

Architecting a Citrix Virtualization Solution

1Y0-A16 Exam

Preparation Guide 1.0
9 July 2010

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Disclaimer This exam preparation guide is designed to allow test-takers to assess the types of questions that may be asked during the Citrix certification exam. Please be aware that the content of this guide in no way ensures a passing score on the certification exam.

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1 The Exam

1.1 Purpose This document provides a list of objectives for the 1Y0-A16 Architecting a Citrix Virtualization Solution exam and a list of resources that will help test-takers prepare for questions associated with these objectives. This document outlines, at a high level, topics that are covered on this exam and instructions on how to obtain information pertaining to these topics. Test-takers should read this document carefully before attempting this exam.

This exam certifies that successful test-takers have the knowledge and skills necessary to assess and design enterprise-level production environments consisting of core Citrix virtualization products including, but not limited to:

- Citrix XenApp 4 or higher
 - Citrix XenServer 5.0 or higher
 - Citrix Provisioning Services 5.0 or higher
 - Citrix XenDesktop 3.0 or higher
-

1.2 Number of Questions The A16 beta exam contains 40 questions and is written in English. The exam consists of two parts. Part One contains 20 traditional questions (e.g. multiple choice questions). Part Two contains 5 traditional questions and 15 decision tree questions (described in Section 7 of this guide).

1.3 Passing Score The passing score for this exam is 55%, and it is based on the analysis of scores of candidates from the beta exam.

1.4 Time Limit Native English speakers have 165 minutes to complete this exam. Non-native English speakers who take the exam in English have 195 minutes to complete the exam.

Non-native English speakers must explicitly ask for the time extension when registering for the exam in English. Test-takers should verify the specific process with the test provider.

1.5 Registering with Pearson VUE

This exam is administered at Pearson VUE testing centers worldwide. For details on the rules and procedures associated with registering for and taking the exam, please visit the Exams page at www.citrixtraining.com.

To register for the exam in the United States and Canada, call 1-800-931-4084. A \$7 surcharge will be added to phone registrations. Worldwide, visit the Pearson VUE website (www.vue.com) to locate a testing center in your area and register for an exam with Pearson VUE.

1.6 Certification Tracks

The A16 exam is a requirement for the Citrix Certified Integration Architect (CCIA) track.

There are two paths that test-takers can take to become certified in the new CCIA track. For the most up-to-date information on the CCIA certification, including required exams and associated recommended preparatory courses visit:

http://www.citrixtraining.com/content/index.cfm/content_id:51?eid=09Q2_wb_arc *

*Links are subject to change.

Note: The associated training materials and exams for the individual products can be taken in any order. Citrix recommends that they be completed prior to attempting the exam.

1.7 Citrix Exam Retake Policies

If a candidate fails an exam on the first attempt, he or she must wait 24 hours from their original appointment time before he or she can register to retake the exam. If a candidate fails on a second attempt, and any attempt thereafter, he or she must wait 14 days after the failed attempt to retake the exam. Beta exams may only be taken once.

Citrix Education monitors retake activity for breaches of this policy. Breach of this policy can result in sanctions, up to and including temporary ban from taking Citrix exams, and/or decertification.

2 The Intended Audience

2.1 Intended Audience

The A16 exam is a rigorous examination of subjects that are critical to an architect's role as defined by Citrix's SMEs. This role includes, but is not limited to:

- Citrix Architects
 - Technical Consultants
 - Citrix Certified Instructors
 - Sales/Systems Engineers (SEs)
 - Systems Integrators
 - Citrix Partners
-

3 Preparatory Recommendations for the Exam

3.1 Introduction

It is recommended that test-takers have the knowledge and skills necessary to assess and design enterprise-level production environments consisting of core Citrix virtualization products and technologies.

