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1Y0-613 Citrix Access Suite 4.0: Analysis

Practice Exam

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Citrix® Access Suite 4.0: Analysis Practice Exam

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1Y0-613 Citrix Access Suite 4.0: Analysis

#Pre-Engagement Activities

1. Which of the following are the phases of the Citrix Consulting Methodology? (Choose 4)
 - a. Analysis
 - b. Design
 - c. Build and Test
 - d. Rollout
 - e. Support

Answer: a.b.c.d.

Explanation: The Citrix Consulting Methodology consists of Analysis, Design, Build and Test and Rollout. Support is part of the Citrix Project Life Cycle, but not the Citrix Consulting Methodology.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 26

2. During the ? phase of the Citrix Consulting Methodology, the architect evaluates an organization's goals and how the current IT environment supports these goals.
 - a. Analysis
 - b. Design
 - c. Build and Test
 - d. Rollout
 - e. Support

Answer: a.

Explanation: During the analysis phase of the Citrix Consulting Methodology, the architect evaluates an organization's goals and how the current IT environment supports these goals. This review allows the architect to gauge the readiness of the organization by identifying and categorizing strengths and risk factors in the environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 27

3. The objectives of the analysis phase of the Citrix Consulting Methodology consist of: (Choose 4)
 - a. Providing information resources
 - b. Providing recommendations
 - c. Deploying a pilot program
 - d. Assessing the readiness of an environment
 - e. Installing and configuring the environment
 - f. Understanding the current environment

Answer: a.b.d.f.

Explanation: The objectives of the analysis phase of the Citrix Consulting Methodology consist of: Understanding the current environment, assessing the readiness of an environment, providing recommendations and providing information resources.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 27

4. Which of the following are documents that can be provided as deliverables to the organization during the analysis phase of the Citrix Consulting Methodology? (Choose 3)
 - a. Access Strategy Executive Summary
 - b. Access Strategy Executive Layout
 - c. Access Strategy Assessment Document
 - d. Access Strategy Assessment Plan

Answer: a.c.d.

Explanation: The following documents are deliverables that can be provided to the organization during the analysis phase of the Citrix Consulting Methodology: Access Strategy Executive Summary, Access Strategy Assessment Document and Access Strategy Assessment Plan.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 27

5. Which of the following documents includes Project Overview, Project Conclusion, Assessment Grid and Contacts and Resources sections?
 - a. Access Strategy Executive Summary
 - b. Access Strategy Executive Layout
 - c. Access Strategy Assessment Document
 - d. Access Strategy Assessment Plan

Answer: a.

Explanation: The Access Strategy Executive Summary is a summary targeted at stakeholders and project sponsors. It defines the key findings and identifies opportunities for improvement. It includes the following sections: Project Overview, which includes information about the project focus and deliverables; Project Conclusions, which includes key requirements and key findings; Assessment Grid, which lists each of the access infrastructure components that are reviewed as part of the process of developing an Access Strategy; and Contacts and Resources, which identifies the project stakeholders and project team members.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 27

6. Which of the following documents states the project requirements, risks and recommendations?
 - a. Access Strategy Executive Summary

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- b. Access Strategy Executive Layout
- c. Access Strategy Assessment Document
- d. Access Strategy Assessment Plan

Answer: c.

Explanation: The Access Strategy Assessment Document (ASA) states the project requirements, risks and recommendations resulting from an assessment. The ASA document provides a component overview and requirements, identified strengths and risks, impacted user community and associated recommendations.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 28

7. Which of the following documents identifies the tasks and milestones required to implement an access strategy for the organization?
- a. Access Strategy Executive Summary
 - b. Access Strategy Executive Layout
 - c. Access Strategy Assessment Document
 - d. Access Strategy Assessment Plan

Answer: d.

Explanation: The Access Strategy Assessment Plan is a detailed project plan that identifies the tasks and milestones required to implement an access strategy for the organization. The Access Strategy Assessment Plan includes all phases of the Citrix Consulting Methodology.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 29

8. How much time of the analysis phase is recommended to be spent on an Access Strategy Assessment for Citrix Access Suite?
- a. 40 work hours
 - b. 160 work hours
 - c. 80 work hours
 - d. 240 work hours

Answer: b.

Explanation: The suggested analysis phase time frame for an Access Strategy Assessment for Citrix Access Suite is 160 work hours. Very large or complex environments might require additional time.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 29

9. How much time of the analysis phase is recommended to be spent on an Access Strategy Assessment for Citrix Presentation Server only?
- a. 40 work hours
 - b. 160 work hours
 - c. 80 work hours
 - d. 240 work hours

Answer: c.

Explanation: The suggested analysis phase time frame for an Access Strategy Assessment for Citrix Presentation Server only is 80 work hours. Very large or complex environments might require additional time.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 29

10. How much time of the analysis phase is recommended to be spent on an Access Strategy Plan?
- a. 40 work hours
 - b. 160 work hours
 - c. 80 work hours
 - d. 240 work hours

Answer: c.

Explanation: The suggested analysis phase time frame for an Access Strategy Plan is 80 work hours. Very large or complex environments might require additional time.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 29

11. During scheduled project checkpoints, the team should: (Choose 5)
- a. Confirm current project objectives
 - b. Confirm project timelines
 - c. Review current project status
 - d. Review outstanding issues
 - e. Evaluate billing estimates and expenses
 - f. Reset expectations if necessary

Answer: a.b.c.d.f.

Explanation: The Citrix Consulting Methodology places logical checkpoints between each of the various phases. Checkpoints are designed to allow the team to confirm that the project is on track and to present detailed plans for the next phase of the project. During scheduled project checkpoints, the team should confirm current project objectives, confirm project timelines, review current project issues and reset expectations if necessary.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 30

12. Which of the following guidelines should be considered when performing a checkpoint at the end of each phase of the Citrix Consulting Methodology? (Choose 4)
- a. Design solutions for mitigating risks documented within the ASA

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- b. Conduct an overview or presentation at the end of each phase and include the executive sponsor and related project stakeholders
- c. Verify that all risks can be addressed
- d. Verify that all requirements are met prior to moving to the next phase, including resources and staff
- e. Ensure buy-in regarding accomplished activities and completed tasks

Answer: b.c.d.e.

Explanation: The Citrix Consulting Methodology places logical checkpoints between each of the various phases. Checkpoints are designed to allow the team to confirm that the project is on track and to present detailed plans for the next phase of the project. Consider the following guidelines when performing a checkpoint at the end of each phase: Conduct an overview or presentation at the end of each phase and include the executive sponsor and related project stakeholders; verify that all risks can be addressed; verify that all requirements are met prior to moving to the next phase, including resources and staff; and ensure buy-in regarding accomplished activities and completed tasks.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 31

13. The project team uses which of the following documents during the analysis phase?
- a. Statement of Work
 - b. Design template
 - c. Access Strategy Assessment
 - d. Status report
 - e. Risk memo

Answer: a.c.d.e.

Explanation: The project team uses the Statement of Work, Access Strategy Assessment, Status report and Risk memo during the analysis phase.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 32

14. A Statement of Work document should include which of the following sections? (Choose 7)
- a. Project Scope and Approach
 - b. Engagement Agreement and Signature
 - c. Billing Estimates and Expenses
 - d. Project Overview
 - e. Project Conclusions
 - f. Assessment Grid
 - g. Organization Billing Information
 - h. Other Considerations
 - i. Project Deliverables

Answer: a.b.c.d.g.h.i.

Explanation: The Statement of Work document (SOW) is a written contractual agreement that documents the assumption and success criteria for the engagement. The SOW sets clear expectations for the work to be performed along with the components that are within the scope for the proposed project. Once agreed upon and signed by the organization, the SOW becomes the basis for all project negotiations thereafter. The SOW should include the following sections: Project Overview, Project Scope and Approach, Project Deliverables, Billing Estimates and Expenses, Organizational Billing Information, Other Considerations and Engagement Agreement and Signature.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 32, 33

15. The Access Strategy Assessment contains which of the following sections? (Choose 10)
- a. Impact Analysis
 - b. Architecture Overview
 - c. Operational Procedures
 - d. User Communities
 - e. IT Infrastructure
 - f. Access and Personalization
 - g. Project Overview
 - h. Presentation Services and Application Deployment
 - i. Business Process and Procedures
 - j. Security and Identity Management
 - k. Collaboration
 - l. Risk Assessment

Answer: b.c.d.e.f.g.h.i.j.k.

Explanation: The Access Strategy Assessment contains the following sections (in order): Project Overview, Architecture Overview, Business Process and Procedures, User Communities, Access and Personalization, Presentation Services and Application Deployment, Security and Identity Management, Collaboration, IT Infrastructure and Operational Procedures.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 34

16. Which of the following are recommendations for the status report to ensure proper communication related to meetings and status reporting: (Choose 3)
- a. Ensure that every meeting has an assigned facilitator, follows a predefined agenda and includes only the required personnel
 - b. Include useful information such as overview of accomplishments
 - c. Deliver status reports on a weekly basis
 - d. Create unique reports for individuals

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Answer: a.b.c.

Explanation: The following recommendations can ensure proper communication related to meetings and status reporting: Ensure that every meeting has an assigned facilitator, follows a predefined agenda and includes only the required personnel. Use standardized reports and avoid creating unique reports for individuals. Include useful information, such as overview of accomplishments, status of all project deliverables, critical issues, list of significant tasks completed, steps and actions to concentrate on and totals by task of budgeted time versus actual time and the variance of engagements that are longer than two weeks. Deliver status reports on a weekly basis.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 35

17. When preparing a risk memo, the team member should provide which of the following information? (Choose 4)
- User Communities
 - Impact analysis
 - IT Infrastructure
 - Overview
 - Risk assessment
 - Recommendation

Answer: b.d.e.f.

Explanation: A risk memo identifies any potential risks or issues that can jeopardize the project plan or the project as a whole. When preparing a risk memo, the project team member should assess and categorize the issue as a risk and document it by providing the following information: Overview, which states the potential risk or issue at a high level. Risk assessment, which describes the potential risk or issue in detail. Impact analysis, which includes how the potential risk or issue will impact the organization. Recommendation, which suggests possible work-arounds or decision points.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 38

18. A(n) ?_ should be created when a significant obstacle prevents moving to the next phase of the Citrix Consulting Methodology and should be distributed to the sponsor, stakeholder and related functional groups to inform them of the risk.
- Checkpoint
 - Access Strategy Assessment Document
 - Status Report
 - Risk Memo

Answer: d.

Explanation: A risk memo should be created when a significant obstacle prevents moving to the next phase of the Citrix Consulting Methodology. The risk memo can be distributed to the sponsor, stakeholder and related functional groups as required to inform them of the risk and related consequences, and enact some plan to resolve them.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 326

19. Project team members should have which of the following knowledge requirements? (Choose 4)
- Be perceived as an expert by the organization
 - Be aware of the Citrix Global Alliance Partners Program
 - Be a member of the Citrix Developers Network
 - Research background information as it relates to the planned project
 - Be technically astute in predefined areas of the project

Answer: a.b.d.e.

Explanation: It is important that the project team staffed for the project be technically astute in the required areas of focus for the project. Project team members should have the following knowledge requirements: Be technically astute in predefined areas of the project; be perceived as an expert by the organization; research background information as it relates to the planned project; and be aware of the Citrix Global Alliance Partners Program.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 44

20. Which of the following should be addressed by the project manager as part of organizing and preparing for a successful project engagement? (Choose 4)
- Designate a central repository for documents
 - Contact the project team and set expectations
 - Create a project plan and task list
 - Prepare and deliver an initial status report
 - Review the Statement of Work (SOW) document

Answer: a.b.c.e.

Explanation: Prior to the first business and technical meeting, the project manager should address the following tasks as part of organizing and preparing for a successful engagement: review the SOW document; contact the project team and set expectations; create a project plan and task list; and designate a central repository for documents.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 46

21. Which section of the Statement of Work (SOW) document contains a company brief, goal, vision and objective?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

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Answer: d.

Explanation: The Project Overview section of the SOW document contains a company brief, goal, vision and objective and states what the project team will accomplish working with the organization as a trusted advisor.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

22. Which section of the Statement of Work (SOW) document defines the key segments of the Citrix Consulting Methodology?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

Answer: a.

Explanation: The Project Scope and Approach section of the SOW document defines the key segments of the Citrix Consulting Methodology and identifies which segments are in scope.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

23. Which section of the Statement of Work (SOW) document contains detailed information related to the work that the project team will perform during the engagement?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

Answer: g.

Explanation: The Project Deliverables section of the SOW document contains detailed information related to the work that the project team will perform during the engagement.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

24. Which section of the Statement of Work (SOW) document contains added assumptions required to clearly establish and control project scope?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

Answer: c.

Explanation: The Billing Estimates and Expenses section of the SOW document contains added assumptions required to clearly establish and control project scope. This is critical for the Access Strategy Assessment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

25. Which section of the Statement of Work (SOW) document provides organizational billing information?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

Answer: e.

Explanation: The Customer Billing Information section of the SOW document provides organizational billing information.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

26. Which section of the Statement of Work (SOW) document provides considerations such as copyright and liability statements?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

Answer: f.

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Explanation: The Other Considerations section of the SOW document provides considerations such as copyright and liability statements.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

27. Which section of the Statement of Work (SOW) document contains organization and project team signatures?
- Project Scope and Approach
 - Engagement Agreement
 - Billing Estimates and Expenses
 - Project Overview
 - Customer Billing Information
 - Other Considerations
 - Project Deliverables

Answer: b.

Explanation: The Engagement Agreement section of the SOW document contains organization and project team signatures.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 47

#Business, Technical and End-User Analysis

28. Activities involved in preparing for and conducting a project kick-off meeting include: (Choose 8)
- Create a meeting agenda
 - Provide meeting minutes and a finalized agenda
 - Gather technical environment information
 - Complete pre-engagement activities
 - Review the Statement of Work
 - Take meeting minutes
 - Create a list of all major and minor competitors
 - Make the first call to the identified contact
 - Gather business environment information

Answer: a.b.c.d.e.f.h.i.

Explanation: The process for the project kick-off meeting goes as such: Complete pre-engagement activities, make the first call to the identified contact within the organization, create and submit a meeting agenda, review the Statement of Work, conduct the kick-off meeting which includes taking meeting minutes, gathering business environment information from the attendees and gathering technical information from the attendees, and provide the organization with meeting minutes and a finalized agenda for the project engagement.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 56, 57

29. In a project kick-off meeting, which of the following business topics should be discussed? (Choose 7)
- Infrastructure design goals
 - Business drivers
 - Project milestones
 - Political issues
 - Audit guidelines
 - Decision points
 - Key decision owners and personnel
 - Project budget

Answer: b.c.d.e.f.g.h.

Explanation: When conducting the project kick-off meeting, the following business topics should be addressed: business drivers, project milestones, political issues, audit guidelines, decision points, key decision owners and personnel and project budget. The details gathered from this part of the kick-off meeting should be documented in the Business Processes and Procedures section of the Access Strategy Assessment Document.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 60-66

30. During the technical environment discussion of the kick-off meeting, which of the following topics should be considered? (Choose 4)
- Main competitors' infrastructures
 - Goals
 - Current issues
 - Desired environment
 - Current state of the environment

Answer: b.c.d.e.

Explanation: During the project kick-off meeting, the technical environment should be addressed by creating a high-level architectural diagram. A discussion and diagram should address the current state of the environment, current issues, goals and the desired environment. The details gathered from this part of the kick-off meeting should be documented in the Architectural Overview section of the Access Strategy Assessment Document.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 68-70

31. When gathering information and requirements for end-users, which of the following topics should be discussed? (Choose 9)
- Challenges
 - Historical user communities

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- c. Current user communities
- d. User resource requirements
- e. Access requirements
- f. Primary user devices
- g. Collaboration requirements
- h. Future user communities
- i. Application requirements
- j. User satisfaction

Answer: a.c.d.e.f.g.h.i.j.

Explanation: When gathering information and requirements for end-user communities, the following topics should be discussed: current user communities, future user communities, user resource requirements, application requirements, access requirements, primary user devices, collaboration requirements, challenges and user satisfaction. The details gathered from this part of the kick-off meeting should be documented in the End-User Communities section of the Access Strategy Assessment Document.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 71-79

#Access and Personalization

32. Which of the following areas should be addressed when assessing internal connectivity? (Choose 2)
- a. LAN
 - b. WAN
 - c. Wireless
 - d. Dial-Up

Answer: a.c.

Explanation: Users in the office access resources using the LAN. LAN connections typically allow for ample bandwidth and few constraints for internal user connectivity. Wireless LANs are becoming more popular. Most organizations have implemented or are considering some type of wireless LAN deployment. When analyzing access over a wireless LAN, the architect should gather information related to security, latency and connectivity. A VPN solution can also be used to secure a wireless connection.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 91

33. Which of the following areas should be addressed when assessing remote connectivity? (Choose 2)
- a. LAN
 - b. WAN
 - c. Wireless
 - d. VPN

Answer: b.d.

Explanation: WAN performance directly impacts the ability of external users to access resources and perform their job in an efficient manner. When gathering facts about the WAN, look at how it is managed to ensure that enough bandwidth is available. VPNs are widely used to provide remote users access to internal resources through the internet. Commonly deployed VPNs include IPSEC and SSL VPNs such as Secure Gateway and Access Gateway. When assessing the use of VPNs, an architect should keep in mind that some external users might not be employees of the organization and require access to only specific resources. As such, access to resources should be provided only as needed.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 94

34. ___ refers to a method for prioritizing network traffic.
- a. VPN
 - b. Statement of Work
 - c. Quality of Service
 - d. Access Strategy

Answer: c.

