



## Windows Virtual Desktop Assessment

### Q. What is the WVD Assessment?

- A. The WVD Assessment is a cloud-based tool powered by Lakeside Software's SysTrack. The tool provides automated reporting on any environment as well as a readiness assessment for deploying Azure-based Windows Virtual Desktops. Specifically, the tool reports on:
- Current OS composition
  - Application landscape
  - Resource consumption considerations

### Q. What Types of questions does the WVD Assessment help me answer?

- A. The WVD Assessment answers key questions that will help you make an informed decision on your WVD migration:
- Do we have any remaining Windows 7 systems?
  - Can we migrate all systems to Windows 10?
  - What resources do my users require?
  - Which apps drive productivity?
  - What would my resource usage be in a multi-user Windows 10 scenario?
  - What is the average CPU, memory, network, and IOPS per user?
  - Which are the different user personas in my environment? Are they deskbound/non-deskbound, power/task/knowledge users?

### Q. How do I get it and how much does it cost?

- A. The SysTrack Cloud Edition is a NO COST service that can be accessed from [wvd.lakesidesoftware.com](http://wvd.lakesidesoftware.com). Leveraging the tool simply involves registering and running the assessment. Each assessment will grant admins and admin assigned authorized users access to a group of dynamic dashboards and reports that will allow customers to better understand end-user, application, and infrastructure requirements. Moving forward, customers will also receive deployment recommendations and cost-analysis information to help them more effectively plan and complete migrations.

### Q. What are the system requirements?

- A. Because it is a cloud-based service, customers can enjoy detailed results with no infrastructure setup or investment required. The service does leverage an agent in order to collect data. It is supported for download and installation on Windows 7, 8, 10, and RDSH on Windows Server 2012 and above.

### Q. What is the agent footprint?

- A. The SysTrack agent is a patented, ultra-lightweight solution, which on average consumes less than 0.5% CPU and can even collect this data if a mobile user is offline. That data is then condensed at the endpoint and is sent securely in a randomized fashion to the SysTrack WVD assessment, with minimal network traffic, once every 24 hours. On average this update is roughly 100 Kilobytes, per day, per endpoint.

### Q. Is there a limit on the number of systems that I can assess?

- A. There is currently a limitation of 2000 systems.

### Q. Is there a limit on the number of assessments one company can conduct?

- A. Yes. The offering is intended to provide a single assessment occurrence per organization, but we also understand that further assessment may require additional input from other locations in order to justify full production use of SysTrack. If you feel your situation is unique and may require additional assessments, please contact us at [microsoft@lakesidesoftware.com](mailto:microsoft@lakesidesoftware.com)

### Q. What if my organization prefers to use an on-premises tool for assessment and analysis?

- A. Lakeside Software provides an on-premises solution that provides nearly identical functionality and is recommended for environments with heightened sensitivity to data privacy and security. If this is an option you would like to explore further please contact us at [microsoft@lakesidesoftware.com](mailto:microsoft@lakesidesoftware.com)

### Q. How long after the agents install will it take before data begins to start showing up in the dashboard?

- A. Once the agent is installed it can take 24 – 48 hours before any data will begin to show up in the portal dashboard. Until that time, the reports and dashboards will be blank.

### Q. What data does the agent collect?

- A. The agent collects hardware and software inventory and configuration, as well as application usage and other user behavior. This is done to help customers and partners profile their users.

## FREQUENTLY ASKED QUESTIONS

### Q. Where is my data stored? Is it secure?

- A. The data is stored on Microsoft's Azure™ infrastructure and is highly secure as it is governed by stringent access controls that mandate data segmentation and retention policies.

### Q. How long does the assessment take?

- A. Once the agents are deployed to the systems, a report may be executed after three days' worth of data collection. However, we recommend collecting data for at least 14 days to capture enough data to accurately reflect usage patterns for resource sizing and use-case definition.

### Q. How long is the data analysis period?

- A. We will gather data for analysis within the assessment portal for a period of 30 days after registration.

### Q. How long can I access my results?

- A. You can access the service for 60 days from initial registration for reporting functionality.

### Q. What type of data do I have access to during the assessment?

- A. During the assessment, the following information will be available: user experience scoring, software package information, software usage reporting, desktop capacity, and usage information including CPU, memory, I/O and network usage, application virtualization complexity scoring, system mobility, security concerns, hardware inventory, power consumption, application information, and boot login time of machines.

### Q. How can I access the data that has been collected?

- A. The SysTrack personalized dashboard provides access to data through reports and through the SysTrack Site Visualizer. The SysTrack Site Visualizer allows for dynamic drill-down and sorting of specific data points. Access the portal at [vvd.lakesidesoftware.com](http://vvd.lakesidesoftware.com)

### Q. What reports will be created?

- A. The assessment will generate three types of reports: system-level build and configuration reports, user-behavior reports, and recommendation reports. These provide insight into the operating environment, how it is being used, and how a customer can best leverage Microsoft solutions.

### Q. Can I build my own reports?

- A. At this moment, with the full version of SysTrack you can build your own reports. Please contact [microsoft@lakesidesoftware.com](mailto:microsoft@lakesidesoftware.com) for more information.

### Q. Does the tool provide recommendations?

- A. SysTrack includes specific reports that provide recommendations. We will continue to iterate the functionality to provide targeted recommendations, but it is important to consider business factors in your decision-making process that cannot be captured with the tool.

### Q. Which Microsoft products are covered in the recommendations?

- A. The recommendations are focused around Microsoft products. This includes specific recommendations tied to Windows 10™, Internet Explorer™, and Office™.

### Q. Can I cancel the service?

- A. You can remove the agent and cease using the service at any time.

### Q. Where do I find technical help about this solution?

- A. Technical assistance is available by contacting the Lakeside Software SysTrack Cloud Edition support email alias at [support@lakesidesoftware.com](mailto:support@lakesidesoftware.com)

### Q. Where can I learn more about SysTrack?

- A. You can learn more about SysTrack at [lakesidesoftware.com](http://lakesidesoftware.com)

### Q. How can I invite others to view the data?

- A. The original registrant can invite and administer additional users within the portal using the "Invite User" link option.

### Q. What do I do if I want to continue to use the service after 30 days?

- A. If you would like to view data analysis information past the 30-day analysis period and this is an option you would like to explore further, please contact us at [microsoft@lakesidesoftware.com](mailto:microsoft@lakesidesoftware.com)

### Q. Why do customers love SysTrack and want to continue using it?

- A. Customers love SysTrack's ability to deliver IT essential and continuous end-user computing data on virtual environments. Particularly when it comes to performance data, customers love SysTrack for its ability to provide visibility into end-user-facing issues, their root cause, and what can be done to remediate them. SysTrack enables IT to gain "inside out" visibility from the endpoint.