3.2 Recommended Knowledge and Skills

Test-takers should have the following knowledge and skills prior to taking this exam:

- Advanced architectural assessment and design skills for:
 - Citrix XenApp 4 or higher
 - Citrix XenServer 5.0 or higher
 - Citrix Provisioning Services 5.0 or higher
 - Citrix XenDesktop 3.0 or higher
 - Knowledge of network operating systems, including security, implementation, and administration
 - Citrix methodology and best practices for analysis and design
 - Core design principles
 - Intermediate knowledge of:
 - General networking skills
 - Change control process
 - Project management
 - Risk assessment
 - Advanced knowledge of:
 - Users/user group structure
 - Application delivery
 - Disaster recovery
 - Policies/policy structures and security restrictions
 - Licensing
-

3.3 Recommended Product Experience

Prior to taking this exam, it is recommended that test-takers have at least two years experience working with the core Citrix virtualization products. In addition, test-takers should have the following product experience:

- Analyzing and designing environments that consist of
 - Citrix XenApp 4 or higher
 - Citrix XenServer 5.0 or higher
 - Citrix Provisioning Services 5.0 or higher
 - Citrix XenDesktop 3.0 or higher
 - Integrating third-party elements with XenApp, XenServer, XenDesktop and Provisioning Services
-

**3.4
Recommended
Course**

For optimal performance on this exam, Citrix recommends that test-takers attend the CVA-500-1I Architecting a Citrix Virtualization Solution instructor-led training course or self-study the CVA-500-1W Architecting a Citrix Virtualization Solution Self-paced Online course.

As with all Citrix exams, it is recommended that test-takers obtain hands-on experience working directly with the products covered on the exam.

4 Exam Sections and Weights

4.1 Introduction

The Architecting a Citrix Virtualization Solution beta (1Y0-A16) exam is divided into seven (7) sections. Each section of the exam is weighted as follows, totaling 100%.

4.2 Section Titles and Weights

| Sections | Weighting |
|--|-------------|
| Part One | |
| Planning and Risk Analysis | 5% |
| Assessing the Current Environment | 25% |
| Analyzing the Current Environment | 20% |
| Part Two | |
| Designing an Integrated Virtualization Solution | 32% |
| Designing and Documenting the Network Infrastructure | 5% |
| Designing and Documenting the Security Infrastructure | 8% |
| Recommendations for Monitoring and Managing a Virtual Solution | 5% |
| Total | 100% |

4.3 How Section Weights Relate to Questions on the Exam

Section weights correlate directly to the number of questions on the exam. For example, if an exam has 60 questions, and Section 1 is weighted at 50%, then 30 of the questions on the exam will relate to Section 1 ($60 \times 50\% = 30$).

Section weights are NOT used to calculate a test-taker's score. Section weights are meant to indicate the percentage of the exam that covers certain content. Because some questions may have different point values assigned to them, section weights and exam scores do NOT always have a one to one correlation.

5 Exam Objectives and Resources

5.1 Introduction

The questions for this exam were developed directly from the exam objectives. The exam objectives are used to measure test-takers' knowledge, skills and abilities related to each section of the exam.

5.2 Resources Used to Develop the Exam

The following resources were used to develop this exam:

| Resource | How to Obtain |
|---|--|
| Knowledge Base Articles | Knowledge Base articles are available at: http://support.citrix.com/ CTX116590 CTX103250 CTX677542 CTX112604 CTX117594 CTX116414 CTX105257 CTX831772 CTX105257 |
| CVA-500-11 Architecting a Citrix Virtualization Solution | This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit: http://www.citrixtraining.com/courses/index.cfm |
| CPV-200-11 Implementing Citrix Provisioning Server 5.0 | This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit: http://www.citrixtraining.com/courses/index.cfm |
| CXD-200-11 Implementing Citrix XenDesktop 3 and 4 | This course is available at Citrix Authorized Learning Centers (CALCs) worldwide. To find the CALC nearest you, please visit: http://www.citrixtraining.com/courses/index.cfm |
| Provisioning Services 5.1 Administrator's Guide | http://support.citrix.com/servlet/KbServlet/download/20494-102-642111/AdministratorsGuide.pdf |
| Citrix XenDesktop 3.0 Administrator's Guide | http://support.citrix.com/servlet/KbServlet/download/19149-102-19637/XDAdminGuide.pdf |

| | |
|---|---|
| Citrix Web Interface 5.1 Administrator's Guide | http://support.citrix.com/servlet/KbServlet/download/19153-102-98468/Web-Interface-Administrators-Guide.pdf |
| Citrix XenServer 5.0 Administrator's Guide | http://support.citrix.com/servlet/KbServlet/download/18051-102-19048/reference.pdf |
| Citrix XenServer 5.5 Virtual Machine Installation Guide | http://support.citrix.com/servlet/KbServlet/download/20641-102-641938/xs-55-guest-vm-guide.pdf |
| Citrix XenConvert Guide | http://www.citrix.com/site/resources/dynamic/software/XenConvert_Guide.pdf |

*Links are subject to change.