Explanation: Quality of Service (QoS) refers to a method for prioritizing network traffic. This might be useful to ensure that sufficient bandwidth is available for higher priority real-time applications. If network traffic is prioritized for one application, this might cause degradation for other applications. QoS implementations can be quite political because of the negative network and application impact that others in the organization may experience.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 92

35. Which of the following areas should be addressed when assessing how users access resources? (Choose 6)
- a. Accessibility
 - b. Remote PC access
 - c. Operating system
 - d. Portal or consolidated presentation
 - e. User or group access
 - f. Resource
 - g. Security

Answer: a.b.d.e.f.g.

Explanation: Address the following areas when assessing how users access resources: accessibility (clear, accessible and concise information), remote PC access, portal or consolidated presentation (access from one or multiple points), user or group access, resources (content to present and make available) and security.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 96-98

36. When assessing client devices and software, which of the following areas should be addressed? (Choose 2)
- a. Type of client device
 - b. Non-corporate client devices
 - c. Cost of client device
 - d. Transportability of client devices

Answer: a.b.

Explanation: When gathering information related to client devices, the architect should ask "What type of client devices have been deployed throughout the environment?" and "Are non-corporate devices such as a home PC or kiosk allowed to connect to internal resources?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 100

37. Some potential risks related to client devices are listed. Identify the risks associated with 32-bit Windows client devices. (Choose 4)
- a. Outdated firmware
 - b. Not the best solution because of their small form-factor
 - c. Installing Client software might require elevated privileges
 - d. Used by a small percentage of the population
 - e. User must initiate Client installs or upgrades
 - f. Multiple operating systems
 - g. Users might try to access the server farm using the built-in Remote Desktop Client
 - h. Windows 9x is no longer supported by Microsoft

Answer: c.f.g.h.

Explanation: Potential risks for 32-bit Windows client devices are: 1. Multiple operating systems, 2. Installing Client software might require elevated privileges, 3. Remote Desktop Client is built-in and users might try to access the server farm with it and 4. Windows 9x is no longer supported by Microsoft. Recommendations to mitigate these risks are: 1. Create a standardized operating environment, 2. Design a Client deployment strategy, 3. Use the Java version of the Client, if available, 4. Add support for the Remote Desktop Client and advise users that all feature might not be available to them, 5. Restrict the Remote Desktop protocol to only administrators on Presentation Server and 6. Investigate a migration to a supported version of 32-bit Windows operating system.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 101

38. Some potential risks related to client devices are listed. Identify the risk associated with Pocket PC/WinCE client devices.
- a. Outdated firmware
 - b. Not the best solution because of their small form-factor
 - c. Installing Client software might require elevated privileges
 - d. Used by a small percentage of the population
 - e. User must initiate Client installs or upgrades
 - f. Multiple operating systems
 - g. Users might try to access the server farm using the built-in Remote Desktop Client
 - h. Windows 9x is no longer supported by Microsoft

Answer: b.

Explanation: The potential risk for Pocket PC/WinCE client devices is that these specialized devices might not be the best solution for every purpose because of their small form-factor. Recommended to mitigate this risk is that the environment should be set up to detect these devices and deliver access to the appropriate resources.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 101

39. Some potential risks related to client devices are listed. Identify the risks associated with Macintosh client devices. (Choose 2)
- a. Outdated firmware
 - b. Not the best solution because of their small form-factor
 - c. Installing Client software might require elevated privileges
 - d. Used by a small percentage of the population
 - e. User must initiate Client installs or upgrades
 - f. Multiple operating systems
 - g. Users might try to access the server farm using the built-in Remote Desktop Client
 - h. Windows 9x is no longer supported by Microsoft

Answer: d.e.

Explanation: The potential risks for Macintosh client devices are: 1. They are in use by only a small percentage of the population and 2. The user must initiate Client installs or upgrades. Recommendations to mitigate these risks are 1. Design a different deployment strategy, 2. Ensure that the help desk can adequately support users and 3. Use the Java version of the Client, if available.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 101

40. Some potential risks related to client devices are listed. Identify the risk associated with thin client devices.
- a. Outdated firmware
 - b. Not the best solution because of their small form-factor
 - c. Installing Client software might require elevated privileges
 - d. Used by a small percentage of the population
 - e. User must initiate Client installs or upgrades

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- f. Multiple operating systems
- g. Users might try to access the server farm using the built-in Remote Desktop Client
- h. Windows 9x is no longer supported by Microsoft

Answer: a.

Explanation: The potential risk when using thin client devices is that the firmware may be out of date. Recommended to mitigate this risk is check the vendor web site regularly for firmware updates.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 101

41. Some potential risks related to client devices are listed. Identify the risks associated with Unix and Linux client devices. (Choose 2)

- a. Outdated firmware
- b. Not the best solution because of their small form-factor
- c. Installing Client software might require elevated privileges
- d. Used by a small percentage of the population
- e. User must initiate Client installs or upgrades
- f. Multiple operating systems
- g. Users might try to access the server farm using the built-in Remote Desktop Client
- h. Windows 9x is no longer supported by Microsoft

Answer: d.e.

Explanation: The potential risks for Unix and Linux client devices are: 1. They are in use by only a small percentage of the population and 2. The user must initiate Client installs or upgrades. Recommendations to mitigate these risks are 1. Design a different deployment strategy, 2. Ensure that the help desk can adequately support users and 3. Use the Java version of the Client, if available.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 101

42. Which of the following are potential risks for using browsers in a Presentation Server environment? (Choose 3)

- a. High bandwidth settings
- b. Not using encryption
- c. Using multiple browser types
- d. Strict security settings

Answer: b.c.d.

Explanation: The potential risks when using browsers in a Presentation Server environment are: 1. Not using encryption is a security risk, 2. Using multiple browsers can result in inconsistent access between devices and 3. Strict security settings might result in launch failure. Recommendations to mitigate these risks are 1. Ensure that encryption standards can be met by all supported client devices, 2. Standardize on a supported browser that meets the business requirements and 3. Ensure browser settings do not block Java applets. Some questions that an architect can ask when gathering information related to browsers are: "What encryption level does the business require?", "Which browsers are supported by the organization?", "What are the browser security settings?" and "Are any applets blocked such as ActiveX or Java?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 103

43. Which of the following are potential risks related to peripherals attached to client devices in a Presentation Server environment? (Choose 4)

- a. Mapping too many print devices can cause degradation of user experience
- b. Headphones turned up too loud
- c. Synchronizing PDAs impact on network utilization
- d. TWAIN devices impact on network utilization
- e. Microphones impact on network utilization

Answer: a.c.d.e.

Explanation: The potential risks related to peripherals attached to client devices in a Presentation Server environment are: 1. Mapping too many print devices can cause degradation to the user experience, 2. Synchronizing PDAs will have an impact on network utilization, 3. Using TWAIN devices will have an impact on network utilization and 4. Using microphones will have an impact on network utilization. Recommendations to mitigate these risks are 1. Optimize the printing solution to give users only what they need and 2. Use PDA synchronization, TWAIN devices and microphones only when necessary. Some questions that an architect can ask when gathering information related to peripheral usage are: "Are printers physically or virtually connected to the client devices?", "Do users use PDA devices? Do they need to synchronize?", "Are scanners, such as barcode scanners, used?" and "Are dictation applications being used that incorporate microphone peripherals?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 104, 105

44. When assessing the Citrix Client software, an administrator should gather information for which of the following topics? (Choose 5)

- a. Client deployment
- b. Client type
- c. Updates
- d. Permissions
- e. Configurations
- f. Cost

Answer: a.b.c.d.e.

Explanation: When assessing the Citrix Client software, an administrator should gather information for Client deployment, Client type, updates, permissions and configurations. Some questions the administrator can ask are: "Is Web Interface

deployed? If so, is Web Interface used to deploy the Client for Web?", "Is a third-party product used for Client deployment? If so, which one?", "What Client types are being used?", "What Client types are being considered?", "How often is the Client updated?", "Is the process easy and seamless?", "Does the user have sufficient permissions to install or update the client?", "What are the Client software configurations on the client device?" and "What are the Client software configurations on the server side?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 106, 107

45. Which of the following is a potential risk related to the Client for Web?
- Not all device types support it
 - The correct variety may not be installed
 - Can be blocked by a firewall or browser
 - Administration overhead

Answer: b.

Explanation: The potential risk for the Client for Web is that the correct Client for Web might not be installed. There are two varieties of Client for Web: Full Client (ICA32T.EXE) and Minimal Client (WFICAC.CAB). It is recommended that the administrator determine the smallest Client download that is required and to understand the functionality of the two Clients for Web.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 107

46. Which of the following is a potential risk related to the Program Neighborhood Agent?
- Not all device types support it
 - The correct variety may not be installed
 - Can be blocked by a firewall or browser
 - Administration overhead

Answer: a.

Explanation: The potential risk for the Program Neighborhood Agent is that not all device types support it, so if users access from multiple devices, access will be inconsistent. It is recommended that the administrator ensure that the appropriate Client is deployed to the client devices.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 107

47. Which of the following is a potential risk related to Program Neighborhood?
- Not all device types support it
 - The correct variety may not be installed
 - Can be blocked by a firewall or browser
 - Administration overhead

Answer: d.

Explanation: The potential risk for Program Neighborhood is that there is administration overhead, as configuration is required on each device. It is recommended that the administrator consider using another Client type with the ability to centrally manage.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 107

48. Which of the following is a potential risk related to the Java Client?
- Not all device types support it
 - The correct variety may not be installed
 - Can be blocked by a firewall or browser
 - Administration overhead

Answer: c.

Explanation: The potential risk for the Java Client is that it can be blocked by a firewall or browser. It is recommended that the administrator ensure that Java applets are not blocked.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 107

49. Which of the following are potential risks for the Password Manager agent? (Choose 2)
- Users might not know how to access the resources in the access server farm
 - Users might not have sufficient rights to download and install Clients
 - Users can change configurations
 - Non-published applications will not be recognized if there is no local install

Answer: c.d.

Explanation: Potential risks for the Password Manager agent are that users can change configurations and that non-published applications will not be recognized if there is no local agent installed. It is recommended that the administrator pre-configure the settings and that the administrator verifies installation of the Password Manager agent on all local workstations. Questions that an architect can ask related to the Password Manager agent are: "Where will the Password Manager agent be deployed? Workstations and Presentation Server?", "How will Password Manager agent be deployed? Active Directory and third-party distribution software?", "To what degree can users modify the agent?" and "How are the updates performed? Are there defined procedures?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 109

50. Which of the following are potential risks related to Access Gateway Advanced Edition and VPN Clients? (Choose 2)
- Users might not know how to access the resources in the access server farm
 - Users can change configurations
 - Users might not have sufficient rights to download and install Clients

- d. Non-published applications will not be recognized if there is no local install

Answer: a.c.

Explanation: Potential risks related to Access Gateway Advanced Edition and VPN Clients are that users might not know how to access the resources in the access server farm and that users might not have sufficient rights to download and install Clients. It is recommended that the administrator provide appropriate training with clear instructions to learn how to access the resources in the access server farm. Also, to be able to download and install the Clients, certain users may be granted administrative or power user rights or allow users to access resources in the server farm using browser-only access (recommended). Questions an architect can ask related to Access Gateway Advanced Edition and VPN Clients are "Which VPN Client is used, if any?", "Does the user configure any settings?", "Will multiple downloads of the VPN Client impact the networks?" and "Does the organization require the client devices to be scanned?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 110

51. Which of the following are potential risks related to the Citrix Access Client Packager? (Choose 2)
- a. Multiple Client software deployments creates confusion
 - b. Client configurations create administrative overhead
 - c. The user may not be able to customize it
 - d. The user may not understand the options available for customizing it

Answer: a.b.

Explanation: Potential risks related to the Citrix Access Client Packager are that multiple client software deployments creates confusion for the administrators and the users and Client configurations create administrative overhead.

Recommended to resolve these issues are using the Citrix Access Client Packager to simplify and streamline Client deployment and using the Citrix Access Client Packager to pre-configure the Clients into a single package for deployment.

Questions an architect can ask related to the Citrix Access Client Packager are: "Are multiple Citrix Clients required by users? If so, which ones?" and "If multiple Citrix Clients are used, how are they deployed to the devices?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 111

52. The two aspects of personalization are: (Choose 2)
- a. Architect
 - b. Administrator
 - c. Business
 - d. User

Answer: b.d.

Explanation: The two aspects of personalization are administrator and user. The architect must assess how the administrator personalizes and customizes the user interface. Users see the Web Interface site the way the administrator personalizes or configures it in Web Interface. Users can only take advantage of the features that the administrator grants them permissions to. Questions that an architect can ask about administrative and user personalization are: "Do different groups require a different interface?", "Which features are available for personalization by the user?", "Do users understand options and impact?" and "Which options will be made available to users?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 112

53. Potential risks related to Web Interface are: (Choose 2)
- a. Multiple Client software deployments creates confusion
 - b. Client configurations create administrative overhead
 - c. The user may not be able to customize it
 - d. The user may not understand the options available for customizing it

Answer: c.d.

Explanation: Potential risks related to Web Interface are that the user may not be able to customize it and that the user may not understand the options available for customizing it. Recommendations to alleviate these risks are to assess the needs of the organization and grant personalization permissions as appropriate and to provide user training and reference manuals.

Questions that an architect can ask related to Web Interface are: "How is the Web Interface site customized?", "Which features are available for personalization by the user?", "Can the user make modifications?", "Does the user understand the options and impact?" and "Will excessive help-desk calls be generated?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 113

#Presentation Services and Application Deployment

54. When assessing Presentation Services, which of the following topics should be addressed? (Choose 5)
- a. Access and personalization
 - b. Server configuration
 - c. Print management
 - d. Farm configuration
 - e. Optional components
 - f. Core components

Answer: b.c.d.e.f.

Explanation: When assessing Presentation Services, the architect should address server configuration, core components, optional components, farm configuration and print management.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 124

55. When assessing server configuration, the architect should consider which of the following? (Choose 5)
- a. Directory service

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- b. Data store
- c. Product platform
- d. Zones
- e. Service packs and hotfixes
- f. Server farms
- g. Server build type
- h. License server
- i. Windows Server platform

Answer: a.c.e.g.i.

Explanation: When assessing server configuration, the architect should consider server build type, Windows Server platform, directory service, product platform and service packs and hotfixes.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 125

56. What topics should an architect consider when gathering information related to server configuration? (Choose 5)
- a. Server build type
 - b. Windows Server platform
 - c. Farms
 - d. Directory service
 - e. Product platform
 - f. Service packs and hotfixes

Answer: a.b.d.e.f.

Explanation: When gathering information related to server configuration, an architect should consider server build type, and ask the questions: "Is the server build automated or manual? If automated, is it cloned, scripted or built using a third-party tool?"; Windows Server platform, and ask the questions: "What server operating systems are in use in each farm? (Windows 2000 Server or Windows Server 2003)" and "What server editions are in use? (Standard, Advanced, Enterprise, Datacenter)"; Directory services, and ask the question: "What enterprise directory service is the organization using? (Microsoft Active Directory, Novell Directory Service)"; Product platform, and ask the questions: "What versions and editions of Citrix Presentation Server are in use? (Enterprise, Advanced, Standard)", "What feature release levels are in use?" and "Are farms mixed or homogenous?"; Service packs and hotfixes, and ask the questions: "What Microsoft service packs and hotfixes have been implemented?", "Are all service packs and hotfixes applied consistently?" and "How are service packs and hotfixes tested and rolled out?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 126

57. Of the following choices, which is a potential risk in manual server builds?
- a. Increases the likelihood of inconsistencies in server configuration, makes testing more difficult and increases subsequent administration complexity
 - b. Causes user experience to vary across locations, applications and user groups
 - c. Makes administration more complex
 - d. Makes troubleshooting more complex and creates varying user experiences

Answer: a.

Explanation: A potential risk in the server build process is manual server builds increases the likelihood of inconsistencies in server configuration, makes testing more difficult and increases subsequent administration complexity. The recommendation to mitigate this issue is to create an automated build process so that all deployments are consistent.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 127

58. Of the following choices, which is a potential risk with inconsistent server builds?
- a. Increases the likelihood of inconsistencies in server configuration, makes testing more difficult and increases subsequent administration complexity
 - b. Causes user experience to vary across locations, applications and user groups
 - c. Makes administration more complex
 - d. Makes troubleshooting more complex and creates varying user experiences

Answer: b.

Explanation: A potential risk with inconsistent server builds is that it causes user experience to vary across locations, applications and user groups. The recommendation to mitigate this issue is to standardize server builds to use the same operating system and configuration.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 127

59. Of the following choices, which is a potential risk with multiple versions and/or platforms?
- a. Increases the likelihood of inconsistencies in server configuration, makes testing more difficult and increases subsequent administration complexity
 - b. Causes user experience to vary across locations, applications and user groups
 - c. Makes administration more complex
 - d. Makes troubleshooting more complex and creates varying user experiences

Answer: c.

