



# Centrix WorkSpace iQ Introduction

Version 5.2

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# About This Book

This book introduces you to WorkSpace iQ. It provides an overview of the:

- WorkSpace iQ system and its architecture
- Steps required to install, administer and use WorkSpace iQ

WorkSpace iQ is also described in the following books:

<b><i>Installation Guide</i></b>	Describes how you install WorkSpace iQ
<b><i>Administration Guide</i></b>	Describes how you administer WorkSpace iQ after it has been installed
<b><i>User's Guide</i></b>	Describes how to use WorkSpace iQ to generate reports and analyses, and how to view them

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# Overview of WorkSpace iQ

Centrix WorkSpace iQ is part of Centrix WorkSpace 5 Suite, an intelligence and aggregation application that enables organizations to reduce the cost of delivering applications and content whether physical, virtual, hosted, or Web-based. It does this by identifying:

- Servers and desktops that could be replaced using a virtualization platform
- Applications and their use, providing information that can be used to make cost savings by, for example, virtualizing a desktop estate

WorkSpace iQ audits the hardware and software within your organisation, enabling you to discover what hardware and software is present, and what is being used. It provides centralized monitoring of and reporting on the use of deployed hardware and software systems, enabling you to see trends in use.

The reports provided by WorkSpace iQ provide full cost analysis that can be used to:

- Create a business case for designing and implementing virtualization transformation solutions
- Help IT departments provision servers and software to meet business needs and be able to bill departments and users accordingly

Information is gathered by WorkSpace iQ's own software, but WorkSpace iQ can also use data provided by third-party systems such as desktop management, software asset management and virtualization monitoring.

## WorkSpace iQ Architecture

WorkSpace iQ is a client/server application. It consists of four components:

- WorkSpace iQ databases
- WorkSpace iQ Service
- WorkSpace iQ Agent
- WorkSpace iQ Client

The architecture of WorkSpace iQ is shown in Figure 1.

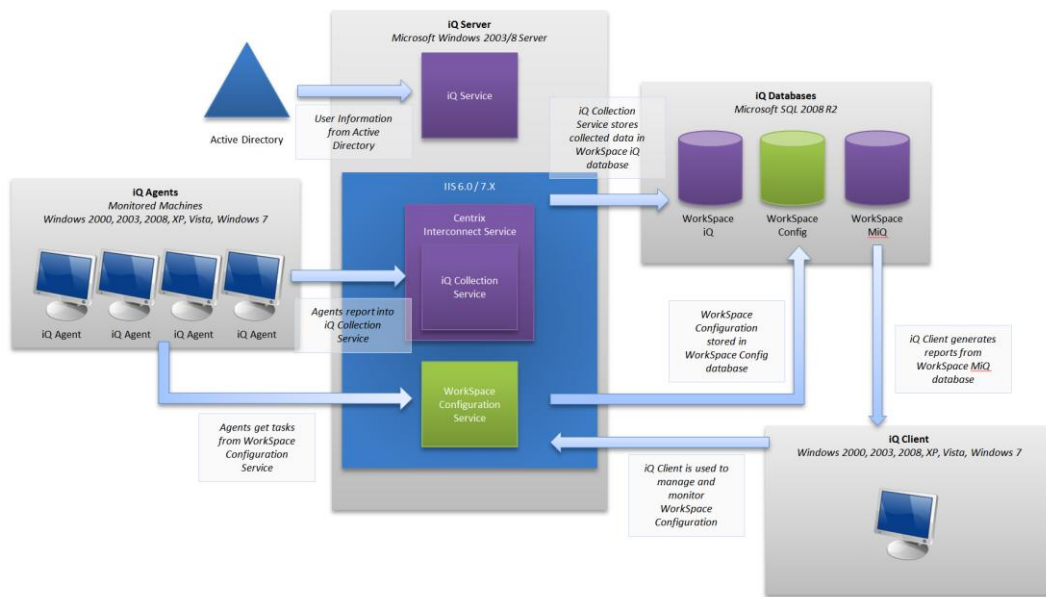


Figure 1: Solution architecture and data flows

## WorkSpace iQ Databases

WorkSpace iQ uses three databases to store and manipulate data:

- WorkSpace Configuration
- WorkSpaceiQ
- WorkSpaceMiQ

### Configuration Database

The Configuration database stores the configuration for all the system components and is used by the Configuration Service.

### WorkSpaceiQ Database

The WorkSpaceiQ database receives data collected from WorkSpace iQ Agents. The data is passed to the WorkSpaceiQ database by the Collection Service.