**5.3
Exam
Objectives**

For all sections, two (2) years of practical experience is recommended for analyzing and designing enterprise environments that consist of:

- Citrix XenApp 4 or higher
- Citrix XenServer 5.0 or higher
- Citrix Provisioning Services 5.0 or higher
- Citrix XenDesktop 3.0 or higher

| Section | Objectives |
|-----------------------------------|--|
| Planning and Risk Analysis | <ul style="list-style-type: none"> • Given a comprehensive list of business requirements and an analysis document, correctly identify and categorize issues that could be at risk to the project and its deadlines. • Given specific documentation examples, ensure that each document meets customer and technical requirements. |
| Assessing the Current Environment | <ul style="list-style-type: none"> • Given an analysis document, make specific assessments regarding the customer's environment (e.g., user types, user permissions, app issues, access) in order to finalize sections of the document. • Given an analysis document, identify current hardware configurations and hardware constraints in the customer's current server implementation. |

| | |
|--|--|
| <p>Assessing the Current Environment (Continued)</p> | <ul style="list-style-type: none"> • Given an analysis document, assess information within the environment regarding the current XenApp implementation including issues and potential remedies, virtualized applications, and environment configurations. • Given a subset of EdgeSight data, assess the current customer environment and identify potential issues within the implementation. • Given an analysis document, analyze the printing infrastructure and identify how the printing infrastructure is set up. • Given an analysis document, assess the current provisioning of applications and desktops in the customer environment. • Given an analysis document, outline the customer's current disaster recovery strategy, including data store backup/recovery process, application data backup/restore, and backup strategy for the current environment. |
| <p>Analyzing the Current Environment</p> | <ul style="list-style-type: none"> • Given an analysis document, analyze and determine if enough servers exist or are available to meet user demands. • Based on customer objectives and analysis of the customer's environment, identify all the physical and technical barriers that stand in the way of meeting those objectives. • Given an analysis document, analyze whether the current environment allows users to retain their profile settings across their access points to meet with current/future strategies and analyze group policy objects and profiles. • Given an analysis document describing information on current policies, security restrictions, groups, etc, determine whether the environment can support current/future needs. |
| <p>Designing an Integrated Virtualization Solution</p> | <ul style="list-style-type: none"> • Based on the analysis document, design a user's customized environment, including recommending profiles and whether to leverage folder redirection. • Based on the analysis document, decide how to implement Citrix licensing, Provisioning Services licensing, or Terminal Services licensing. • Based on the analysis document, determine the appropriate virtualization solution for the workloads, including whether to support real time replication. |

| | |
|--|--|
| <p>Designing an Integrated Virtualization Solution (continued)</p> | <ul style="list-style-type: none"> • Based on the analysis document, recommend physical or virtual server configurations and determine how to design and implement a virtual server environment. • Based on the analysis document, identify the types of desktops required for the virtual desktop environment. • Based on the analysis document, determine how to implement the virtual application environment, including determining how to deliver the applications and any unique requirements needed by each application that may impact deployment. • Based on the analysis document, design the infrastructure for XenApp, including data store, data collector elections, infrastructure servers and functionality, zone design, load balancing, licensing, policies, profiles and number needed. • Based on the analysis document, design the necessary infrastructure for leveraging XenDesktop in a virtual environment. • Based on the analysis document, determine the design of the access infrastructure, including considerations for the WAN, web services, remote access, DNS integration and the elimination of single points of failure. • Design the plug-in distribution model, including the Citrix receiver infrastructure. • Based on the analysis document, determine the design of the storage architecture. • Based on the analysis document, determine the design of the Provisioning Services infrastructure, including determining whether to use Provisioning Services and if so, how many servers for load balancing and high availability will be needed. • Based on the analysis document, determine the appropriate monitoring solution for the farm. |
| <p>Designing and Documenting the Network Infrastructure</p> | <ul style="list-style-type: none"> • Based on the analysis document, determine the design of the network architecture. |
| <p>Designing and Documenting the Security Infrastructure</p> | <ul style="list-style-type: none"> • Based on the analysis document, recommend the appropriate methods for securing applications, Citrix-related ICA traffic, client connections for accessing desktops and virtual applications |