Explanation: A potential risk with multiple versions and/or platforms is it makes administration more complex. The recommendation to mitigate this issue is to standardize on a version and platform.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 127

60. Of the following choices, which is a potential risk with inconsistently applying service packs and hotfixes?

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- a. Increases the likelihood of inconsistencies in server configuration, makes testing more difficult and increases subsequent administration complexity
- b. Causes user experience to vary across locations, applications and user groups
- c. Makes administration more complex
- d. Makes troubleshooting more complex and creates varying user experiences

Answer: d.

Explanation: A potential risk with inconsistently applying service packs and hotfixes is that it makes troubleshooting more complex and creates varying user experiences. The recommendation to mitigate this issue is to standardize the rollout of service packs and hotfixes.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 127

61. The core components of Presentation Server include: (Choose 4)
- a. The data store
 - b. Server farms
 - c. The license server
 - d. Password Manager
 - e. Zones

Answer: a.b.c.e.

Explanation: The core components of Presentation Server are the data store, server farms, the license server and zones. These components form the backbone common to all implementations.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 128

62. What are the potential risks for having multiple farms? (Choose 2)
- a. Higher security risk
 - b. Increased administrative complexity
 - c. Inconsistent configurations and conflicting settings
 - d. Failover is not offered in case of an outage or disaster
 - e. Cannot take advantage of load balancing
 - f. Might not scale for future growth

Answer: b.e.

Explanation: With multiple farms the organization cannot take advantage of load balancing and it brings an increase in administrative complexity. Recommendations for these issues include consolidating farms where possible and leveraging the Access Suite Console to help centralize administration of multiple farms.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 131

63. What are the potential risks for having multiple administrators? (Choose 2)
- a. Higher security risk
 - b. Increased administrative complexity
 - c. Inconsistent configurations and conflicting settings
 - d. Failover is not offered in case of an outage or disaster
 - e. Cannot take advantage of load balancing
 - f. Might not scale for future growth

Answer: a.c.

Explanation: Having too many administrators for a server farm might result in inconsistent configurations and conflicting settings, and also create a security risk. Recommendations to mitigate these issues are to limit the number of administrators and ensure that they are adequately trained, and to curtail individual administrator rights.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 131

64. What is the potential risk for having only a single data center?
- a. Higher security risk
 - b. Increased administrative complexity
 - c. Inconsistent configurations and conflicting settings
 - d. Failover is not offered in case of an outage or disaster
 - e. Cannot take advantage of load balancing
 - f. Might not scale for future growth

Answer: d.

Explanation: A single data center does not offer failover or business continuity in the event of an outage or disaster, while too many data centers can be difficult to administer. Recommendations to mitigate these issues are to consolidate data centers if too many exist and to consider having more than one data center to help ensure business continuity in the event of a failover.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 131

65. What is the potential risk for having a data store based on Microsoft Access or MSDE?
- a. Higher security risk
 - b. Increased administrative complexity
 - c. Inconsistent configurations and conflicting settings
 - d. Failover is not offered in case of an outage or disaster
 - e. Cannot take advantage of load balancing
 - f. Might not scale for future growth

Answer: f.

Explanation: A data store based on Microsoft Access or MSDE might not scale for future growth. To mitigate this problem, implement a data store using IBM DB2, Oracle or Microsoft SQL Server.
Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 131

66. Which of the following are recommendations for organizations that might lack the expertise to implement and maintain an enterprise class database server? (Choose 2)
- Implement Microsoft Access or MSDE
 - Consider the possibility of clustering the data store database server
 - Consolidate zones
 - Perform backups on a regular schedule
 - Review the feasibility of hiring a database administrator
 - Consider replicating the data store database to another data center

Answer: a.e.

Explanation: An organization might lack the in-house expertise to implement and maintain an enterprise class database server. Recommendations for this issue include implementing a Microsoft Access or MSDE data store for small farms if there is no existing database administrator and review the feasibility of hiring a database administrator to monitor and maintain an enterprise class database server. Doing so might allow the organization to consolidate other database functions.
Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 132

67. Which of the following is a recommendation for organizations that have a geographically distributed farm in multiple data centers connected through slow WAN links that are experiencing network and server congestion?
- Implement Microsoft Access or MSDE
 - Consider the possibility of clustering the data store database server
 - Consolidate zones
 - Perform backups on a regular schedule
 - Review the feasibility of hiring a database administrator
 - Consider replicating the data store database to another data center

Answer: f.

Explanation: A geographically distributed farm with servers in multiple data centers connected through slow WAN links might experience network and server congestion. In this case, consider replicating the data store database to another data center to reduce the traffic over WAN links.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 132

68. Which of the following are recommendations to prevent the farm from having to be rebuilt because of loss of data? (Choose 2)
- Implement Microsoft Access or MSDE
 - Consider the possibility of clustering the data store database server
 - Consolidate zones
 - Perform backups on a regular schedule
 - Review the feasibility of hiring a database administrator
 - Consider replicating the data store database to another data center

Answer: b.d.

Explanation: If the data store database becomes corrupt or lost, then the farm must be rebuilt. To prevent this, back up the data store database on a regular schedule and prepare a plan to restore the database in the event of a failure. Also, consider the possibility of clustering the data store database server if the in-house expertise and hardware are available.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 132

69. Which of the following is recommended when too many data collectors seem to be negatively impacting performance?
- Implement Microsoft Access or MSDE
 - Consider the possibility of clustering the data store database server
 - Consolidate zones
 - Back up the data store database on a regular schedule
 - Review the feasibility of hiring a database administrator
 - Consider replicating the data store database to another data center

Answer: c.

Explanation: Too many zones (one data collector to each zone, each data collector performs all of the zone-to-zone communication, therefore too many data collectors) can negatively impact performance. Reduce network traffic by consolidating zones.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 132

70. Which of the following recommendations could prevent a situation where the failure of a data collector results in confusion about which member server will assume the role of the data collector? (Choose 2)
- Implement the latest product
 - Ensure zones are defined geographically as appropriate
 - Dedicate the data collector by restricting it from serving applications
 - Plan a clear election hierarchy in each zone by designating one or more servers as Preferred
 - Ensure zone preference and failover is configured to optimize user connections
 - Consolidate license servers where necessary
 - Designate special servers hosting any mission-critical or resource-intensive applications as Not Preferred

Answer: d.g.

Explanation: A failure of the data collector of a given zone might result in a situation where it is unclear which member server will assume the role of data collector. To prevent this, plan a clear election hierarchy in each zone by designating one or more servers as Preferred and designate special servers hosting any mission-critical or resource-intensive applications as Not Preferred.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 133

71. To prevent the reduction of data collector performance because of network congestion in medium or large zones, which of the following recommendations should be followed?
- Implement the latest product
 - Ensure zones are defined geographically as appropriate
 - Dedicate the data collector by restricting it from serving applications
 - Plan a clear election hierarchy in each zone by designating one or more servers as Preferred
 - Ensure zone preference and failover is configured to optimize user connections
 - Consolidate license servers where necessary
 - Designate special servers hosting any mission-critical or resource-intensive applications as Not Preferred

Answer: c.

Explanation: Network congestion, server hardware, application demands, user demands or other limitations might reduce data collector performance in medium or large zones. Where feasible, dedicate the data collector for each zone by restricting it from serving applications.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 133

72. To prevent users from being redirected to servers across WAN links unnecessarily, which of the following recommendations should be followed? (Choose 2)
- Implement the latest product
 - Ensure zones are defined geographically as appropriate
 - Dedicate the data collector by restricting it from serving applications
 - Plan a clear election hierarchy in each zone by designating one or more servers as Preferred
 - Ensure zone preference and failover is configured to optimize user connections
 - Consolidate license servers where necessary
 - Designate special servers hosting any mission-critical or resource-intensive applications as Not Preferred

Answer: b.e.

Explanation: Users might be redirected to servers across WAN links unnecessarily. To prevent this, ensure that zone preference and failover is configured to optimize user connections and ensure zones are defined geographically as appropriate.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 133

73. To prevent difficulties in license tracking, which of the following recommendations should be followed? (Choose 2)
- Implement the latest product
 - Ensure zones are defined geographically where appropriate
 - Dedicate the data collector by restricting it from serving applications
 - Plan a clear election hierarchy in each zone by designating one or more servers as Preferred
 - Ensure zone preference and failover is configured to optimize user connections
 - Consolidate license servers where necessary
 - Designate special servers hosting any mission-critical or resource-intensive applications as Not Preferred

Answer: a.f.

Explanation: Previous product versions might have used different licensing schemes, making license tracking difficult when multiple products or product versions are involved. To avoid this issue, implement the latest product with improved license monitoring, tracking and administration and consolidate license servers where necessary.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 133

74. Which of the following are optional components of Presentation Server? (Choose 2)
- Resource Manager
 - Network Manager
 - License server
 - Data store

Answer: a.b.

Explanation: Optional components of Presentation Server include Resource Manager and Network Manager. These tools allow organizations to maintain and monitor their implementation.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 135

75. When gathering information related to Resource Manager, which of the following are questions that an architect can ask? (Choose 4)
- Are there customized metrics?
 - Is the organization using HP OpenView, Computer Associates Unicenter or IBM Tivoli?
 - Is there a summary database?
 - What reports are being run?
 - Is the Access Suite Console being used to run reports?
 - Are SNMP traps configured?

Answer: a.c.d.e.

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Explanation: When gathering information related to Resource Manager, an architect can ask: "How is Resource Manager being used?", "Who uses Resource Manager?", "Are there customized metrics?", "Is there a summary database?", "What type of database is the summary database? (Microsoft SQL, Oracle)", "What reports are being run?", "Is the Access Suite Console being used to run reports?", "Who uses the Access Suite Console to run reports?" and "Which Access Suite Console reports are being used?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 136

76. If an organization is using the default metrics in Resource Manager and they are not meeting the needs of the environment, which of the following suggestions is recommended?
- Configure the summary database to view archived data in reports
 - Customize Resource Manager reports to provide clear and useful data
 - Customize as appropriate
 - Deploy Network Manager

Answer: c.

Explanation: If the default metrics in Resource Manager don't meet an organization's need, they should review the metric options as customize as appropriate.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 137

77. The summary database is not configured to capture historical data. Which of the following should the IT group do?
- Configure the summary database to view archived data in reports
 - Customize Resource Manager reports to provide clear and useful data
 - Customize as appropriate
 - Deploy Network Manager

Answer: a.

Explanation: To capture historical data in Resource Manager, configure the summary database to view archived data in reports.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 137

78. If Resource Manager reports are not being used effectively in an organization, which of the following suggestions should be used?
- Configure the summary database to view archived data in reports
 - Customize Resource Manager reports to provide clear and useful data
 - Customize as appropriate
 - Deploy Network Manager

Answer: b.

Explanation: To make the Resource Manager reports most effective for the organization, customize the reports to provide clear and useful data.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 137

79. If SNMP information is being captured but no monitoring tool is being used, which of the following should the IT department do?
- Configure the summary database to view archived data in reports
 - Customize Resource Manager reports to provide clear and useful data
 - Customize as appropriate
 - Deploy Network Manager

Answer: d.

Explanation: If an organization is capturing SNMP data and desires to monitor it, Network Monitor or a different SNMP monitoring tool should be deployed.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 137

80. When gathering information related to server farm configuration, an architect should consider which of the following topics? (Choose 5)
- Load manager
 - Network printer assignment
 - Presentation Server policies
 - Redundancy
 - Maintenance procedures
 - Farm and server properties

Answer: a.c.d.e.f.

Explanation: When gathering information related to server farm configuration, an architect should consider the following topics: Farm and server properties, and ask the questions "What is the use and configuration of SpeedScreen? Session reliability? Citrix XML port? CPU and memory optimization? ICA keep-alive?"; Load manager, and ask the questions "What types of load evaluators are applied? (Default, Advanced, Custom)", "If custom load evaluators exist, what are the details of the configuration?" and "Are load evaluators applied to specific applications or servers?"; Presentation Server policies, and ask the questions "Which types of policies are configured?", "What is the priority of each policy?" and "How are the policy filters applied?"; Redundancy, and ask the questions "What services are replicated in the environment?", "Are any mission-critical servers clustered?", "Who monitors and maintains the redundancy measures?" and "Do a sufficient number of servers exist to address a minor failure?"; Maintenance procedures, and ask the questions "What specific maintenance procedures are in place?" and "What is the monitoring procedure used to determine when systems are reaching capacity?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 139

81. If an organization is not using SpeedScreen, which of the following could be the result?
- Negatively affected application performance
 - Negate intended functionality
 - Serious delays could be caused should an issue arise
 - Underutilized server resources
 - Reactive to problems rather than proactive to changes
 - Loss of user productivity
 - Negative user experience when viewing certain graphical content

Answer: g.

Explanation: Not using SpeedScreen might create a negative user experience when viewing certain graphical content.

Solution: Revise SpeedScreen settings for the environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 140

82. If an organization is using the Default load evaluator on all of its servers and applications, which of the following could be the result? (Choose 2)
- Negatively affected application performance
 - Negate intended functionality
 - Serious delays could be caused should an issue arise
 - Underutilized server resources
 - Reactive to problems rather than proactive to changes
 - Loss of user productivity
 - Negative user experience when viewing certain graphical content

Answer: a.d.

Explanation: The Default load evaluator or an improperly configured load evaluator might affect application performance and underutilize server resources, resulting in unnecessary hardware purchases. Solution: Review load evaluators and create a custom load evaluator for the specific environment and applications, if necessary.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 140

83. Incorrect policy priority might result in which of the following?
- Negatively affected application performance
 - Negate intended functionality
 - Serious delays could be caused should an issue arise
 - Underutilized server resources
 - Reactive to problems rather than proactive to changes
 - Loss of user productivity
 - Negative user experience when viewing certain graphical content

Answer: b.

Explanation: Incorrect policy priority might negate intended functionality or otherwise produce unintended results.

Solution: Determine effective policies, accounting for priority and compare with intended results.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 140

84. Which of the following could be the result of a lack of redundancy for mission-critical resources in a server farm?
- Negatively affected application performance
 - Negate intended functionality
 - Serious delays could be caused should an issue arise
 - Underutilized server resources
 - Reactive to problems rather than proactive to changes
 - Loss of user productivity
 - Negative user experience when viewing certain graphical content

Answer: c.

Explanation: The lack of redundancy for mission-critical resources can cause serious delays should an issue arise. Solution: Identify single points of failure in the environment and develop redundancy and failover measures, where appropriate.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 141

85. In a server farm, an improper monitoring strategy can cause which of the following?
- Negatively affected application performance
 - Negate intended functionality
 - Serious delays could be caused should an issue arise
 - Underutilized server resources
 - Reactive to problems rather than proactive to changes
 - Loss of user productivity
 - Negative user experience when viewing certain graphical content

Answer: e.

Explanation: Improper or no monitoring strategy can create an environment that is reactive to problems rather than proactive to changes. Solution: Identify gaps in maintenance and monitoring procedures and develop an appropriate strategy.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 141

86. Dropped connections from unreliable networks can cause which of the following?
- Negatively affected application performance
 - Negate intended functionality
 - Serious delays could be caused should an issue arise
 - Underutilized server resources
 - Reactive to problems rather than proactive to changes
 - Loss of user productivity
 - Negative user experience when viewing certain graphical content

Answer: f.

Explanation: Dropped connections from unreliable networks can cause users to lose productivity. Solution: Implement session reliability as appropriate.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 141

87. When an architect is assessing print management, which of the following topics should be addressed? (Choose 4)
- Printer policies
 - Network printer assignment
 - Printer models
 - Printer creation
 - Print drivers

Answer: a.b.d.e.

Explanation: When assessing print management, an architect should address the topics of printer policies, network printer assignment, printer creation and print drivers.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 142, 143

88. When gathering information about printer creation in the organization, which of the following topics should be addressed? (Choose 3)
- Imported print servers
 - Printer bandwidth
 - Session printers (proximity printing)
 - Auto-creation settings

Answer: a.c.d.

Explanation: When gathering information about printer creation in the organization, the architect should ask the following questions about auto-creation settings, imported print servers and session printers: "What are the auto-creation settings? (local printers, network printers, all printers)", "Are there any imported print servers?" and "Is the organization using session printers (proximity printing)?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 143

89. When gathering information about printer policies in the organization, what is the topic that should be addressed?
- Printer bandwidth
 - Auto-creation
 - Universal printer driver
 - Driver mappings

Answer: a.

Explanation: When gathering information about printer policies in the organization, the architect should ask "Is a printer bandwidth policy in effect?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 143

90. When gathering information about printer drivers in the organization, which of the following topics should be addressed? (Choose 4)
- Universal printer driver
 - Auto-install of native drivers
 - Driver mappings
 - Logon scripts
 - Replication methods

Answer: a.b.c.e.

Explanation: When gathering information about printer drivers in the organization, the architect should ask the following questions: "What is the print driver replication method?", "Are there any driver mappings?", "Is there any auto-install of native drivers?" and "Is the universal printer driver being used?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 143

91. When gathering information about network printer assignment in the organization, which of the following topics should be addressed? (Choose 3)
- Active Directory
 - Third-party tools
 - Imported print servers
 - Logon scripts

Answer: a.b.d.

Explanation: When gathering information about network printer assignment in the organization, the architect should ask the following questions: "Is Active Directory being used?", "Are logon scripts being used?" and "Are any third party tools being used?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 143

92. Which of the following are items that bring potential risks associated with printer management in a Presentation Server environment? (Choose 5)
- Unlimited printer bandwidth
 - Native drivers auto-installed
 - Universal printer driver
 - Users see too many printers
 - Too many printer policies
 - Network printer assignment

Answer: a.b.c.d.f.

