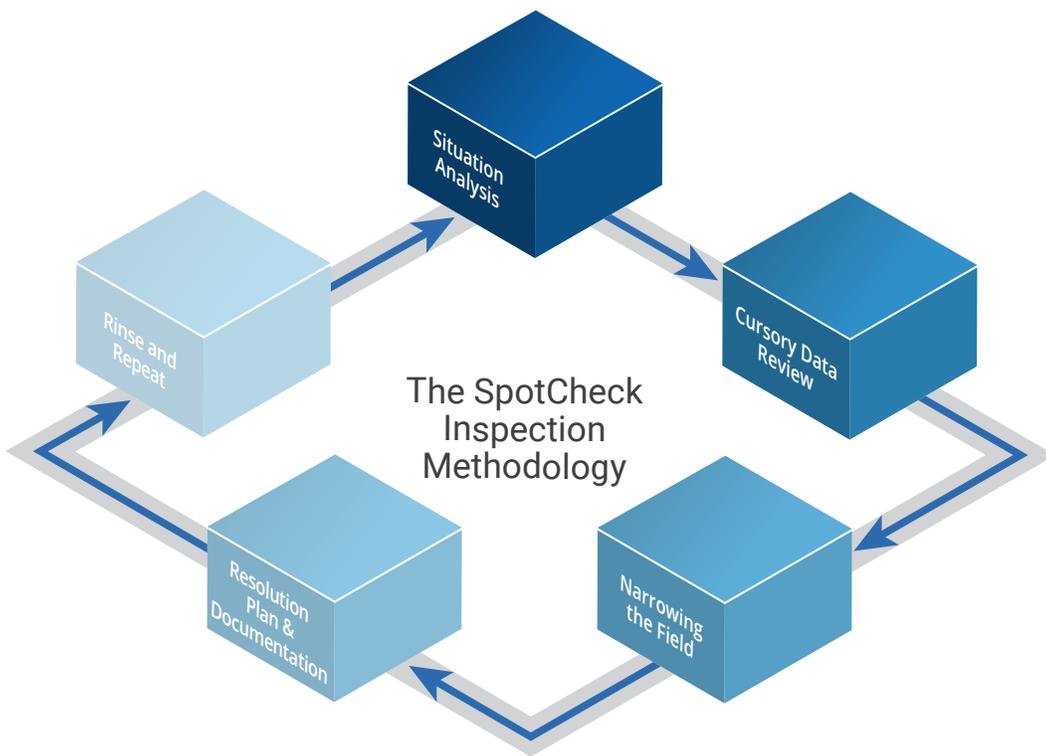


## Using Stratusphere UX to Perform a SpotCheck Inspection

The ability to meet user expectations and deliver the user experience in a shared infrastructure or cloud environment can be a complex and challenging task. The resources that support platforms, such as those offered by VMware and Citrix, are difficult to troubleshoot and optimize. Beyond on-premises approaches, cloud platforms from Amazon, Google and Microsoft can further complicate the delivery of end-user-experience.

To assist in these efforts, Liquidware has created a point-in-time inspection methodology called the SpotCheck. The technique outlines a broad-to-narrow series of steps that enable a cursory health check of an existing platform or architecture. The SpotCheck inspection focuses on key user-experience metrics and leverages known levels of acceptable performance and baselines as a means to identify infrastructure and platform constraints that can contribute to a poor user-experience.



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*SpotCheck Inspections are a good way to stay ahead of the complexity and challenges associated with supporting common platform and cloud architectures. The methodology provides you with the visibility – details, metrics and information – necessary to minimize risk in your environment and make sure you are meeting performance expectations and delivering satisfying user-experience.*

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### Objectives of the SpotCheck Inspection

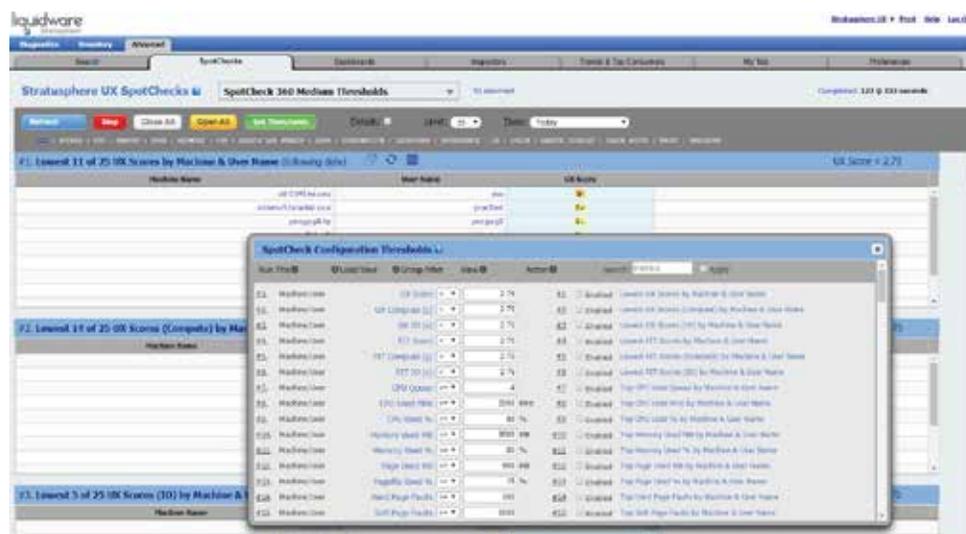
The SpotCheck inspection should be employed to examine overall infrastructure and platform health as a means to provide a “point-in-time” picture of resource usage and performance of the virtual or cloud workspace environment. Some key reasons include:

- ✓ Provide a 360° view of virtual desktop resource usage and overall performance
- ✓ Gain visibility of critical issues, both known and unknown
- ✓ Identify and provide analysis of bottlenecks and performance issues
- ✓ Establish real-world thresholds as a baseline to gauge normal/abnormal operations
- ✓ Document and report on findings to facilitate communications with internal and external stakeholders and to provide evidence for remediation and resolution

## A Focus on What Matters Most

The SpotCheck inspection focuses on the most important business and in-guest metrics that ultimately will contribute to user experience. Its methodology is not comprehensive, with complete visibility to all metrics and information. Rather, the SpotCheck inspection is used to more readily bring issues into focus—without a protracted diagnostic exercise.

Having a basic understanding of your business is critically important to ensure you can align business and technology goals. This includes knowledge of your vertical industry as along with company and departmental elements such as work habits, seasonality, time of day, expectations, approximate system loads, core applications, to name a few.



## When Should the SpotCheck be Used?

A SpotCheck inspection can be performed at any time. The methodology was designed to assist in the cursory examination of architectures in immediate jeopardy as well as in systems that appear to be operating normally. A SpotCheck inspection can be used:

- As a proactive check on the health of your hardware infrastructure
- When users begin to complain about workspace performance
- When shared infrastructure utilization levels change without an apparent incident
- For validation of a new feature, setting or a system/platform update
- As a means to provide documented performance baselines for your current environment
- To understand and gain visibility to cloud-delivered workspaces
- Just because...

## A Few Key Occasions When a SpotCheck Becomes Critical

A SpotCheck inspection can be performed at any time. The methodology was designed to assist in the cursory examination of architectures in immediate jeopardy as well as in systems that appear to be operating normally. A SpotCheck inspection can be used:

- When you experience issues that are seriously impacting user productivity
- When you plan to make major changes to the desktop environment
- When you need a “point-in-time” documented picture of the virtual or cloud desktop environment