| | |
|---|---|
| | <p>(including offline/online streaming, smart access and anti-virus).</p> <ul style="list-style-type: none"> Given an analysis document, determine whether to recommend using Configuration Logging and/or SmartAuditor in the environment. |
| <p>Recommendations for Monitoring and Managing a Virtual Solution</p> | <ul style="list-style-type: none"> Based on the analysis document, determine the bottlenecks in the environment that require monitoring. Based on the analysis document, determine the appropriate monitoring strategy for monitoring your servers. Based on the analysis document, determine whether to recommend using a monitoring solution to monitor the ICA channel. |

5.4 How Objectives Relate to Questions on the Exam

Objectives summarize what the test is designed to measure. These objectives were developed by Exam Developers and subject matter experts (SMEs) based on identified tasks that relate to the job of architecting a Citrix virtualization solution. The number of questions written for each objective relates directly to the importance of that task in doing the job, and is proportional to how frequently that task is performed.

6 Look and Feel of the Exam

6.1 Introduction

This exam is separated into two parts. Part One focuses exclusively on analysis decisions while Part Two focuses on design decisions.

6.2 Part One of the Exam

Part One of the exam will focus entirely on the assessment and analysis of a fictitious enterprise customer's environment, which is described in detail in an assessment document that is included in the exam. All Part One questions will be presented through traditional question types such as multiple-choice and multiple-response.

During Part One of the exam, test takers will be allowed to navigate back and forth through the questions as well as mark questions for review. Once the test takers reach the end of Part One, there will be an opportunity to review all the marked questions, as well as any incomplete questions shown in the review screen.

Once a test taker has reviewed and answered all questions in Part One, he or she will need to end that part of the exam in order to move to Part Two. Once in Part Two, test takers will NOT be allowed to navigate backwards to Part One.

6.3 Part Two of the Exam

Part Two of the exam will focus entirely on the design decisions that need to be made by the test taker in order to satisfy the needs of the fictitious enterprise customer's environment. Part Two will combine the use of traditional question types as well as decision tree questions. The decision tree question type is described in the next section.

During Part Two of the exam, test takers will NOT be allowed to navigate backwards to previous questions within Part Two. Once a test taker has chosen an answer option and moved forward the decision is considered final. Once the test taker reaches the end of Part Two, there will NOT be a review screen because backwards navigation has been disabled for Part Two.

7 Decision Tree Question Types

7.1 Introduction

This exam includes 15 decision tree questions in Part Two of the exam. The purpose of this section is to discuss decision tree questions as they are less common to Citrix exams. This section of the preparation guide provides a tutorial on the user interface, scoring and answering rules for these unique question types.

7.2 Decision Trees Explained

A decision tree is a question that consists of a group of three questions related to one design decision. For example, every candidate will receive Question 1 of 3. Following Question 1, Question 2 of 3 will be based on the answer selected for Question 1 of 3. Question 3 of 3 is also based on the answer selected for Question 2 of 3. Therefore, one design decision is equal to three related multiple-choice questions.

For a graphical depiction of this concept, please refer to Figure 7.2.a:

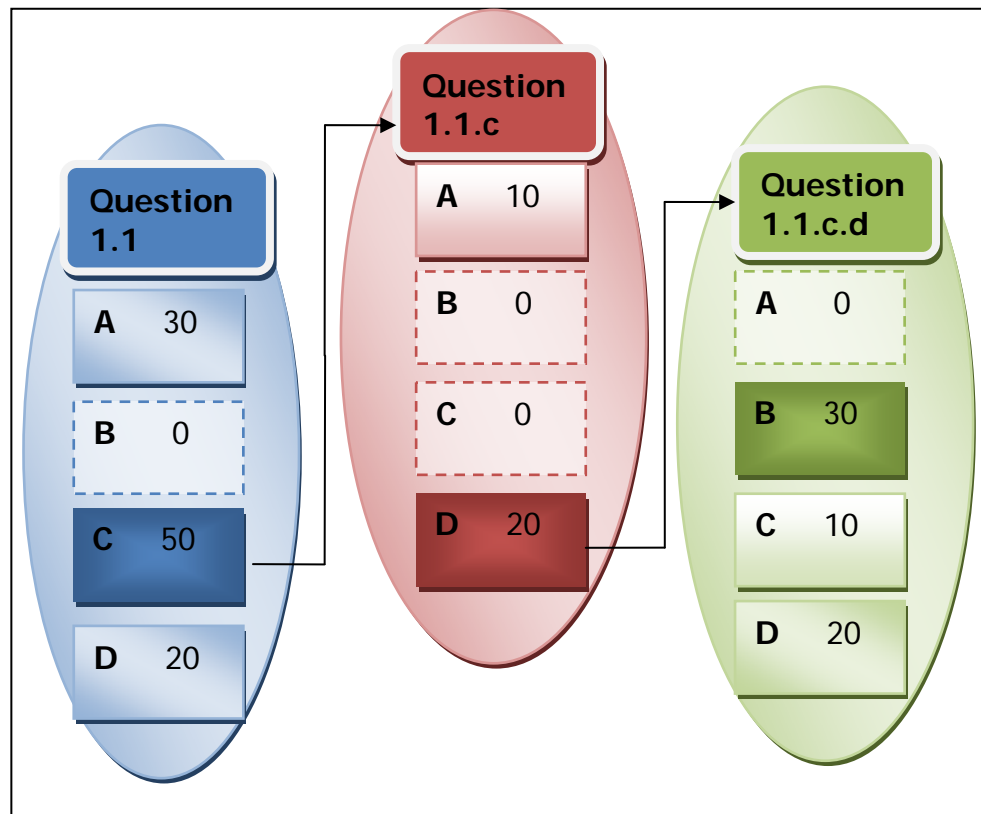


Figure 7.2.a: Decision Tree breakdown

In Figure 7.2.a, a test-taker selected option C as his or her answer to question 1.1 and, as a result, received question 1.1.c. The test-taker chose option D as his or her answer to question 1.1.c; therefore, question 1.1.c.d was delivered.

Given that test-takers can respond in any one of four ways to the first question in a decision there are a number of possible follow-up questions they may receive. Test-takers will not see all possible follow-up questions.