Explanation: Potential risks and recommended solutions associated with printer management in a Presentation Server environment: 1. Unrestricted bandwidth might allow printing to monopolize dedicated WAN links. Solution: Limit printer bandwidth using policies. 2. Native drivers auto-installed (default setting) might cause too many drivers to be installed on servers. Solutions: Configure a policy to disallow auto-install and implement the universal printer driver. 3. The client software might not include the new universal printer driver. Solution: Review client versions and upgrade if necessary. 4. Users see too many printers and are confused and don't know which printer to use. Solutions: Configure printing to auto-create only the default printer and reduce printers using the session printers policy. 5. Users cannot access network printers. Solution: Create a session printers policy.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 143, 144

93. An architect should focus on which of the following areas when gathering information related to application configuration? (Choose 4)
- Application teams
 - Published application properties
 - Application packaging and deployment tools
 - Test environment
 - Helper applications
 - Deployment process
 - Load-managed groups
 - Application isolation

Answer: b.e.g.h.

Explanation: An architect should focus on published application properties, helper applications, load-managed groups and application isolation when gathering information related to application configuration. Questions that the architect can ask are: "What display settings are being used?", "Are any applications required to be available but not published?", "Are any applications mission-critical?", "Are any applications updated frequently?", "Are any applications resource-intensive?", "Are any applications tightly coupled?", "Are there any conflicting applications?" and "Are multiple versions of the same application needed for different scenarios or user groups?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 147

94. Potential risk: If display settings for all published applications are not identical, then session sharing cannot be used. Which of the following recommendations should be used to mitigate this issue?
- Relax NTFS permissions
 - Use application isolation environments
 - Align display settings to enable use of session sharing
 - Confirm and align Web Interface or program neighborhood settings
 - Set color depth for all applications to 16 bit or higher

Answer: c.

Explanation: If display settings for all published applications are not identical and session sharing cannot be used, align display settings to enable use of session sharing.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 148

95. Potential risk: If color depth for published applications is not at least 16 bit then SpeedScreen Browser Acceleration will not work. Which of the following recommendations should be used to mitigate this issue?
- Relax NTFS permissions
 - Use application isolation environments
 - Align display settings to enable use of session sharing
 - Confirm and align Web Interface or program neighborhood settings
 - Set color depth for all applications to 16 bit or higher

Answer: e.

Explanation: If color depth for published applications is not at least 16 bit and SpeedScreen Browser Acceleration does not work, set color depth for all applications to 16 bit or higher.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 148

96. Potential risk: Applications might conflict when installed on the same server. Which of the following recommendations should be used to mitigate this issue?
- Relax NTFS permissions
 - Use application isolation environments
 - Align display settings to enable use of session sharing
 - Confirm and align Web Interface or program neighborhood settings

- e. Set color depth for all applications to 16 bit or higher

Answer: b.

Explanation: If applications are installed on the same server and this is causing confliction, use application isolation environments.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 148

97. Potential risk: Some settings prevent the use of seamless windows. Which of the following recommendations should be used to mitigate this issue?
- a. Relax NTFS permissions
 - b. Use application isolation environments
 - c. Align display settings to enable use of session sharing
 - d. Confirm and align Web Interface or program neighborhood settings
 - e. Set color depth for all applications to 16 bit or higher

Answer: d.

Explanation: If the use of seamless widows is being prevented, confirm and align Web Interface or Program Neighborhood settings to enable seamless windows.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 148

98. Potential risk: Permissions restrict access to needed applications. Which of the following recommendations should be used to mitigate this issue?
- a. Relax NTFS permissions
 - b. Use application isolation environments
 - c. Align display settings to enable use of session sharing
 - d. Confirm and align Web Interface or program neighborhood settings
 - e. Set color depth for all applications to 16 bit or higher

Answer: a.

Explanation: If permissions are restricting access to needed applications then relax NTFS permissions.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 148

99. An architect should focus on which of the following areas when gathering information related to application deployment methods? (Choose 4)
- a. Application teams
 - b. Published application properties
 - c. Application packaging and deployment tools
 - d. Test environment
 - e. Helper applications
 - f. Deployment process
 - g. Load-managed groups
 - h. Application isolation

Answer: a.c.d.f.

Explanation: An architect should focus on application packaging and deployment tools, test environment, deployment process and application teams when gathering information related to application deployment methods. Questions that the architect can ask are: "What tools are used to deploy applications?", "What tools are used to package applications?", "In a mixed environment, is there a packaging environment for each server build type?", "What is the process for ensuring that the packaging environment is in a clean state before creating new packages?", "Is there an application certification process?", "Does the test environment exactly mirror the production environment for the purpose of packaging and testing?", "What is the process for application deployment?", "What is the process for rolling back a deployment?" "Who handles the packaging environment, the test environment or certification process and the deployment into the productions environment?" and "Are there any applications developed in-house that require further analysis?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 150

100. An organization is concerned about its lack of a standardized deployment method because it creates dissimilar server and application configurations. Which of the following recommendations can help the organization to mitigate this issue?
- a. Use Installation Manager to standardize application rollout
 - b. Ensure that applications are tested before deploying them to the production environment
 - c. Use Installation Manager to standardize application packaging
 - d. Ensure that the test environment mirrors the production environment
 - e. Document and enforce a uniform application deployment process

Answer: a.

Explanation: The lack of a standardized deployment method creates dissimilar server and application configurations. Use Installation Manager to standardize application rollout.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 151

101. An organization is having problems with deploying applications. The organization lacks any type of packaging tool. Which of the following recommendations can help the organization to mitigate this issue?
- a. Use Installation Manager to standardize application rollout
 - b. Ensure that applications are tested before deploying them to the production environment
 - c. Use Installation Manager to standardize application packaging
 - d. Ensure that the test environment mirrors the production environment
 - e. Document and enforce a uniform application deployment process

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Answer: c.

Explanation: The lack of a packaging tool might result in problems deploying applications. Use Installation Manager to standardize application packaging.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 151

102. Problems have been introduced into an organization's environment because untested applications were released into production. Which of the following recommendations could have helped the organization to mitigate this issue? (Choose 2)
- Use Installation Manager to standardize application rollout
 - Ensure that applications are tested before deploying them to the production environment
 - Use Installation Manager to standardize application packaging
 - Ensure that the test environment mirrors the production environment
 - Document and enforce a uniform application deployment process

Answer: b,d.

Explanation: Untested applications can introduce problems to the production environment. Ensure that applications are tested before deploying them into the production environment and ensure that the test environment mirrors the production environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 151

103. An organization does not have a proven process for deployment. Because of this, inconsistencies and unanticipated difficulties have arisen. Which of the following recommendations could have helped the organization to mitigate this issue?
- Use Installation Manager to standardize application rollout
 - Ensure that applications are tested before deploying them to the production environment
 - Use Installation Manager to standardize application packaging
 - Ensure that the test environment mirrors the production environment
 - Document and enforce a uniform application deployment process

Answer: e.

Explanation: Not following a proven process might result in inconsistencies and unanticipated difficulties. Document and enforce a uniform application deployment process.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 151

#Security and Identity Management

104. When an architect is gathering information related to authentication, which of the following topics should be covered? (Choose 5)
- Directory service
 - Password security
 - Third-party and two-factor authentication
 - Anonymous accounts
 - Multiple authentication requirements
 - Anti-virus

Answer: a.b.c.d.e.

Explanation: When gathering information related to authentication, an architect should consider what type of directory service is deployed (Active Directory, Novell, other), if password policies apply (password length, varying characters, password expiration intervals, other), if any additional authentication products are being used like secure token (RSA SecurID or Secure Computing SafeWord), biometric devices (fingerprint), smart cards or any other, if there are anonymous accounts used, and if they are not being used, if they are removed, and if users need to authenticate multiple times, such as to the local workstation, Web Interface or other applications.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 163

105. ___ allows the user to automatically authenticate to multiple applications that have different credentials.
- Single sign-on
 - Pass-through authentication
 - Password policies
 - Multi-factor authentication
 - Smart cards
 - Biometrics

Answer: a.

Explanation: Single sign-on allows the user to automatically authenticate to multiple applications that have different credentials.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 164

106. With ___, user authentication is automatically repeated to other applications that require the same credentials.
- Single sign-on
 - Pass-through authentication
 - Password policies
 - Multi-factor authentication
 - Smart cards
 - Biometrics

Answer: b.

Explanation: With pass-through authentication, user authentication is automatically repeated to other applications that require the same credentials.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 164

107. ___ provides additional security by using third-party authentication checks in addition to directory service credentials.
- Single sign-on
 - Pass-through authentication
 - Password policies
 - Multi-factor authentication
 - Smart cards
 - Biometrics

Answer: d.

Explanation: Multi-factor authentication provides additional security by using third-party authentication checks in addition to directory service credentials. For example, an administrator can configure the Web Interface to use RSA SecurID or Secure Computing SafeWord in addition to directory service credentials.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 164

108. ___ are inserted into a reader that is attached to the client device to allow authentication.
- Single sign-on
 - Pass-through authentication
 - Password policies
 - Multi-factor authentication
 - Smart cards
 - Biometrics

Answer: e.

Explanation: Smart cards are inserted into a reader that is attached to the client device to allow authentication. Smart cards can be used for authentication to applications as well as to the network.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 164

109. ___ refers to authentication security techniques that rely on unique physical characteristics that can be automatically checked.
- Single sign-on
 - Pass-through authentication
 - Password policies
 - Multi-factor authentication
 - Smart cards
 - Biometrics

Answer: f.

Explanation: Biometrics refers to authentication security techniques that rely on unique physical characteristics that can be automatically checked. For example, the analysis of an individual fingerprint can serve as a means of authentication. The system analyzes the fingerprint to determine who the user is and, based on identity, authorize different levels of access.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 164

110. In an organization, users are required to maintain multiple application passwords. This has been causing users to forget their passwords, thus increasing support costs due to password resets. Which of the following recommendations will help to alleviate this issue?
- Consider using Password Manager as an identity management software to facilitate user specific accounts and authentication
 - Force users to change passwords at regular intervals to increase security
 - Implement two-factor authentication to provide a greater level of security from remote locations
 - Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs
 - Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords
 - Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication

Answer: d.

Explanation: If users are required to maintain multiple application passwords, this can cause users to forget their passwords and thus increase the support costs due to password resets. It also creates the potential for a security risk as users may write down their passwords. Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 165

111. Users have been selecting weak passwords to authentication to applications. This is not providing a high enough level of security for the organization. Which of the following recommendations will help to alleviate this issue?
- Consider using Password Manager as an identity management software to facilitate user specific accounts and authentication
 - Force users to change passwords at regular intervals to increase security
 - Implement two-factor authentication to provide a greater level of security from remote locations

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- d. Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs
- e. Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords
- f. Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication

Answer: f.

Explanation: Users may select weak passwords for application level authentication. This does not provide a high level of security. Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 165

112. Some applications in an organization have no password complexity requirements. Which of the following recommendations will help to alleviate this issue?
- a. Consider using Password Manager as an identity management software to facilitate user specific accounts and authentication
 - b. Force users to change passwords at regular intervals to increase security
 - c. Implement two-factor authentication to provide a greater level of security from remote locations
 - d. Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs
 - e. Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords
 - f. Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication

Answer: e.

Explanation: Some applications have no password complexity requirements. Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords for applications.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 165

113. An organization is using generic accounts which is resulting in the lack of audit trails for user actions. Which of the following recommendations will help to alleviate this issue?
- a. Consider using Password Manager as an identity management software to facilitate user specific accounts and authentication
 - b. Force users to change passwords at regular intervals to increase security
 - c. Implement two-factor authentication to provide a greater level of security from remote locations
 - d. Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs
 - e. Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords
 - f. Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication

Answer: a.

Explanation: Using generic accounts can result in the lack of audit trails for user actions. Discontinue the use of generic accounts and investigate using Password Manager as an identity management software to facilitate user specific accounts and authentication.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 165

114. An organization is using single-factor authentication which is not providing sufficient security for external access points. Which of the following recommendations will help to alleviate this issue?
- a. Consider using Password Manager as an identity management software to facilitate user specific accounts and authentication
 - b. Force users to change passwords at regular intervals to increase security
 - c. Implement two-factor authentication to provide a greater level of security from remote locations
 - d. Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs
 - e. Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords
 - f. Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication

Answer: c.

Explanation: Single factor authentication might not provide sufficient security for external access points. Implement two factor authentication to provide a greater level of security from remote locations.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 165

115. Users are creating passwords and not changing them for long periods of time. The organization is concerned that these passwords might be compromised over time. Which of the following recommendations will help to alleviate this issue?
- a. Consider using Password Manager as an identity management software to facilitate user specific accounts and authentication
 - b. Force users to change passwords at regular intervals to increase security
 - c. Implement two-factor authentication to provide a greater level of security from remote locations

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- d. Consider using Password Manager as a single sign-on solution to increase environment security and reduce administrative costs
- e. Consider using Password Manager as a single sign-on solution to ensure users employ sufficiently complex passwords
- f. Consider using Password Manager as a single sign-on solution to enforce policy-based controls on application-level authentication

Answer: b.

Explanation: Static passwords might be compromised over time. Force users to change passwords at regular intervals to increase security.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 165

116. When an architect is gathering information related to enterprise security including a Presentation Server environment, which of the following topics should be covered? (Choose 9)
- a. Security personnel
 - b. Operating systems and permissions
 - c. Directory service
 - d. Security monitoring
 - e. Certificates
 - f. Physical security
 - g. Anti-virus
 - h. Administrative access
 - i. Security configuration of Presentation Server
 - j. Server and user restrictions

Answer: a.b.d.e.f.g.h.i.j.

Explanation: When an architect is gathering information related to enterprise security including a Presentation Server environment, information should be gathered for the topics of security personnel, certificates, security configuration of Presentation Servers, security monitoring, server and user restrictions, administrative access, operating system permissions, anti-virus and physical security. Questions should be asked about each of these topics. Security personnel: "Is there a dedicated security team?", "What are the roles and responsibilities of the security team?" and "How is the team managing Presentation Server involved with the security team?" Certificates: "Is 128-bit encryption used?", "Are internal or third-party certificates being used?" and "What points of access are using certificates?" Security configuration of Presentation Server: "Are there security settings for each connection listener?" Security monitoring: "Are server security logs monitored by administrators?" Server and user restrictions: "Which policies are in use to lock down servers and users?" and "What other restrictions such as NTFS permissions and third-party tools are being used?" Administrative access: "Who has administrative rights to Presentation Server?" and "Who can administer Citrix components?" Operating system permissions: "Can users save and execute files from the system directory or other operating system resources?" Anti-virus: "Is anti-virus software installed?" and "What is the update process for new patterns?" Physical security: "What is the physical security of the data center?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 166, 167

117. An organization is publishing desktops for users to access applications on servers. This is creating a risk for the users to gain access to operating system functionality. Which of the following recommendations can be used to mitigate this situation? (Choose 2)
- a. Use policies to restrict the desktop
 - b. Place servers behind locked doors and limit access
 - c. Implement virus protection and update regularly
 - d. Consider published applications where appropriate
 - e. Use policies, security templates, permissions and third-party products to restrict access to resources

Answer: a.d.

Explanation: Published desktops are not inherently secure; therefore, there is a risk that the user can gain access to operating system functionality. Consider published applications instead of published desktops where appropriate. Use policies to restrict the desktop to prevent user access to restricted parts of the operating system.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

118. A new organization has yet to provide virus protection for its users. Before viruses can be introduced into this environment, which of the following should be done?
- a. Use policies to restrict the desktop
 - b. Place servers behind locked doors and limit access
 - c. Implement virus protection and update regularly
 - d. Consider published applications where appropriate
 - e. Use policies, security templates, permissions and third-party products to restrict access to resources

Answer: c.

Explanation: Lack of virus protection can introduce viruses to the environment. Implement virus protection and update regularly to minimize intrusion.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

119. An organization has determined that their server resources are not sufficiently restricted. Which of the following recommendations can be used to mitigate this issue?
- a. Use policies to restrict the desktop
 - b. Place servers behind locked doors and limit access

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- c. Implement virus protection and update regularly
- d. Consider published applications where appropriate
- e. Use policies, security templates, permissions and third-party products to restrict access to resources

Answer: e.

Explanation: If server resources are not sufficiently restricted, use policies, security templates, permissions and third-party products to restrict access to resources.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

120. An organization has learned that non-authorized personnel have access to servers in the data center. Which of the following recommendations can be used to mitigate this situation?
- a. Use policies to restrict the desktop
 - b. Place servers behind locked doors and limit access
 - c. Implement virus protection and update regularly
 - d. Consider published applications where appropriate
 - e. Use policies, security templates, permissions and third-party products to restrict access to resources

Answer: b.

Explanation: If non-authorized personnel have access to servers in the data center, place the servers behind locked doors and limit access.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

121. Unauthorized users are accessing Presentation Server using a remote desktop connection. The organization wants to put a stop to this. Which of the following recommendations will help to mitigate this situation?
- a. Restrict servers so only administrators can make changes
 - b. Restrict the RDP protocol for administrative use only
 - c. Remove domain administrators from the local administrators group for Citrix servers
 - d. Create a global Citrix administrators group
 - e. Take steps to ensure there are adequate resources available to effectively manage Citrix-related servers

Answer: b.

