shows the Fairfax County Portal website. At the top left is the Fairfax County logo. The main header area includes the text "Fairfax County Portal" and navigation links for "FFX Remote" and "My Apps". On the right side of the header, there is a session timer showing "Session 09:57:04" and a "Site Actions" dropdown menu. Below the header, the main content area displays a personalized greeting: "Good Afternoon, [User Name]" and the date and time: "Today is Fri 5 Sep 08 : 2:32:09 pm". The page is organized into several sections:

- Infra Bulletin Board:** A list of categories including System Outages, Notices, Health/Human Services, Office of Public Affairs, and Public Safety.
- Feed Reader:** A section titled "Fairfax County General News Releases - Fairfax County, Virginia" containing several news items such as "Business, Nonprofit Communities Invited to ESF-15 Meeting" and "Laurel Hill Project Advisory Committee Meetings Scheduled". It also includes a "Last Updated On" timestamp.
- Weather and Operating Status:** A section with a link to "Weather and Operating Status Updates".
- Computer-side Assistance:** A list of links for IT services like "IT Service Desk", "Password Reset", "GoToAssist", "Download Center", and "DLS Learning".
- Collaboration Tools:** A list of links for "Microsoft Communicator", "Secure Meeting - Create", and "Secure Meeting - Join".
- Weather:** A weather widget for Fairfax, VA, showing a temperature of 86° and the date "Friday, September 05, 2008 2:29 PM".