



# DESKTOP TRANSFORMATION

*How to transform Windows desktops  
into managed workspaces*

# WHITEPAPER

## EXECUTIVE SUMMARY

*IT departments are continuously changing their desktop infrastructure following requests for new functionality, cost savings and overall quality improvements (e.g. integrity and performance). These days, such changes often have an impact on the way end users work with desktops.*

*Some examples of what desktop infrastructure changes could be made are:*

- *centralization through virtual desktop computing / hosted desktop computing*
- *upgrade from Microsoft Windows XP to Microsoft Windows 7*
- *upgrade from Microsoft Office 2003 to Microsoft Office 2010*
- *implementation of location-based printing*
- *implementation removable disk security*

*The first three examples represent comprehensive projects involving moving end users to a “new” desktop infrastructure. The complexity of these projects makes them difficult to plan and control due to the time and resources required, which means the impact on the end user’s productivity can be substantial and unpredictable.*

*The last two examples of changes - implementation of location based printing and the implementation of removable disk security - are often solved using so-called “point solutions”. A point solution is standalone technology for a specific problem often requiring additional management and understanding. Multiple point solutions are difficult to sustain in the long run. They lead to more complexity and increase the overhead costs of operating the desktop infrastructure and the IT department.*

*In order ensure that the transition to a new or improved desktop infrastructure runs smoothly, IT departments need to consider User Workspace Management solutions as essential. Once User Workspaces are in place, any component of the desktop infrastructure can be replaced without impacting user productivity or losing maximum control throughout the transition process.*

*Desktop Transformation solves the problem of how to make the move from a desktop situation to managed User Workspaces. This technology enables the IT professional to transform desktops into managed User Workspaces step-by-step, whilst maintaining a clear picture of the effects each action has.*

*This paper describes the concepts of Desktop Transformation and how Desktop Transformation technology can help organizations to progress to managed User Workspaces without having a negative impact on user productivity.*

## WHAT IS DESKTOP TRANSFORMATION?

Desktop Transformation is the step-by-step transformation of static, user- and computer-centric desktop items into a User Workspace that allows dynamic, context-aware and independent access to any configuration of applications, data and printers without changing the:

- desktop and application delivery infrastructure,
- operating system, or
- applications (version).

The User Workspace does not substitute the desktop; instead it works dynamically with it to manage desktop items independently from the underlying computer and user technologies.

The desktop transformation process consists of 5 consecutive steps:

1. Gather live data from existing desktops
2. Analyze the data for context
3. Create workspace items and review impact
4. Set up the workspace model
5. Transform existing desktops in small steps with focus on today's challenges first

## ANALYZING THE DATA

The Workspace Designer, a Desktop Transformation component which is a part of the Management Console, helps the IT professional set up User Workspaces. First of all, the IT professional sets up how context should be established for:

- Directory Services
- Location and devices

The Workspace Designer then analyzes the context information in the desktop samples and suggests suitable rules for establishing context.

The IT professional is now ready to start analyzing desktop items and starts off by selecting a category:

- Applications
- Data Sources
- Drive and port mapping
- Drive substitutes
- Printers

The Workspace Designer then analyses the samples and provides a list of items found (from most common to least common).



*Each of these steps will be discussed in greater detail in the following sections.*

## GATHERING LIVE DATA

To get from the current desktop situation to managed User Workspaces without impacting users, it is essential to gather information about how desktops are currently being used. This information can be gathered in the form of desktop samples which are created by the Desktop Transformation component called the Desktop Sampler. This runs unobtrusively as a standalone component on the users' desktops.

The samples hold encrypted information on available desktop items such as applications, mappings and printers as well as the user's context (name, group membership, IP address, type of computer etc.). This information is stored in a central location.

## CREATING WORKSPACE ITEMS

The IT professional selects one desktop item from the list of those found for further processing. The Workspace Designer compares each possible context with the actual desktop samples and analyses:

- which users have access and would keep it
- which users have access but would lose it
- which users that currently do not have access would be given it

This information allows the IT professional to pick the right set of suggested access rules. The Workspace Designer creates and configures the new workspace item according to the selected desktop item and the access rules selected.

## SETTING UP THE WORKSPACE MODEL

The Workspace Model, another Desktop Transformation component which forms a part of the Management Console, enables the IT professional to control which parts of the User Workspace will be composed and secured by the Workspace Composer. These managed workspace items will co-exist on a user's desktop with all the unmanaged workspace items so that any impact is kept to a minimum.

A mix of different Workspace Models can be used to accommodate different kinds of users and desktops. A Workspace Model evolves over time so a transformation can now be controlled step-by-step, focusing on today's challenges first.

## TRANSFORMING THE DESKTOP

The final step in a desktop transformation process is to transform existing desktops in small steps focusing on today's challenges first.

The Workspace Composer running on the Windows desktop will use the Workspace Model and other information from the Management Console to establish the context of the user and to compose and secure the User Workspace or parts of it without altering the rest of the desktop.

## COMPONENTS OF DESKTOP TRANSFORMATION

Desktop Transformation consists of the following key components:

- Desktop Sampler
- Management Console
- Workspace Designer
- Workspace Model
- Workspace Composer

Together, these components ensure a successful and safe transformation from the current desktop situation to managed User Workspaces.

The Desktop Sampler is standalone software capable of unobtrusively collecting information on how existing unmanaged desktops are being used. The information that is collected is stored in a central location for later use by the Workspace Designer.

The IT professional uses a Management Console to create the list of all possible desktop items that need to be composed and secured in a User Workspace. This console is the main interface for the IT professional. It offers the Workspace Designer that helps the IT professional to create workspace items.

The Workspace Model controls which parts should be composed and secured. It is the only place the IT professional needs to go to manage User Workspaces. The Management Console stores all the supplied information in a database.

Each desktop that has the Workspace Composer installed has an agent service that retrieves the information from the database and stores it locally. The Workspace Composer running on the Windows desktop will use this local information and the context of the user to compose and secure the User Workspace or parts of it. As someone works in their User Workspace, information is collected by the Workspace Composer in transactions. These transactions are applied to the central database by the agent service whenever it can access the central database.

## SUMMARY

*In order ensure that the transition to a new or improved desktop infrastructure runs smoothly, IT departments need to consider User Workspace Management solutions as essential. Desktop Transformation solves the problem of how to make the move from a desktop situation to managed User Workspaces.*

*By using the Desktop Sampler, the Workspace Designer, and the Workspace Model together, the IT professional is able to transform desktops to managed user workspaces step-by-step, whilst maintaining a clear picture of the effects each action has.*

*Desktop Transformation is an integral part of RES PowerFuse 2010 user workspace management software from RES Software. For more information please visit [www.ressoftware.com](http://www.ressoftware.com). Here you will not only find more information about RES PowerFuse, but you can also download a 60-day evaluation version of RES PowerFuse 2010 so that you can see for yourself what Desktop Transformation can mean to your organization.*



*RES Software is the leading provider of User Workspace Management software. Since 1999 we have enabled our more than 2,500 customers worldwide to compose and manage personalized and secure workspaces for their end users. Our Workspace Management products bridge the gap between traditional desktop management, thin clients, and virtual desktops. The business benefits our customers have realized by using our products include a lower TCO, broader security and an increased productivity. RES Software is a global company with nine offices across Europe and the U.S. RES Software products are exclusively delivered through a network of certified partners.*

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