Explanation: If users can access Presentation Server using a remote desktop connection, restrict the RDP protocol for administrative use only.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

122. An organization has just learned that unauthorized users are modifying servers. The organization wants to put a stop to this. Which of the following recommendations will help to mitigate this situation?
- a. Restrict servers so only administrators can make changes
 - b. Restrict the RDP protocol for administrative use only
 - c. Remove domain administrators from the local administrators group for Citrix servers
 - d. Create a global Citrix administrators group
 - e. Take steps to ensure there are adequate resources available to effectively manage Citrix-related servers

Answer: a.

Explanation: To keep unauthorized users from modifying servers, restrict servers so only administrators can make changes.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

123. An organization has a growing number of Presentation Servers and users. The security team is having trouble keeping up with all of the security issues related to the Presentation Servers. Which of the following recommendations will help to alleviate this situation?
- a. Restrict servers so only administrators can make changes
 - b. Restrict the RDP protocol for administrative use only
 - c. Remove domain administrators from the local administrators group for Citrix servers
 - d. Create a global Citrix administrators group
 - e. Take steps to ensure there are adequate resources available to effectively manage Citrix-related servers

Answer: e.

Explanation: Security can be compromised when there is lack of sufficient personnel resources. Take steps to ensure there are adequate resources (team members, tools, experience and information) available to effectively manage Citrix-related servers.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

124. In an organization, certain domain administrators who are not Citrix administrators are accessing and modifying Presentation Servers and causing issues with those servers. Which of the following recommendations will help to alleviate this situation? (Choose 2)
- a. Restrict servers so only administrators can make changes
 - b. Restrict the RDP protocol for administrative use only
 - c. Remove domain administrators from the local administrators group for Citrix servers
 - d. Create a global Citrix administrators group
 - e. Take steps to ensure there are adequate resources available to effectively manage Citrix-related servers

Answer: c.d.

Explanation: Domain administrators might have unwarranted access to Citrix servers by default. Remove the domain administrators from the local administrators group for Citrix servers and create a global Citrix administrators group.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 168

125. When an architect is gathering information related to network security including a Presentation Server environment, which of the following topics should be covered? (Choose 8)
- Placement of Citrix components
 - Remote access
 - VPN access
 - Physical security
 - Citrix traffic flow
 - Proxy server
 - Remote offices
 - Internal resources
 - Redundancy

Answer: a.b.c.e.f.g.h.i.

Explanation: When an architect is gathering information related to network security including a Presentation Server environment, information should be gathered for the topics of placement of Citrix components, remote access, VPN access, Citrix traffic flow, proxy server, remote offices, internal resources and redundancy. Questions should be asked about each of these topics. Placement of Citrix components: "Where are the Citrix components located relative to the DMZ?" Remote access: "What type of traffic is allowed to be accessed from an external source?" and "How will remote access change in the future?" VPN access: "What type of VPN is being used?" Citrix traffic flow: "How does Citrix traffic traverse the firewalls?" and "Is Citrix traffic secured by means of SSL or TLS?" Proxy server: "Is a proxy server used?" Remote offices: "Do remote offices have secured connections, such as a WAN link, or do they gain access through the internet?" Internal resources: "What resources can be accessed by external users?", "Do all external users have access to all internal resources?" and "Are client devices scanned to determine the level of access permitted?" Redundancy: "Is there a single point of failure for external access?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 170

126. Which of the following potential risks can be mitigated by using Access Gateway to allow remote users access to all necessary system resources?
- The process used for internal access might differ from the process used for remote access and cause complexity for the user
 - Users might connect to different VPN devices to gain access to their applications and data
 - Unauthorized users might gain access to internal resources if these resources are not secured
 - When user connections are not secured, communications can be compromised
 - Users can access all internal resources through the VPN instead of only the resources they require

Answer: a.

Explanation: The process used for internal access might differ from the process used for remote access and cause complexity for the user. Use Access Gateway to allow remote users access to all necessary system resources. This single VPN solution simplifies the user experience while providing all required user access.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 171

127. Which of the following risks can be mitigated by using Access Gateway to provide simplified remote access?
- The process used for internal access might differ from the process used for remote access and cause complexity for the user
 - Users might connect to different VPN devices to gain access to their applications and data
 - Unauthorized users might gain access to internal resources if these resources are not secured
 - When user connections are not secured, communications can be compromised
 - Users can access all internal resources through the VPN instead of only the resources they require

Answer: b.

Explanation: Users might connect to different VPN devices to gain access to their applications and data. This solution requires additional maintenance and more user training. Use Access Gateway to provide simplified remote access. Remote users can perform any configured activities securely.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 171

128. Which of the following risks can be mitigated by using SSL/TLS encryption to secure all traffic?
- The process used for internal access might differ from the process used for remote access and cause complexity for the user
 - Users might connect to different VPN devices to gain access to their applications and data
 - Unauthorized users might gain access to internal resources if these resources are not secured
 - When user connections are not secured, communications can be compromised
 - Users can access all internal resources through the VPN instead of only the resources they require

Answer: c.

Explanation: Unauthorized users might gain access to internal resources if these resources are not secured. Use SSL/TLS encryption to secure all traffic.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 171

129. Which of the following risks can be mitigated by using a VPN solution such as Secure Gateway or Access Gateway?
- The process used for internal access might differ from the process used for remote access and cause complexity for the user
 - Users might connect to different VPN devices to gain access to their applications and data
 - Unauthorized users might gain access to internal resources if these resources are not secured
 - When user connections are not secured, communications can be compromised

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- e. Users can access all internal resources through the VPN instead of only the resources they require

Answer: d.

Explanation: When user connections are not secured, communications can be compromised. Use a VPN solution such as Secure Gateway or Access Gateway.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 171

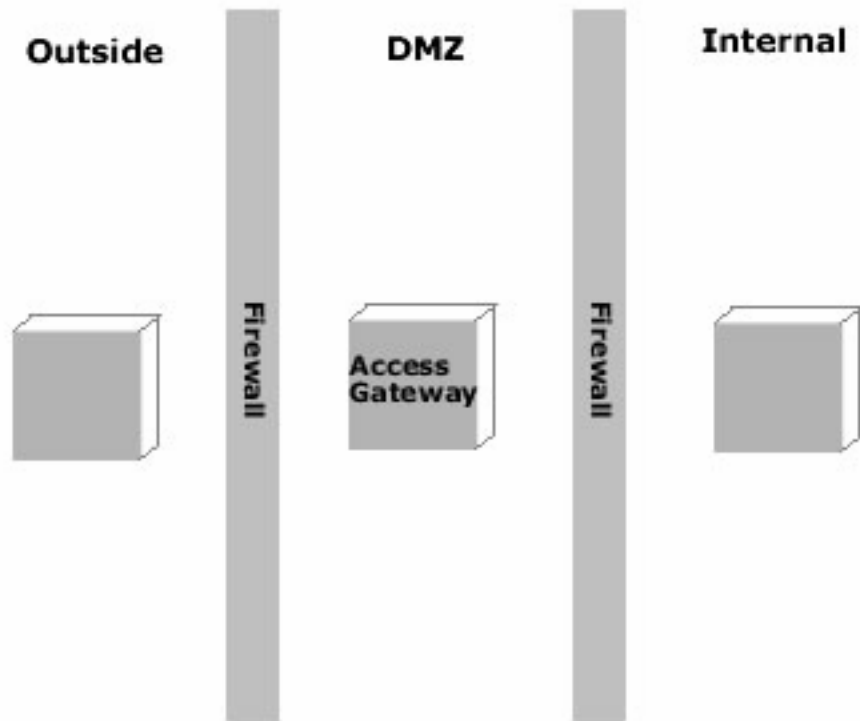
130. Which of the following risks can be mitigated by using logon points and policies to restrict access using Access Gateway Advanced Edition?
- a. The process used for internal access might differ from the process used for remote access and cause complexity for the user
 - b. Users might connect to different VPN devices to gain access to their applications and data
 - c. Unauthorized users might gain access to internal resources if these resources are not secured
 - d. When user connections are not secured, communications can be compromised
 - e. Users can access all internal resources through the VPN instead of only the resources they require

Answer: e.

Explanation: To restrict users from accessing all internal resources through the VPN instead of only the resources they require, use logon points and policies.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 171

131. In a double-hop firewall configuration, with an Access Gateway server deployed in the DMZ, where should Web Interface be installed for the most secure implementation? (See image)



- a. In the DMZ on the Access Gateway server
- b. In the internal network
- c. In the DMZ on a separate server
- d. Outside of the network

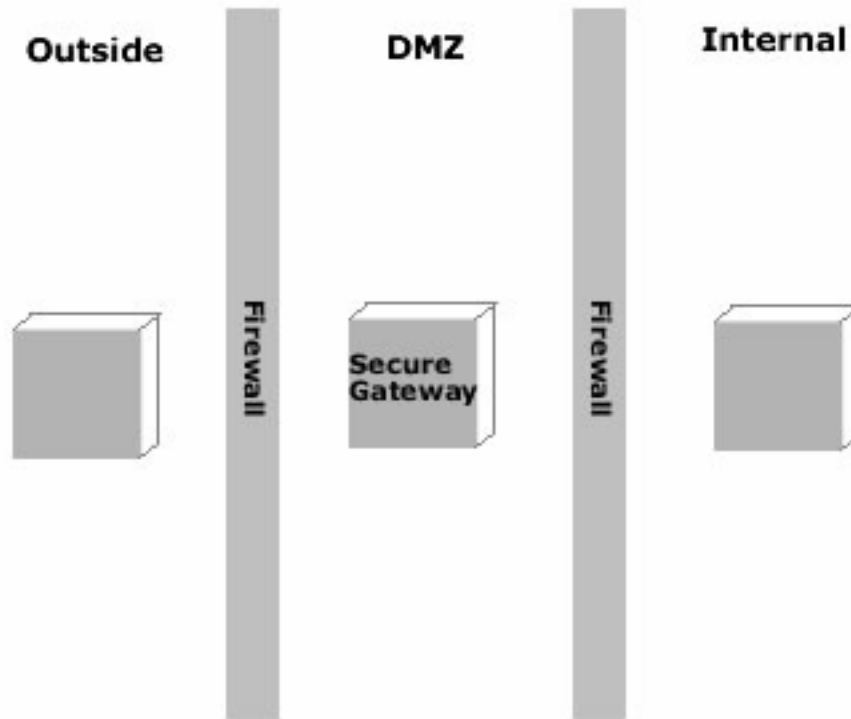
Answer: b.

Explanation: Access Gateway should be placed in the DMZ so that external users can access internal resources. Web Interface should be installed on the internal network.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 170

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132. In a double-hop firewall configuration, with a Secure Gateway server deployed in the DMZ, where should Web Interface be installed for the most secure implementation? (See image)



- a. In the internal network
- b. In the DMZ on a separate server
- c. In the DMZ on the Secure Gateway server
- d. Outside of the network

Answer: a.

Explanation: Secure Gateway should be placed in the DMZ so that external users can access internal resources. Web Interface should be installed in the internal network for a more secure deployment. However, Web Interface can be installed in the DMZ and can be placed on the same server as Secure Gateway.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 170

133. The most important features of an identity management solution are: (Choose 5)

- a. Encryption
- b. Identity verification question
- c. Single sign-on password reset
- d. Password sharing groups
- e. Multi-factor authentication
- f. Password policies

Answer: b.c.d.e.f.

Explanation: The most important features of an identity management solution are password policies, multi-factor authentication, password sharing groups, identity verification question and single sign-on password reset. Citrix Password Manager addresses all of these features.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 173

134. Which of the following are questions that an architect should ask when gathering information related to identity management? (Choose 4)

- a. Are remote passwords sent over a secure connection, such as a WAN link, or are they sent through the internet?
- b. On average, how many password reset requests are sent to the help desk weekly?
- c. If an employee leaves the company, is there a process to disable the associated user accounts?
- d. How is the organization password change policy requirement enforced?
- e. On average, how many passwords does each user have to remember?

Answer: b.c.d.e.

Explanation: When gathering information related to identity management, an architect should gather information on multiple user passwords, password resets, disablement of user accounts and enforcement of application password change

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policies. The following questions can be asked: "On average, how many passwords does each user have to remember?", "On average, how many password reset requests are sent to the help desk weekly?", "If an employee leaves the company, is there a process to disable the associated user accounts?" and "How is the organization password change policy requirement enforced?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 174

135. How can an administrator be sure that all user application accounts are disabled in all locations for an employee who has left the company?
- Use Password Manager to eliminate the need for users to remember multiple passwords
 - Configure Password Manager to enforce password policies for applications
 - Use the Self-Service Password Reset feature in Password Manager
 - Use Password Manager to centralize user credentials for applications

Answer: d.

Explanation: If an employee leaves the organization, the administrator does not have a mechanism to ensure that the user application accounts are disabled in all locations. Use password manager to centralize user credentials for applications.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 175

136. To almost eliminate password reset requests to the help desk, which of the following recommendations should be followed?
- Use Password Manager to eliminate the need for users to remember multiple passwords
 - Configure Password Manager to enforce password policies for applications
 - Use the Self-Service Password Reset feature in Password Manager
 - Use Password Manager to centralize user credentials for applications

Answer: c.

Explanation: Frequent password reset requests can increase help desk costs. Use the Self-Service Password Reset feature in Password Manager to allow users to reset their primary password from their desktops.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 175

137. An organization has applications with no inherent password change policy, which creates a security risk. Which of the following recommendations can the IT department follow to mitigate this issue?
- Use Password Manager to eliminate the need for users to remember multiple passwords
 - Configure Password Manager to enforce password policies for applications
 - Use the Self-Service Password Reset feature in Password Manager
 - Use Password Manager to centralize user credentials for applications

Answer: b.

Explanation: Many applications have no inherent password change policy. Configure Password Manager to enforce password policies for applications with no inherent password change policies.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 175

138. To alleviate the problem of users writing down their passwords, which of the following recommendations should be followed?
- Use Password Manager to eliminate the need for users to remember multiple passwords
 - Configure Password Manager to enforce password policies for applications
 - Use the Self-Service Password Reset feature in Password Manager
 - Use Password Manager to centralize user credentials for applications

Answer: a.

Explanation: Users might write down passwords because there are too many to remember. Use Password Manager to eliminate the need for users to remember multiple passwords.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 175

#Collaboration and IT Infrastructure

139. Which of the following topics should an architect ask questions about when gathering information related to user collaboration? (Choose 3)
- Help desk
 - Online presentations
 - Online collaboration
 - Boardroom locations

Answer: a.b.c.

Explanation: When gathering information related to user collaboration, an architect should ask questions about online presentations, such as "Does the organization hold online meetings?", "What web conferencing software is in use?" and "How large is the audience of a typical meeting?", online collaboration, such as "Do all users currently have the ability to collaborate in real-time on documents and applications?" and "Could users benefit from being able to hold secure, on-demand meetings with co-workers and customers?", and help desk, such as "Does the help desk currently have a method for remote administration?" and "Is the help desk able to assist users at remote locations or users on non-corporate assets?" The information gathered on user collaboration is documented in the Collaboration section of the Access Strategy Assessment Document.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 190

140. Users of an organization do not have a mechanism to collaborate with on-screen documents. The organization feels that this represents a lost avenue of production and innovation. Which of the following recommendations can be put into action to help alleviate this situation?
- Consider a collaboration solution, such as GoToMeeting
 - Consider a remote support solution, such as GoToAssist
 - Consider a network monitoring solution, such as Network Manager
 - Consider a resource monitoring solution, such as Resource Manager

Answer: a.

Explanation: If users do not have a mechanism to collaborate with on-screen documents, an avenue of production and innovation might be lost. Consider a collaboration solution, such as GoToMeeting.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 190

141. Users of an organization are losing time waiting for help-desk personnel to physically address their issues. Which of the following recommendations should the organization put into action to help alleviate this situation?
- Consider a collaboration solution, such as GoToMeeting
 - Consider a remote support solution, such as GoToAssist
 - Consider a network monitoring solution, such as Network Manager
 - Consider a resource monitoring solution, such as Resource Manager

Answer: b.

Explanation: If users are losing time waiting for help desk personnel to physically address their issues, consider a remote support solution, such as GoToAssist.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 190

142. When assessing the IT infrastructure, focus on completing a thorough evaluation in which of the following areas? (Choose 6)
- Enterprise monitoring
 - Server hardware
 - Network architecture
 - Directory services
 - Client environment
 - Applications
 - Print configuration

Answer: b.c.d.e.f.g.

Explanation: An access infrastructure seeks to overcome access challenges by consolidating systems and data under centralized control. A thorough evaluation of the IT infrastructure is necessary to understand how to implement an access infrastructure in the existing environment. Architects should assess the systems that organizations have in place to enable connectivity and identify whether there are issue and growth opportunities. When assessing the IT infrastructure, focus on completing a thorough evaluation of server hardware, network architecture, directory services, client environment, applications and print configuration.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 192

143. When gathering information related to server hardware, an architect should focus on which of the following topics? (Choose 3)
- Server location
 - Server specifications
 - Server component redundancy
 - Server configuration

Answer: b.c.d.