### WorkSpaceMiQ Database

The WorkSpaceMiQ provides the data stored in the WorkSpaceiQ database to the WorkSpace iQ Client. The data is formatted by the WorkSpaceMiQ database and passed to the WorkSpace iQ Client, where it can be viewed using the WorkSpace iQ Console.

Formatting data in the WorkSpaceMiQ database reduces the processing required by the WorkSpaceiQ database when reports are viewed.

## WorkSpace iQ Server

The WorkSpace iQ Server consists of 3 primary components:

- Centrix Interconnect Platform
- iQ Service
- Configuration Service

### Centrix Interconnect Platform

The Centrix Interconnect Platform hosts the WorkSpace iQ Collection Service. This service receives data collected by WorkSpace iQ Agents and queues it for delivery to the WorkSpaceiQ database.

### iQ Service

The iQ Service is a Windows service that:

- Initiates the transfer process between the WorkSpaceiQ and the WorkSpaceMiQ database services
- Automatically categorizes users into the relevant business group based on their Active Directory group or Organization Unit

### Configuration Service

The Configuration Service provides registration and configuration management services to all components of WorkSpace iQ.

## WorkSpace iQ Client

The iQ Client provides the user interface to the reports and the WorkSpace iQ Configuration Service. The Client is accessed via a user interface, the WorkSpace iQ Console.

## WorkSpace iQ Agent

The WorkSpace iQ Agent is installed on each device that you want to be monitored.

Deployed agents make initial contact and register with WorkSpace iQ Server within fifteen minutes of deployment. An initial scan is performed after registration and raw data is uploaded to the WorkSpace iQ Server. Application use is then continually monitored, and data uploaded to the WorkSpace iQ Server on an automated schedule.

## Information Collected by an Agent

The agent collects a range of data including:

- Hardware inventory
- Software inventory
- Installed applications
- Application use, including when it was used, how frequently, and by whom
- Green IT
- Changes to inventories, by monitoring software installations and uninstallations, and hardware tracking

No data from personal files is collected during the scan and monitoring processes.

# Implementing WorkSpace iQ

This chapter will help you understand how WorkSpace iQ is installed and administered, and how reports are viewed.

The general workflow for installing, administering and using WorkSpace iQ is:

1. Install WorkSpace iQ databases
2. Install WorkSpace iQ Server
3. Install WorkSpace iQ Client
4. Deploy WorkSpace iQ Agents
5. Configure classification metrics
6. View reports

These steps are described in more detail below.

## Install WorkSpace iQ Databases

WorkSpace iQ deploys three databases, Configuration, WorkSpaceiQ, and WorkSpaceMiQ, as described in the previous chapter.

These databases depend on Microsoft SQL Server 2008, which must be installed on the device on which you are installing the WorkSpace iQ databases.

For information on installing the databases, see your ***WorkSpace iQ Installation Guide***.

## Install WorkSpace iQ Server

WorkSpace iQ Server provides three services, iQ, Configuration, and Collection, as described in the previous chapter.

WorkSpace iQ Server can use Microsoft Windows 2003 Server or 2008 Server as its underlying server software, and these need to be installed on any devices running WorkSpace iQ Server.

For information on installing WorkSpace iQ Server, see your ***WorkSpace iQ Installation Guide***.

## Install WorkSpace iQ Client

WorkSpace iQ Client is the client for WorkSpace iQ. WorkSpace iQ Client is used to control agent deployment and behaviour, set user-definable values for items such as scope of business case analysis, license entitlements and costs as well as to generate detailed analysis or planning reports on the collected agent data.

WorkSpace iQ Client is accessed through a user interface, WorkSpace iQ Console.

For information on installing WorkSpace iQ Server, see your ***WorkSpace iQ Installation Guide***.

## Deploy Agents

After the WorkSpace iQ Server and WorkSpace iQ Client have been installed, the WorkSpace iQ Agent can be installed on target devices. The Agent is a lightweight client that is installed on every device for which you want information.

For information on installing WorkSpace iQ Agents, see your ***WorkSpace iQ Installation Guide***.

## Configure Classification Metrics

After the software has been installed, you should configure hardware and application filters using WorkSpace iQ Console.

Configuring classification metrics enables reports to be generated that identify cost savings, and feed into capacity planning for hosted desktop and application virtualization solutions.

For information on configuring classification metrics, see your ***WorkSpace iQ User's Guide***.

## View Reports

After classification metrics have been configured, you can generate and view reports. There are a number of built-in reports that analyze the data using different methods and provide varying levels of detail.

For information on the reports provided by WorkSpace iQ, and how to view them, see your ***WorkSpace iQ User's Guide***.

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