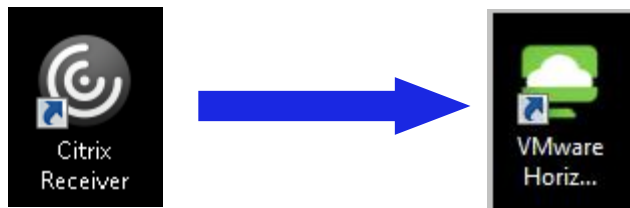# CONNECTIONS Build Bulletin

CONNECTIONS Citrix Replacement Project—VDI Rollout Schedule

Citrix to VDI and MFA

As previously communicated, the Citrix application used to access CONNECTIONS is no longer supported, and in an effort to upgrade to newer and more secure technology, CONNECTIONS will soon be accessed via the VMware Horizon Client, often referred to as VDI (Virtual Desktop Infrastructure).

For most users, this change is essentially a one-for-one swap: instead of using the Citrix icon to access CONNECTIONS, you will use the VMware icon. VA staff that have had to use a URL to access CONNECTIONS on Citrix will now be able to access CONNECTIONS using the VMware client. (In contrast, some districts and agencies that use local VDI desktops or thin clients may need to utilize a URL access method to get to CONNECTIONS on VDI. Your LAN Admins will provide information where this will be needed.)

This initiative also introduces Multi-Factor Authentication (MFA) for additional security. When accessing CONNECTIONS from outside the state network, you will be prompted to enter an RSA token.

Your LAN Admins will help with VMware client installations and provide guidance for RSA token requests and the timing for these activities.

Rollout Schedule

The statewide rollout will be done in 2 phases:

- **1st Phase—Users who can connect using the VMware Horizon Client**

	Region	Target Start Date *(Begin transitioning district/agency staff to VDI access)*	Target End Date *(complete district/agency access via VDI)*
1.	Albany Region & Syracuse Region	3/15/21	3/26/21
2.	Rochester Region & Buffalo Region	3/22/21	4/2/21
3.	Westchester Region	3/29/21	4/16/21
4.	New York City Region	4/5/21	4/23/21
5.	SCR Staff	4/5/21	4/23/21

- **2nd Phase—Users who must use the URL access method** due to having a local VDI desktop or thin client and are unable to toggle between two VDI sessions

  ⇒ **Schedule TBD**, pending resolution of print and copy/paste issues

It will be important that the above schedule be adhered to in order to successfully transition completely off of Citrix. VDI usage reports will be provided to your LAN Admins to help monitor and facilitate the move.

During rollout, Citrix will remain as a backup access option. Once the 2nd Phase rollout dates are known, a Citrix decommissioning date will be announced. Barring unforeseen difficulties, the goal is to transition completely off of Citrix by the end of April 2021.

Technical Support and Guidance

OCFS CONNECTIONS Implementation Specialists and the ITS CONNECTIONS team are working closely with LDSS and VA LAN Admins for installation and rollout planning.

For more detailed information, the CONNECTIONS website has been updated to include many project-related guidelines and FAQ documents, which can be accessed here:

Intranet: http://ocfs.state.nyenet/connect/imp/

Internet: https://ocfs.ny.gov/connect/imp/

Additionally, weekly email communications are being distributed to LDSS and VA LAN Admins and Directors of Services with updates and schedules.

Any questions should be directed to your district or agency LAN Admin, your designated CONNECTIONS Implementation Specialist (list available at https://ocfs.ny.gov/connect/Contacts/CONNECTIONS-Implementation-Staff.docx), or sent into the CONNECTIONS Communications mailbox at Connectionsi@ocfs.ny.gov.