Explanation: When gathering information related to server hardware, an architect should focus on server specifications, server component redundancy and server configuration. Questions that the architect can ask are: "What types of servers are being used or will be used for housing enterprise resources?", "Is there a pre-existing agreement or relationship with a particular vendor?", "Are blade servers or rack-mount systems being used?", "What are the server component specifications, such as amount of memory, SCSI hard drives, RAID, the speed of network adapters and number of processors?", "Is network adapter speed fixed or auto-detected?", "Do servers have built-in redundancy such as hot-swappable hard drives or power supplies?", "Do the servers have dual network adapters?", "How are hard drives partitioned?", "What level of RAID is implemented?" and "Is a vendor-specific hardware-monitoring tool available?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 194

144. An IT department is using different hardware platforms and models which is creating the need for separate build processes for each server configuration. Which of the following recommendations can the IT department use to mitigate this issue? (Choose 2)
- Upgrade servers as necessary
 - Purchase servers with redundancy features
 - Standardize on a single hardware platform
 - Perform a total cost of ownership analysis
 - Ensure that drivers are compatible across hardware models
 - Perform server scalability tests

Answer: c.e.

Explanation: Using different hardware platforms and models might require a separate build process for each configuration, increasing administrative complexity. To mitigate this, standardize on a single hardware platform where possible and ensure that drivers are compatible across hardware models.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 195

145. An IT department is facing the fact that their servers have insufficient power, memory and other server resources, which is reducing the number of users per server. Which of the following recommendations can the IT department use to mitigate this issue?
- Upgrade servers as necessary
 - Purchase servers with redundancy features
 - Standardize on a single hardware platform
 - Perform a total cost of ownership analysis
 - Ensure that drivers are compatible across hardware models
 - Perform server scalability tests

Answer: a.

Explanation: Insufficient processing power, memory or other server resources might not meet needs, reducing the potential number of users per server. To mitigate this, upgrade servers as necessary or assume fewer users per server.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 195

146. The IT department wants to find out if the cost efficiency of their servers is being optimized. They are concerned that some servers are over-powered while others are under-powered. Which of the following recommendations should the IT department use to get the answers they are looking for?
- Upgrade servers as necessary
 - Purchase servers with redundancy features
 - Standardize on a single hardware platform
 - Perform a total cost of ownership analysis
 - Ensure that drivers are compatible across hardware models
 - Perform server scalability tests

Answer: d.

Explanation: Cost efficiency of servers is not optimized by using over- or under-powered hardware. To find out where the servers are cost-inefficient, perform a total cost of ownership analysis.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 195

147. The IT department is planning to purchase new servers to accommodate a new application that the organization is launching. Which of the following recommendations should the IT department follow to make sure of exact server requirements before making the purchases?
- Upgrade servers as necessary
 - Purchase servers with redundancy features
 - Standardize on a single hardware platform
 - Perform a total cost of ownership analysis
 - Ensure that drivers are compatible across hardware models
 - Perform server scalability tests

Answer: f.

Explanation: Server components might not meet application needs, requiring additional purchases. Perform scalability tests to determine the exact requirements prior to making purchasing decisions.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 195

148. To mitigate a single point of failure in a server, which of the following recommendations should an IT department follow?
- Upgrade servers as necessary
 - Purchase servers with redundancy features
 - Standardize on a single hardware platform
 - Perform a total cost of ownership analysis
 - Ensure that drivers are compatible across hardware models
 - Perform server scalability tests

Answer: b.

Explanation: A single point of failure in a server might cause unnecessary loss of productivity. An IT department should purchase servers with redundant features when possible.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 195

149. ___ assigns an IP address to a session to address some of the issues associated with applications that identify the client connection to Presentation Server by an IP address.
- Split tunneling
 - Session reliability
 - Virtual IP addressing
 - Shadowing

Answer: c.

Explanation: Virtual IP addressing assigns an IP address to a session to address some of the issues associated with applications that identify the client connection to Presentation Server by an IP address.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 196, 330

150. Which of the following are true of virtual IP addressing? (Choose 4)
- a. Virtual IP addressing enables users to continue to view their published applications while the connection to the server is temporarily interrupted
 - b. All virtual IP addresses must be valid and in the same subnet as the server running Presentation Server
 - c. If a server is configured to use virtual IP addresses, then each session will be assigned a virtual IP address
 - d. Virtual IP addressing does not support the remote desktop protocol
 - e. Only applications and processes that use Windows Sockets can use virtual IP addressing

Answer: b.c.d.e.

Explanation: Virtual IP addressing assigns an IP address to a session to address some of the issues associated with applications that identify the client connection to Presentation Server by an IP address. All virtual IP addresses must be valid and in the same subnet as the server running Presentation Server. If a server is configured to use virtual IP addresses, then each session will be assigned a virtual IP address. Only processes that are configured for virtual IP addressing will make use of this feature, but there must be enough IP addresses for all ICA connections. Virtual IP addressing does not support the remote desktop protocol. Only applications and processes that use Windows Sockets can use virtual IP addressing. For more information about virtual IP addressing in Presentation Server, see Citrix Knowledge Base article CTX107737.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 196

151. When gathering information related to network architecture, the architect can ask questions about which of the following topics? (Choose 4)
- a. Work sites
 - b. Network protocols
 - c. Network hardware
 - d. Subnets
 - e. Server specifications

Answer: a.b.c.d.

Explanation: When gathering information related to network architecture, an architect should focus on work sites, network protocols, network hardware and subnets. Questions that the architect can ask are: "How many sites exist and where are they located?", "How are the sites interconnected?", "What is the size of the network links connecting the sites?", "Is there redundancy in the WAN topology?", "What is the average latency, particularly for wireless WAN and satellite connections?", "How do remote users connect to internal resources?", "How do internal users access the internet?", "How is bandwidth managed (QoS)?", "Are servers using static IP addresses?", "What router protocols are in use?", "What is the brand of the major network components?", "What is the speed and duplex of the network adapters and switch ports?", "Are servers multi-homed?", "Are hardware load balancers used?", "Is there a VPN solution?", "Do server farms span subnets?" and "Are virtual IPs used?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 197

152. An organization didn't have a good plan when they created their IP addressing scheme. Now IP conflicts are happening on the network regularly. What should the organization do?
- a. Keep the back-end systems close to the servers running Presentation Server
 - b. Assign all servers IP addresses or use DHCP reservations
 - c. Keep server farms within a single subnet when possible
 - d. Ensure that session reliability has been implemented
 - e. Review the virtual IP address configuration
 - f. Evaluate and eliminate multi-homed servers where possible
 - g. Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - h. Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: b.

Explanation: Lack of a planned IP addressing scheme can cause conflicts and confusion. Assign all servers static IP addresses or use DHCP reservations.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 198

153. An organization is thinking of ways they can improve client-server application performance. Their Presentation Servers are located in a data center in Los Angeles, running applications that require backend databases. The databases are located in a different datacenter in San Francisco. Which of the following recommendations would improve their situation?
- a. Keep the back-end systems close to the servers running Presentation Server
 - b. Assign all servers IP addresses or use DHCP reservations
 - c. Keep server farms within a single subnet when possible
 - d. Ensure that session reliability has been implemented
 - e. Review the virtual IP address configuration
 - f. Evaluate and eliminate multi-homed servers where possible
 - g. Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - h. Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: a.

Explanation: The location of backend systems for client-server applications in an environment containing Presentation Server can impact application performance. For client-server applications, keep the backend systems close to the servers running Presentation Server, if possible.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 198

154. An organization has users connecting to published applications over a satellite connection. These connections are seeing high latency, dropped packets and network interruptions. Which of the following recommendations may be a help to these issues?
- Keep the back-end systems close to the servers running Presentation Server
 - Assign all servers IP addresses or use DHCP reservations
 - Keep server farms within a single subnet when possible
 - Ensure that session reliability has been implemented
 - Review the virtual IP address configuration
 - Evaluate and eliminate multi-homed servers where possible
 - Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: d.

Explanation: High latency, dropped packets and network interruptions can occur with wireless WAN and satellite connections. Ensure that session reliability has been implemented to assist users with these problems.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 198

155. An organization has a server farm that spans three subnets. The organization is seeing performance problems with their published applications, and they are wondering if this might be part of the problem. Which of the following recommendations might help this situation?
- Keep the back-end systems close to the servers running Presentation Server
 - Assign all servers IP addresses or use DHCP reservations
 - Keep server farms within a single subnet when possible
 - Ensure that session reliability has been implemented
 - Review the virtual IP address configuration
 - Evaluate and eliminate multi-homed servers where possible
 - Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: c.

Explanation: Server farms that span subnets increase router hops and might introduce performance problems. Keep server farms within a single subnet when possible.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 198

156. Users are receiving error messages that state that a virtual IP address could not be assigned. Which of the following should the IT group do?
- Keep the back-end systems close to the servers running Presentation Server
 - Assign all servers IP addresses or use DHCP reservations
 - Keep server farms within a single subnet when possible
 - Ensure that session reliability has been implemented
 - Review the virtual IP address configuration
 - Evaluate and eliminate multi-homed servers where possible
 - Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: e.

Explanation: Insufficient IP addresses allocated or incorrect configuration of virtual IP addresses might cause users to receive an error message stating that a virtual IP address could not be assigned. In this case, review the virtual IP address configuration.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 198

157. The network administrator for an organization is getting many reports of poor network connections between Presentation Servers and clients. When monitoring the network, he learns that frames are being dropped in the connections that are being reported. Which of the following recommendations may help this situation?
- Keep the back-end systems close to the servers running Presentation Server
 - Assign all servers IP addresses or use DHCP reservations
 - Keep server farms within a single subnet when possible
 - Ensure that session reliability has been implemented
 - Review the virtual IP address configuration
 - Evaluate and eliminate multi-homed servers where possible
 - Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: g.

Explanation: If switch ports and network interface cards are not configured for the same speed and duplex setting, frames will be dropped resulting in poor network connections. Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 199

158. To avoid problems with multi-homed servers, what are the recommendations that an IT department should apply to a network? (Choose 2)
- Keep the back-end systems close to the servers running Presentation Server
 - Assign all servers IP addresses or use DHCP reservations
 - Keep server farms within a single subnet when possible
 - Ensure that session reliability has been implemented
 - Review the virtual IP address configuration
 - Evaluate and eliminate multi-homed servers where possible
 - Configure switch ports and network interface cards for full duplex and the maximum common speed supported by all devices
 - Ensure that multi-homed servers are configured properly, with only one adapter having a default gateway

Answer: f.h.

Explanation: Multi-homed servers might introduce security holes in the network. Incorrectly multi-homed servers might cause incorrectly routed network traffic. An IT department should evaluate the need for multi-homed servers and eliminate them if possible. If required, ensure that multi-homed servers are configured properly, with only one adapter having a default gateway. If additional adapters require access to other subnets, configure a static route.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 199

159. Which of the following are topics that an architect should touch on when gathering information related to directory services?
- What directory service is used
 - Application deployment method
 - Terminal Server profile management
 - Terminal Server group policy objects

Answer: a.c.d.

Explanation: An architect should gather information on the directory service that is being used, Terminal Server profile management and Terminal Server group policy objects when gathering information about directory services. The architect can ask the following questions: "What directory service is used?", "If Microsoft Active Directory, what is the version?", "If Microsoft Active Directory, are the servers in a farm in an organizational unit?", "If Microsoft Active Directory, which group policy objects are applied?", "What is the domain structure?", "Are distributed file system shares used?" and "What is the capacity of the file shares?", with regards to Terminal Server profile management: "How are user profiles set up? (local, roaming, mandatory)" and "Are logon scripts being used?", with regards to Terminal Server group policy objects: "Is folder redirection configured? If so, how?" and "How are servers grouped and secured?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 201

160. An organization is having issues managing all of their Presentation Servers in Active Directory because the servers are scattered about in different containers. This is causing administrative complexities and security risks. Which of the following will help to alleviate this issue?
- Place all servers running Presentation Server in the Computers container and secure each server individually
 - Place all servers running Presentation Server in organizational units and secure using group policy objects
 - In the Presentation Server Console, created folders under the Servers node and group servers appropriately
 - Place all servers running Presentation Server in organizational units and secure using security templates and Presentation Server policies

Answer: b.

Explanation: If servers are not grouped and secured properly in Active Directory, administrative complexity and security risks are increased. To avoid these risks, place all servers running Presentation Server in organizational units and secure using group policy objects.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 202

161. Which of the following are questions that the architect can ask when gathering information related to client devices? (Choose 4)
- What types of client devices are in the environment?
 - How old are the client devices?
 - Are the client devices owned by the organization or are personal devices allowed to access the environment?
 - What is the client device build process?
 - What is the proficiency of the user groups?

Answer: a.c.d.e.

Explanation: When gathering information related to client devices, an architect can ask "What types of client devices are in the environment?", "Are the client devices owned by the organization or are personal devices allowed to access the environment?", "What is the client device build process?" and "What is the proficiency of the user groups?" The last one is a question about the users, but it also pertains to information related to client devices.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 203

162. Which of the following recommendations should be followed when too many different client types and operating systems increase administration complexity and provide an inconsistent user experience in an organization? (Choose 3)
- Standardize clients
 - Consider cost savings
 - Document and enforce a formal build process
 - Consider the existing total cost of ownership model

Answer: a.b.d.

Explanation: Too many different client types and operating systems increase administrative complexity and provide an inconsistent user experience. Standardize clients where possible. Consider the continuum between the cost savings of using existing equipment and the cost savings of reducing administrative complexity. Consider if the total cost of ownership model is built on using existing client devices.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 204

163. An organization has no formal client build process which has increased support complexity and an inconsistent user experience. Which of the following recommendations will help to alleviate these issues?
- Standardize clients
 - Consider cost savings
 - Document and enforce a client build process
 - Consider the existing total cost of ownership model

Answer: c.

Explanation: Having no formal client build process can increase support complexity and provides an inconsistent user experience. Document and enforce a formal client build process.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 204

164. When gathering information related to applications, an architect should focus on which of the following topics? (Choose 5)
- Application details
 - Load management
 - Application usage
 - Application characteristics
 - Installation packages
 - Current integration issues

Answer: a.c.d.e.f.

Explanation: When gathering information related to applications, an architect should focus on application details, and ask the questions: "What applications are used in the organization?", "What is each application type? (16-bit, Win32, Web, Mainframe, Client-server)" and "How frequently is each application updated?"; Application usage, and ask the questions: "What is each application purpose?" and "How many users access each application? (total users, maximum concurrent users)"; Application characteristics, and ask the questions: "What are the known dependencies of each application?" and "Are there any applications with special behaviors that should be considered?"; Installation packages, and ask the question: "What installation tools or methods does the organization currently use?"; Current integration issues, and ask the question: "Are there any current integration issues that are being addressed?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 206

165. Which of the following are potential risks related to applications? (Choose 4)
- Application version
 - A vast number of applications in the enterprise
 - Applications with a large number of concurrent users
 - Applications with significant dependencies or unique behaviors
 - Integration issues

Answer: b.c.d.e.

Explanation: A vast number of applications might limit the ability to test the environment in later stages of the project. Categorize similar applications according to form and function and select applications that represent each category to test. Architects should always plan to test mission-critical applications. Applications with a large number of concurrent users, applications with significant dependencies or unique behaviors and integration issues or efforts might require special design considerations. Make note of special application cases, application dependencies and integration issues and how they might affect the project.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 207

166. Which of the following are topics that should be considered when an architect is gathering information related to print configuration? (Choose 4)
- Driver management
 - Application printing
 - Printer inventory
 - Configuration strategy
 - Print volume

Answer: a.c.d.e.

Explanation: When gathering information related to printer configuration, an architect should focus on printer inventory, and ask the questions: "What types of printers are in the organization?", "Have there been any attempts at standardization of printer brands and types?" and "Are there any specialized print devices, such as high capacity printer-copiers, plotters or production printers?"; Driver management, and ask the questions: "How many different print devices exist?", "How many printers do users require on average?" and "Are any third-party tools used to manage printers?"; Print volume, and ask the questions: "Are there specific user groups or printers that produce heavy print volume?" and "What are the types of network links that connect to high-volume printers?"; Configuration strategy, and ask the questions: "Have any attempts been made to design a printing strategy in the organization?", "Who administers printing configurations?" and "Are there any sensitive WAN links that should be considered?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 209

167. An organization has allowed individual users and departments to acquire their own print devices for years. They now have to support many different types of devices which are making administration more complex than they wish it to be. Which of the following recommendations will help them to alleviate this problem? (Choose 2)
- a. Consolidate print devices into network printers
 - b. Investigate print management tools and their use
 - c. Makes note of special print devices, citing the specific features and user groups
 - d. Centralized purchasing
 - e. Redirect printing through the client device
 - f. Standardize on certain models
 - g. Create printer bandwidth policies to control the flow of network traffic

Answer: d.f.

Explanation: Individual users or a department acquiring their own print devices vastly increases the number of different devices that need supporting. To alleviate this issue, control the introduction of print devices into the organization through centralized purchasing and attempt to standardize on certain models of print devices for standard operations.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 210

168. Too many instances of printers defined on the client can increase the complexity of the configuration. What can be done about this?
- a. Consolidate print devices into network printers
 - b. Investigate print management tools and their use
 - c. Makes note of special print devices, citing the specific features and user groups
 - d. Centralized purchasing
 - e. Redirect printing through the client device
 - f. Standardize on certain models
 - g. Create printer bandwidth policies to control the flow of network traffic

Answer: a.

Explanation: Too many instances of printers defined on the client can increase the complexity of the configuration. Consolidate print devices into network printers where possible.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 210

169. In an organization, there are some print devices with unique features that require special consideration. To assist in managing these print devices, which of the following recommendations should be followed?
- a. Consolidate print devices into network printers
 - b. Investigate print management tools and their use
 - c. Makes note of special print devices, citing the specific features and user groups
 - d. Centralized purchasing
 - e. Redirect printing through the client device
 - f. Standardize on certain models
 - g. Create printer bandwidth policies to control the flow of network traffic

Answer: c.

Explanation: Print devices with unique features might require special consideration. Make note of special print devices, citing the specific features and user groups that should be considered.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 210

170. An organization is thinking of better ways to deal with printer driver management. Which of the following recommendations should they follow?
- a. Consolidate print devices into network printers
 - b. Investigate print management tools and their use
 - c. Makes note of special print devices, citing the specific features and user groups
 - d. Centralized purchasing
 - e. Redirect printing through the client device
 - f. Standardize on certain models
 - g. Create printer bandwidth policies to control the flow of network traffic

Answer: b.

Explanation: Third-party tools used to manage printing might affect the design solution. Make note of print management tools and their use.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 210

171. Printing across a WAN link has increased traffic to an unacceptable level. What should the organization do to alleviate this issue? (Choose 2)
- a. Consolidate print devices into network printers
 - b. Investigate print management tools and their use
 - c. Makes note of special print devices, citing the specific features and user groups
 - d. Centralized purchasing
 - e. Redirect printing through the client device
 - f. Standardize on certain models
 - g. Create printer bandwidth policies to control the flow of network traffic

Answer: e.g.

Explanation: Printing across a WAN link might increase network traffic to an unacceptable level. To alleviate this, redirect printing through the client device or create printer bandwidth policies to control the flow of network traffic.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 210

#Operational Procedures

172. What are the topics that an architect should ask questions about when gathering information related to system management? (Choose 7)
- Hardware and server monitoring tools
 - Resource Manager
 - Data replication
 - SNMP monitoring tools
 - Network monitoring tools
 - Other monitoring tools
 - Reporting and analysis
 - Event management and correlation

Answer: a.b.d.e.f.g.h.

Explanation: When gathering information related to system management, an architect should ask questions about hardware and server monitoring tools, such as: "What software is used?", "What type of information is gathered?", "What other data is available?", "How often are the alerts reviewed?", "Are the monitoring tools easy for the administrator to use?" and "Are the monitoring tools easily accessible to the administrators?"; Resource Manager, such as: "Is Resource Manager used? If so, how has it been customized?" and "Are billing reports being used? If so, how?"; SNMP monitoring tools, such as: "What software is used?", "What type of information is gathered?", "What other data is available?", "How often are the alerts reviewed?", "Are SNMP monitoring tools easily accessible to the administrators?" and "Is IBM Tivoli, CA Unicenter or HP Openview being used? If so, is it feasible to take advantage of Network Manager?"; Network monitoring tools, such as: "What software is used?", "What type of information is gathered?", "What other data is available?" and "Which administrators are responsible for network monitoring?"; Other monitoring tools, such as: "Are any other monitoring tools used?" and "When troubleshooting a Citrix issue, how is information gathered?"; Reporting and analysis, such as: "What are the baseline metrics for the environment?", "How are baselines captured?", "How are trends identified?" and "Is regular reporting done to perform hardware or server sizing?"; Event management and correlation, such as: "How often are event logs reviewed?" and "Is a third-party tool used to gather and correlate events information?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 221, 222

173. The organization has no method to monitor systems. They are worried about having a failure resulting in unnecessary downtime. Which of the following recommendations will help them to mitigate this issue?
- Implement proactive monitoring to minimize failures and issues
 - Gather baseline data in order to set Resource Manager metrics and thresholds appropriately
 - Use Resource Manager or the management pack for Microsoft Operations Manager
 - Use Resource Manager to capture data on Presentation Server

Answer: c.

Explanation: If the organization has no method to monitor systems the result might be unnecessary downtime in the event of a failure. Use Resource Manager or the management pack for Microsoft Operations Manager to monitor the systems.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 223

174. The IT department realizes that they don't have enough data to perform a comprehensive trend analysis. Which of the following recommendations will help them?
- Implement proactive monitoring to minimize failures and issues
 - Gather baseline data in order to set Resource Manager metrics and thresholds appropriately
 - Use Resource Manager or the management pack for Microsoft Operations Manager
 - Use Resource Manager to capture data on Presentation Server

Answer: b.

Explanation: Lack of archived data prevents administrators from performing comprehensive trend analysis. Gather baseline data in order to set Resource Manager metrics and thresholds appropriately.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 223

175. The organization has realized that system failures are being resolved in a reactive manner. Which of the following recommendations might help the IT department to resolve this?
- Implement proactive monitoring to minimize failures and issues
 - Gather baseline data in order to set Resource Manager metrics and thresholds appropriately
 - Use Resource Manager or the management pack for Microsoft Operations Manager
 - Use Resource Manager to capture data on Presentation Server

Answer: a.

Explanation: When failures are being resolved in a reactive manner, implement proactive monitoring to minimize failures and issues.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 223

176. The IT department is using a third-party tool for system monitoring. The Presentation Servers are causing the monitoring tool to give off some alerts, but they cannot be clearly identified. Which of the following recommendations might help in this instance?
- Implement proactive monitoring to minimize failures and issues
 - Gather baseline data in order to set Resource Manager metrics and thresholds appropriately
 - Use Resource Manager or the management pack for Microsoft Operations Manager

- d. Use Resource Manager to capture data on Presentation Server

Answer: d.

Explanation: When using third-party tools to monitor the servers, alerts related to Presentation Server may not be clearly identified. Use Resource Manager to capture data on Presentation Servers.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 223

177. What are the topics that an architect should ask questions about when gathering information related to the test environment? (Choose 7)

- a. Physical test laboratory
- b. Test laboratory configuration
- c. Test process
- d. Timelines
- e. Server build
- f. Pilot process
- g. Evaluation
- h. Documentation

Answer: a.b.c.e.f.g.h.

Explanation: When gathering information related to the test environment, an architect should ask questions about the physical test laboratory, such as: "Is there a testing environment in place to test changes before going into production? If so, is it isolated?", "How closely does the test environment mirror the production environment?", "What equipment is available?", "What are the network components of the test environment?" and "Is a latency generator used to simulate variable bandwidth speeds?"; Test laboratory configuration, such as: "What is the configuration?", "Are the server policies in the production environment applied to the test servers or are they emulated?", "Do production servers have the same configuration as test servers?", "Is the testing environment configured as a separate farm?", "Are virtual machines being used in the test environment?" and "Is there appropriate licensing for software?"; Test process, such as: "Is there a formal test process?" and "What types of tests are regularly conducted, including scalability, integration or function testing?"; Server build, such as: "Are the servers for the test environment using the same build process as the servers within the production environment?"; Pilot process, such as: "How are the length and size of pilot deployments determined?", "Is there a pre-defined pilot user group?", "What are the characteristics of the pilot user group?" and "How is feedback gathered from pilot users?"; Evaluation, such as: "Is there a formal evaluation process from the standpoint of management, administrators and users?"; Documentation, such as: "How are test plans documented?" and "How are test plans archived and made available for subsequent research?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 225, 226

178. An adequate test environment: (Choose 6)

- a. Allows the administrator to fully test an application, patch, service pack or hotfix
- b. Should be set up before the production environment
- c. Does not impact the production environment
- d. Provides assurance of a successful deployment
- e. Provides administrators the opportunity to develop the necessary expertise
- f. Facilitates change control
- g. Saves money

Answer: a.c.d.e.f.g.

Explanation: Most organizations do not have a test environment. When test environments exist, they are usually inadequate. An adequate test environment allows the administrator to fully test an application, patch, service pack or hotfix, does not impact the production environment, provides assurance of a successful deployment, provides the administrator the opportunity to develop the necessary expertise in a lab environment prior to deployment into the production environment, facilitates change control including rollback procedure and saves money by avoiding mistakes in production.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 226

179. Which of the following statements are true of test environments? (Choose 3)

- a. Evaluation software can be used in a test environment
- b. A segregated farm should be used for a test environment
- c. The test environment should include fresh server builds
- d. Requires its own Citrix license server

Answer: a.b.c.

Explanation: In many cases, evaluation software can be used in a test environment without violating the user license agreement. Make sure that the evaluation software is fully functional before using it. A segregated farm should always be used for testing. The segregated farm can use the same license server as the one used in the production environment. The test environment should be as close to a fresh server build as possible to avoid inadvertently skewing the results because many factors in an environment can impact the test results. Do not use a zone in the production environment for testing. This can have a negative impact on production. The introduction of an additional zone can cause additional inter-zone communications and also affects any software or configuration that directly impacts the farm.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 226, 227

180. Changes are being implemented in the production environment without testing. The organization is concerned that this is going to adversely affect the production environment. Which of the following should the IT department do to mitigate any issues?

- a. Document and archive test plans

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- b. Designate a segregated farm
- c. Develop test cases based on actual scenarios including input from users
- d. Create an adequate test environment
- e. Ensure that evaluation software provides full functionality for a limited time
- f. Use the same or similar server build that is used in the production environment
- g. Use servers that mirror the production hardware

Answer: d.

Explanation: If changes are being implemented into a production environment without testing, an adequate test environment should be created to test the changes before implementing them into the live environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 227

181. An IT department has created a separate zone in their server farm for testing purposes. They believe that this may be impacting production. Which of the following should they do to avoid this situation?
- a. Document and archive test plans
 - b. Designate a segregated farm
 - c. Develop test cases based on actual scenarios including input from users
 - d. Create an adequate test environment
 - e. Ensure that evaluation software provides full functionality for a limited time
 - f. Use the same or similar server build that is used in the production environment
 - g. Use servers that mirror the production hardware

Answer: b.

Explanation: Additional zones for testing can impact production. Designate a segregated farm.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 227

182. An administrator was testing a new application in the organization's separate test environment and he discovered some peculiar results. The administrator couldn't remember exactly what he had done to achieve the results. Which of the following recommendations should the administrator adopt for future testing?
- a. Document and archive test plans
 - b. Designate a segregated farm
 - c. Develop test cases based on actual scenarios including input from users
 - d. Create an adequate test environment
 - e. Ensure that evaluation software provides full functionality for a limited time
 - f. Use the same or similar server build that is used in the production environment
 - g. Use servers that mirror the production hardware

Answer: a.

Explanation: Sometimes test processes are not repeatable. It is always best to document and archive test plans.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 227

183. The administrator responsible for testing a new application made up several test cases on his own and then gave the OK to implement the new application into the production environment. After implementation, several severe defects were found in the application and it had to be pulled from production. Which of the following recommendations should the IT department follow for future testing?
- a. Document and archive test plans
 - b. Designate a segregated farm
 - c. Develop test cases based on actual scenarios including input from users
 - d. Create an adequate test environment
 - e. Ensure that evaluation software provides full functionality for a limited time
 - f. Use the same or similar server build that is used in the production environment
 - g. Use servers that mirror the production hardware

Answer: c.

Explanation: Test cases that are not based on actual scenarios can create unrealistic results. Develop test cases based on actual scenarios including input from users.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 227

184. An administrator started testing an evaluation version of a new application in the test environment. He had been testing for several days when he realized that some of the menu items that he needed to test were not activated. Which of the following recommendations should this administrator have followed?
- a. Document and archive test plans
 - b. Designate a segregated farm
 - c. Develop test cases based on actual scenarios including input from users
 - d. Create an adequate test environment
 - e. Ensure that evaluation software provides full functionality for a limited time
 - f. Use the same or similar server build that is used in the production environment
 - g. Use servers that mirror the production hardware

Answer: e.

Explanation: When using an evaluation version of software full functionality might not be available. Ensure that evaluation software provides full functionality for a limited time by checking the software or the software manufacturer.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 227

185. A couple of administrators from the IT group created a separate farm and built a test environment in the new farm. To speed up the server building process, the administrators decided to use a different build process that they don't normally use in production. They also failed to install several lesser-used applications that are installed on all of the production servers. To avoid problems, which of the following recommendations should the administrators have followed?
- Document and archive test plans
 - Designate a segregated farm
 - Develop test cases based on actual scenarios including input from users
 - Create an adequate test environment
 - Ensure that evaluation software provides full functionality for a limited time
 - Use the same or similar server build that is used in the production environment
 - Use servers that mirror the production hardware

Answer: f.

Explanation: To avoid having a test environment that is inconsistent or dissimilar to the production environment, use the same or a similar server build that is used in the production environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 228

186. To save money, the IT department decided to build their test environment with old servers that are no longer being used in production. To avoid problems, which of the following recommendations should the IT department have followed?
- Document and archive test plans
 - Designate a segregated farm
 - Develop test cases based on actual scenarios including input from users
 - Create an adequate test environment
 - Ensure that evaluation software provides full functionality for a limited time
 - Use the same or similar server build that is used in the production environment
 - Use servers that mirror the production hardware

Answer: g.

Explanation: The test hardware should not be of lesser quality than the hardware used in production. Use servers that mirror the production hardware.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 228

187. What are the topics that an architect should ask questions about when gathering information related to the change control process? (Choose 4)
- Administrative coordination
 - Documentation
 - Test cases
 - User communication
 - Processes

Answer: a.b.d.e.

Explanation: When gathering information related to the change control process, an architect should ask questions about the documentation, such as: "What documentation requirements exist in order to request a change to the production environment?" and "Is there a modification log, database or other repository?"; Processes, such as: "What formal processes or procedures are in place for the following: Approval? Implementation?", "Are there change control meetings among different IT teams? If so, how often?", "Do all changes follow the same process regardless of scope?", "What tasks need to be incorporated as part of change control?", "What are the application and operating systems maintenance schedules and procedures?", "How are emergency change controls implemented?", "How are potential change control modifications tested?" and "Is there a scheduled maintenance window for making modifications?"; User communication, such as: "How are users informed when a change is made to production?"; Administrative coordination, such as: "How do Citrix, network and server operations administrators coordinate change control efforts?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 231

188. Unapproved changes are making their way into production, which is causing problems for the users of an organization. Which of the following recommendations should the IT department put into action to avoid future problems?
- Implement a stringent change control process
 - Develop an emergency change control process
 - Implement a pre-tested rollback procedure
 - Put processes and procedures in place for management approval and information dissemination
 - Use appropriate documentation mechanisms

Answer: a.

Explanation: If changes are being made without following a change control process, and unapproved changes are causing problems to the environment, the IT department should implement a stringent change control process.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 232

189. An emergency change can introduce untested processes or produce undesired results. Which of the following recommendations will help alleviate some of this?
- Implement a stringent change control process
 - Develop an emergency change control process
 - Implement a pre-tested rollback procedure
 - Put processes and procedures in place for management approval and information dissemination
 - Use appropriate documentation mechanisms

Answer: b.

Explanation: To be prepared for emergency changes to help alleviate undesired results that they may produce, develop an emergency change control process.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 232

190. After thoroughly testing an application in their test environment, the IT department rolled out a new application to a few of the Presentation Servers in the production environment. After rollout, those Presentation Servers were no longer functional. Which of the following recommendations will help the IT department in this case?
- Implement a stringent change control process
 - Develop an emergency change control process
 - Implement a pre-tested rollback procedure
 - Put processes and procedures in place for management approval and information dissemination
 - Use appropriate documentation mechanisms

Answer: c.

Explanation: Have a pre-tested rollback procedure implemented just in case systems are not functional after rollout even after extensive testing in a testing environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 232

191. In the weekly IT department meeting, it was discovered that one of the administrators had duplicated the changes another administrator had already done. Which of the following recommendations can help this IT department avoid this problem in the future?
- Implement a stringent change control process
 - Develop an emergency change control process
 - Implement a pre-tested rollback procedure
 - Put processes and procedures in place for management approval and information dissemination
 - Use appropriate documentation mechanisms

Answer: d.

Explanation: To avoid duplication of changes because information is not being circulated among various administrators, put processes and procedures in place for management approval and information dissemination.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 233

192. An administrator notices that some changes have been made to all of the servers in the server farm, but does not know who the changes were made by or when they were made. Which of the following recommendations should this IT department put into place for future changes?
- Implement a stringent change control process
 - Develop an emergency change control process
 - Implement a pre-tested rollback procedure
 - Put processes and procedures in place for management approval and information dissemination
 - Use appropriate documentation mechanisms

Answer: e.

Explanation: To help the administrators reference changes that have occurred prior to the current date, implement a documentation system.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 233

193. What are the topics that an architect should ask questions about when gathering information related to support? (Choose 4)
- Technical Support Agreement
 - Support tiers
 - Support tools
 - Metrics
 - Integration issues
 - User satisfaction
 - Help-desk password resets
 - Service Level Agreements

Answer: a.b.c.d.f.g.

Explanation: When gathering information related to support, an architect should ask questions about Service Level Agreements, such as: "What Service Level Agreements or service commitments exist?", "What are the service requirements and associated penalties?", "What are the business drivers behind the Service Level Agreements?" and "Do the existing Service Level Agreements meet business needs?"; Technical Support Agreement, such as: "Is There a technical support agreement in place with Citrix?" and "Is there a technical support agreement in place with Microsoft?"; Support tiers, such as: "What is the existing technical support structure?", "What support tiers are in place?", "What are the expectations for each tier?", "What are the skill levels and responsibilities of each support tier?" and "What are the hours of availability of each support tier?"; Support tools, such as: "What tools are used to facilitate support and what groups are using each tool?", "What is the location and availability of existing documentation for use by support tiers?", "Are call scripts used by support tiers?", "Is an incident call tracking system tool used?", "Is shadowing or GoToAssist being used?", "Is the Access Suite Console and Presentation Server Console used for support?" and "How is administration delegated for the various support tiers?"; Metrics, such as: "What support metrics are gathered and monitored?" and "Are these metrics used to: Measure improvement? Facilitate issue prioritization? Track inefficiencies?"; User satisfaction, such as: "Are any user surveys done to determine users level of satisfaction?"; Help desk password resets, such as: "Does the help desk spend a significant amount of time resetting user passwords?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 236, 237

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194. Which of the following recommendations should be put into action if there are no expectations set to ensure that administrators and users understand the turnaround time and commitments of the support organization?
- Training and knowledge base materials should be provided
 - Implement appropriate and precise call scripts
 - Implement a tool that allows users to provide feedback
 - Implement a Service Level Agreement
 - Recommend a Citrix Technical Support Agreement
 - Configure metrics

Answer: d.

Explanation: If there are no expectations set to ensure that administrators and users understand the turnaround time and commitments of the support organization, implement a Service Level Agreement or service commitment process in order to set expectations for time to address, time to resolve issues, uptime and other factors.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 238

195. Which of the following recommendations should be followed if the support staff is unable to address complex issues?
- Training and knowledge base materials should be provided
 - Implement appropriate and precise call scripts
 - Implement a tool that allows users to provide feedback
 - Implement a Service Level Agreement
 - Recommend a Citrix Technical Support Agreement
 - Configure metrics

Answer: e.

Explanation: If support staff is unable to address complex issues, recommend a Citrix Technical Support Agreement.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 238

196. Which of the following recommendations should be followed if the support staff doesn't have sufficient knowledge of Citrix technologies?
- Training and knowledge base materials should be provided
 - Implement appropriate and precise call scripts
 - Implement a tool that allows users to provide feedback
 - Implement a Service Level Agreement
 - Recommend a Citrix Technical Support Agreement
 - Configure metrics

Answer: a.

Explanation: If the support staff does not have sufficient knowledge of Citrix technologies, training and knowledge base material should be provided.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 238

197. Support calls keep getting routed to the wrong team and both the support staff and users are getting frustrated. Which of the following recommendations can help to alleviate this issue?
- Training and knowledge base materials should be provided
 - Implement appropriate and precise call scripts
 - Implement a tool that allows users to provide feedback
 - Implement a Service Level Agreement
 - Recommend a Citrix Technical Support Agreement
 - Configure metrics

Answer: b.

Explanation: If call scripts do not contain enough detailed questions, support calls may get routed to the incorrect team which results in support staff and user frustrations. Implement appropriate and precise call scripts.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 238

198. The IT department is thinking of ways to make it easier to identify inefficiencies and improve processes in the Presentation Server environment. Which of the following recommendations will help the IT department accomplish this? (Choose 2)
- Training and knowledge base materials should be provided
 - Implement appropriate and precise call scripts
 - Implement a tool that allows users to provide feedback
 - Implement a Service Level Agreement
 - Recommend a Citrix Technical Support Agreement
 - Configure metrics

Answer: c.f.

Explanation: If surveys are not being used to receive feedback from users and metrics are not being tracked, it is difficult to identify inefficiencies and improve processes. Implement a tool that allows users to provide feedback and configure metrics to track improvements.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 238

199. Which of the following allows for efficiency in building knowledge for specific user groups and allows the support group to operate at various levels of efficiency?
- Creating a knowledge base
 - Using Password Manager
 - Implementing a multi-tier support approach

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- d. Using a tracking tool that uses a single repository for both change control and help desk tickets

Answer: c.

Explanation: Lack of multi-tier support can be the cause of inefficiencies in the support process. Implement a multi-tier support approach. This allows for efficiency in building knowledge for specific user groups and allows the support group to operate at various levels of efficiency.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 238

200. Which of the following provides administrators the ability to establish a timeline and determine what change created an issue?

- a. A knowledge base
- b. Password Manager
- c. A multi-tier support approach
- d. A tracking tool that uses a single repository for both change control and help desk tickets

Answer: d.

Explanation: If issues are not being tracked, it may leave the organization unaware of recurring problems. Consider the use of a tracking tool that uses a single repository for both change control and help desk tickets. This provides administrators the ability to establish a timeline and determine what change created an issue.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 239

201. Which of the following can help to resolve common issues for the support staff?

- a. A knowledge base
- b. Password Manager
- c. A multi-tier support approach
- d. A tracking tool that uses a single repository for both change control and help desk tickets

Answer: a.

Explanation: Without a knowledge base, common issues are not easily resolved. Create a knowledge base to allow the support group to reference a common set of scripts.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 239

202. The help desk is getting a high number of calls from users who need to have their passwords reset. Which of the following can help to alleviate most of those kinds of calls?

- a. A knowledge base
- b. Password Manager
- c. A multi-tier support approach
- d. A tracking tool that uses a single repository for both change control and help desk tickets

Answer: b.

Explanation: Lack of a password management solution can cause a high volume of calls to the help desk by users related to password resets. Consider the use of Password Manager to reduce help desk costs.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 239

203. What are the topics that an architect should ask questions about when gathering information related to backup architecture and restoration? (Choose 6)

- a. Data
- b. Backup procedures
- c. Data storage
- d. Redundancy
- e. Restore process
- f. Documentation
- g. Server restoration

Answer: a.b.c.e.f.g.

Explanation: When gathering information related to backup architecture and restoration, an architect should ask questions about data, such as: "Which data are backed up and how?"; Backup procedures, such as: "What are the existing backup procedures in the environment?", "What backup method is used? Full, incremental or other?", "What is the backup schedule?", "Is there a specialized group that is responsible?", "What is the process?" and "What backup software is used?"; Data storage, such as: "Where is the backup data stored?" and "Are logs generated to track successful backups or failures?"; Restore process, such as: "Is there an existing restoration process in place for the environment? If so, how often is it tested?" and "What is the typical response time for restorations?"; Documentation, such as: "Are the backup and restore procedures documented?"; Server restoration, such as: "How long does it take to rebuild a server?" and "If the most common failure is hardware failure, how quickly can the server be restored?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 241

204. Which of the following will assist administrators with being familiar with the steps of backup and restore procedures?

- a. Test the disaster recovery plan often
- b. Deploy at least two access-related components
- c. Implement a secondary network provider
- d. Implement daily backups
- e. Fully test the restoration process
- f. Create a fully documented process
- g. Establish a secondary data center

Answer: f.

Explanation: If backup and restore procedures are not documented and administrators are not familiar with the steps, an organization should create a fully documented backup and restore procedure to mitigate any backup and restore familiarity problems.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 242

205. Infrequent backups can lead to user or environmental data being lost. Which of the following recommendations can help to mitigate this problem?
- Test the disaster recovery plan often
 - Deploy at least two access-related components
 - Implement a secondary network provider
 - Implement daily backups
 - Fully test the restoration process
 - Create a fully documented process
 - Establish a secondary data center

Answer: d.

Explanation: With infrequent backups, user or environmental data can be lost. Implement a process that includes some type of daily backups.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 242

206. An administrator is asked to restore an important document that the president of the company accidentally deleted from a file server. To the administrator's dismay, the only backup tape that should have contained the file was corrupt. When the administrator started checking into more archived tapes, she found that the backups for that server have not been good for months. Which of the following recommendations can help to mitigate a situation like this?
- Test the disaster recovery plan often
 - Deploy at least two access-related components
 - Implement a secondary network provider
 - Implement a process that includes some type of daily backups
 - Fully test the restoration process
 - Create a fully documented process
 - Establish a secondary data center

Answer: e.

Explanation: Lack of a tested restoration process causes failure at a time of emergency. Fully test the restoration process and backup the files.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 242

207. What are the topics that an architect should ask questions about when gathering information related to disaster recovery? (Choose 7)
- Redundancy
 - Hardware failure
 - Recovery plan
 - Data replication
 - Backup procedures
 - Servers and components
 - Zone preference and failover
 - Disaster mitigation equipment

Answer: a.b.c.d.f.g.h.

Explanation: When gathering information related to disaster recovery, an architect should ask questions about redundancy, such as: "How much Citrix infrastructure component redundancy exists?", "How much overhead capacity is available in the farm?", "Are the Citrix infrastructure components and backend databases available from a secondary site in the event that the primary site goes down?", "What is the maximum amount of time the environment can be down?" and "Have all single points of failure been mitigated?"; Hardware failure, such as: "In the event of a hardware failure, is there a quick way to recover the server?", "Does a contract with the hardware vendor exist?" and "Are servers equipped with redundant components?"; Recovery plan, such as: "Is there a tested and documented disaster recovery plan in place for the existing environment?", "How often is the disaster recover plan revisited and tested?", "How long does it take to execute the disaster recovery plan?", "Is there a phased approach based on mission-critical applications?", "Do multiple data centers exist?", "If a disaster were to strike the main data center, how long would it take to have the system functional?", "What percentage of users can be facilitated at a backup site?" and "What manual steps are required in order to facilitate a backup site?"; Data replication, such as: "How often is data replicated between sites?" and "Are Citrix databases replicated?"; Servers and components, such as: "Which servers must be available within the disaster recovery site?" and "What components must be restored to the disaster recovery site?"; Zone preference and failover, such as: "Is zone preference and failover used with Presentation Server?"; Disaster mitigation equipment, such as: "Are power and communications available in the event of a disaster?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 245

208. To prevent a single point of failure to an access server farm, which of the following is recommended?
- Test the disaster recovery plan often
 - Deploy at least two access-related components
 - Implement a secondary network provider
 - Implement a process that includes some type of daily backups
 - Fully test the restoration process

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- f. Create a fully documented process
- g. Establish a secondary data center

Answer: b.

Explanation: Single points of failure can prevent users from accessing the access server farm. Deploy at least two access-related components.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 245

209. Which of the following is a good recommendation in preventing any future disaster recovery plan from failing?
- a. Test the disaster recovery plan often
 - b. Deploy at least two access-related components
 - c. Implement a secondary network provider
 - d. Implement a process that includes some type of daily backups
 - e. Fully test the restoration process
 - f. Create a fully documented process
 - g. Establish a secondary data center

Answer: a.

Explanation: If the recovery plan has never been tested, a disaster recovery could fail. Test the recovery plan as often as business requirements demand, but at least once a year.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 245

210. A new but expanding organization is located, along with its only data center, in an area noted for its frequent hurricanes. Which of the following recommendations should this organization consider to create redundancy for all of their servers in case of a natural disaster?
- a. Test the disaster recovery plan often
 - b. Deploy at least two access-related components
 - c. Implement a secondary network provider
 - d. Implement a process that includes some type of daily backups
 - e. Fully test the restoration process
 - f. Create a fully documented process
 - g. Establish a secondary data center

Answer: g.

Explanation: A single data center could become incapacitated for many reasons, not just natural disasters. To make sure that the organization is not brought to a stand-still if the data center goes down, establish a secondary data center.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 245

211. To create redundancy for internet and communications access:
- a. Test the disaster recovery plan often
 - b. Deploy at least two access-related components
 - c. Implement a secondary network provider
 - d. Implement a process that includes some type of daily backups
 - e. Fully test the restoration process
 - f. Create a fully documented process
 - g. Establish a secondary data center

Answer: c.

Explanation: To mitigate problems due to failures of a single network provider, create redundancy for internet and communications access by implementing a secondary network provider.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 245

212. What are the topics that an architect should ask questions about when gathering information related to training? (Choose 5)
- a. User training plan
 - b. User training
 - c. Time off for training
 - d. Effectiveness of user training
 - e. Resources for user training
 - f. Administrator and support staff training

Answer: a.b.d.e.f.

Explanation: When gathering information related to training, an architect should ask questions about the user training plan, such as: "What is the current or proposed training plan?", "Who will be trained?", "How often will each group be trained?" and "How will training be delivered?"; User training, such as: "Which department within the organization is responsible for user training?" and "How are users introduced to changes in the environment?"; Effectiveness of user training, such as: "How will the effectiveness of the training be determined?", "Does the training plan contain a good feedback process?", "Will groups be tested on the material?" and "Do end users feel they have received adequate training? If not, how can the gaps be addressed?"; Resources for users, such as: "What resources are available for each group, such as discussion forums or online help?" and "Will users have access to posted documentation or FAQs?"; Administrator and support staff training, such as: "How do administrators keep their skills current?", "How many CCAs, CCEAs and CCAs are in the organization?", "What training is recommended for Citrix administrators?", "How are administrators trained on non-Citrix products?" and "Are minimum guidelines available for technical exams?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Pages 248, 249

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213. The users in an organization are not adequately trained to work in the production environment. How should the organization respond?
- Provide the organization with a list of local Authorized Learning Centers and information on Citrix certification tracks
 - Identify and implement necessary administrator training
 - Implement production credentials or training specific credentials and make sure users know the difference
 - Provide user training using the production environment
 - Consider eLearning opportunities

Answer: d.

Explanation: If users are not adequately trained to work in the production environment, the organization should provide users training using the production environment.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 250

214. How can an organization alleviate the fact that if unique accounts are used for training, user experience in training does not always match that in production?
- Provide the organization with a list of local Authorized Learning Centers and information on Citrix certification tracks
 - Identify and implement necessary administrator training
 - Implement production credentials or training specific credentials and make sure users know the difference
 - Provide user training using the production environment
 - Consider eLearning opportunities

Answer: c.

Explanation: If unique accounts are used for training, the user experience in training does not always match that in production. Implement production credentials or training specific credentials and ensure that the users know the difference.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 250

215. Which of the following can be done to ensure that administrators and support staff are adequately trained? (Choose 2)
- Provide the organization with a list of local Authorized Learning Centers and information on Citrix certification tracks
 - Identify and implement necessary administrator training
 - Implement production credentials or training specific credentials and make sure users know the difference
 - Provide user training using the production environment
 - Consider eLearning opportunities

Answer: a.e.

Explanation: To ensure that administrators and support staff are adequately trained, provide the organization with a list of local Authorized Learning Centers and information on Citrix certification tracks and consider eLearning opportunities.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 250

216. The administrators of an organization were putting off Citrix training because of the lack of time and budget. Because of this, mistakes were being made and time was being wasted in the implementation of Citrix technologies in the production environment. Which of the following could save the organization from any further wasted time and money?
- Provide the organization with a list of local Authorized Learning Centers and information on Citrix certification tracks
 - Identify and implement necessary administrator training
 - Implement production credentials or training specific credentials and make sure users know the difference
 - Provide user training using the production environment
 - Consider eLearning opportunities

Answer: b.

Explanation: A lack of time or budget for training can cause administrators to make costly mistakes in production. Identify and implement necessary training to avoid costly mistakes in the future.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 250

217. What are the topics that an architect should ask questions about when gathering information related to project communication? (Choose 7)
- Communication of the project plan
 - Tools
 - Project management
 - Project milestones
 - User notification process
 - Timelines
 - Resources
 - Management buy-in

Answer: a.b.c.e.f.g.h.

Explanation: When gathering information related to project communication, an architect should ask questions about communication of the project plan, such as: "What is the project-marketing plan?", "Are users aware of the project change?", "Is management aware of the project change ahead?" and "Are IT teams aware of the requirements for the new implementation?"; Tools, such as: "What tools and utilities are used to track project resources and timelines?"; Project management, such as: "What teams are responsible for IT project management?" and "Is there a designated project manager? If so, how does the project manager communicate with management and users?"; User notification process, such as: "What is the current user notification process for IT activities including scheduled maintenance, systems updates and

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new projects?"; Timelines, such as: "Is the project clearly defined in terms of timelines?" and "If the project has a regulated timeline and it runs over, what is the impact?"; Resources, such as: "Is the project clearly defined in terms of sufficient resources?" and "How are additional resource requirements handled, such as staff or servers? Is a risk memo issued?"; Management buy-in, such as: "Is there an executive sponsor?" and "Can the sponsor address concerns and communicate with management?"

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 253

218. To help mitigate the problem of users ignoring important information from the IT department, which of the following recommendations should be followed? (Choose 3)
- Use the appropriate communication medium
 - Create realistic project plans
 - Limit the amount of communications
 - Issue FAQs and executive communiqués
 - Send communications to the appropriate audience only

Answer: a.c.e.

Explanation: Users often ignore important information from the IT department. To mitigate this, limit the amount of communications, send communications to the appropriate audience only and use the appropriate communication medium.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 254

219. Aggressive timelines can lead to project failure and high turnover. Which of the following recommendations can help to alleviate this issue?
- Use the appropriate communication medium
 - Create realistic project plans
 - Limit the amount of communications
 - Issue FAQs and executive communiqués
 - Send communications to the appropriate audience only

Answer: b.

Explanation: Aggressive timelines can create unrealistic expectations and lead to project failure, which in turn can lead to high turnover of employees. Always create realistic project plans.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 254

220. How can an organization keep users informed of changes to the environment?
- Use the appropriate communication medium
 - Create realistic project plans
 - Limit the amount of communications
 - Issue FAQs and executive communiqués
 - Send communications to the appropriate audience only

Answer: d.

Explanation: Users need to be informed of changes to the environment. To keep them informed, issue FAQs and executive communiqués.

Source: CTX-6113AI Citrix Access Suite 4.0: Analysis, Page 254