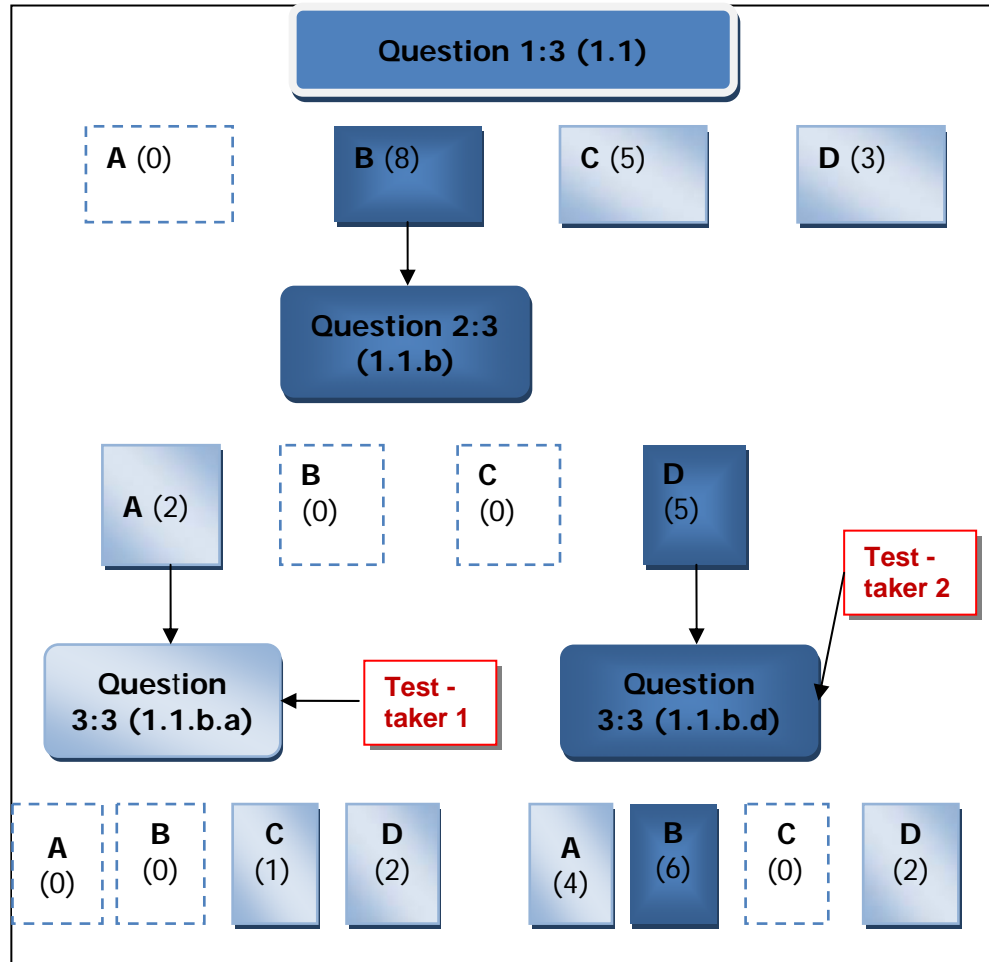


Figure 7.2.b Represents a graphical depiction of this concept.

Depending on the answer submitted to the first question in a decision (1.1 in this example) the test-taker receives a particular second question (1.1.b in this example), and depending on his or her answer to the second question, he or she receives a particular third question.

Individual Design Decisions

Each of the 15 design decision trees in Part Two of the exam are self-contained and represent a particular design area. Most design areas will have either two or three design decision trees. Note that decisions made in Part Two of the exam will not affect one another; they are scored independently of one another. An example is provided below.

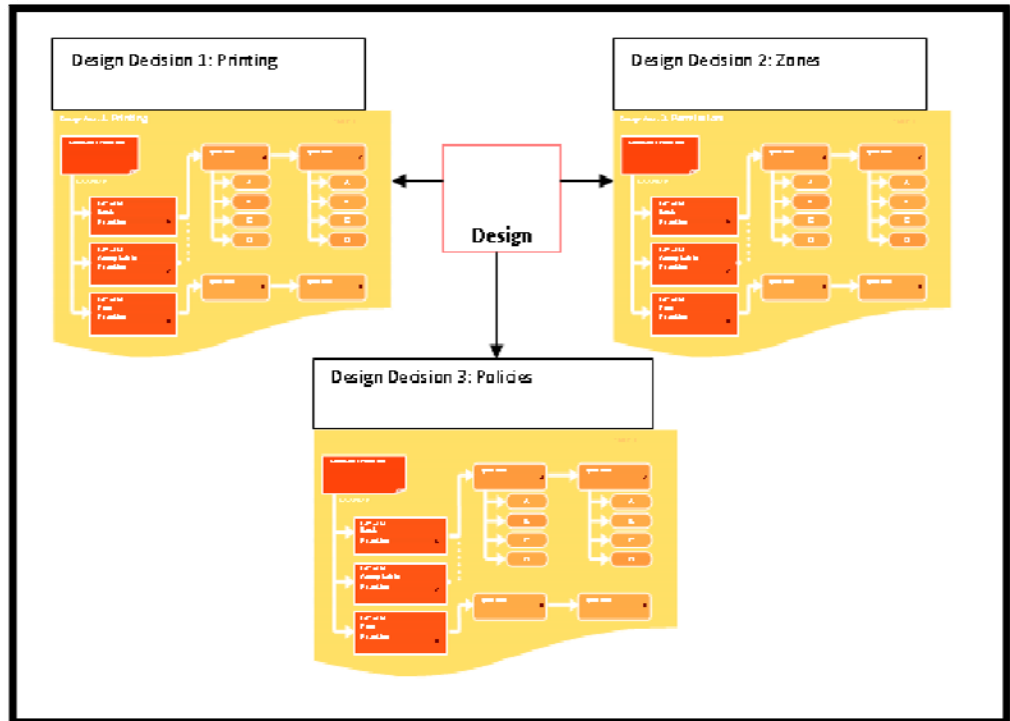


Figure 7.2.c: Self-Contained Design Decisions

In Figure 7.2.c, there are three distinct design decisions—printing, zones and policies. If test-takers submit an incorrect response to design decision 1—printing in this example—they still will be presented with design decision 2—zones in this example. Test-takers must choose from a predetermined set of decisions.

7.3 Look and Feel

Below is an example of how a decision tree question appears to test-takers in a Pearson VUE environment:

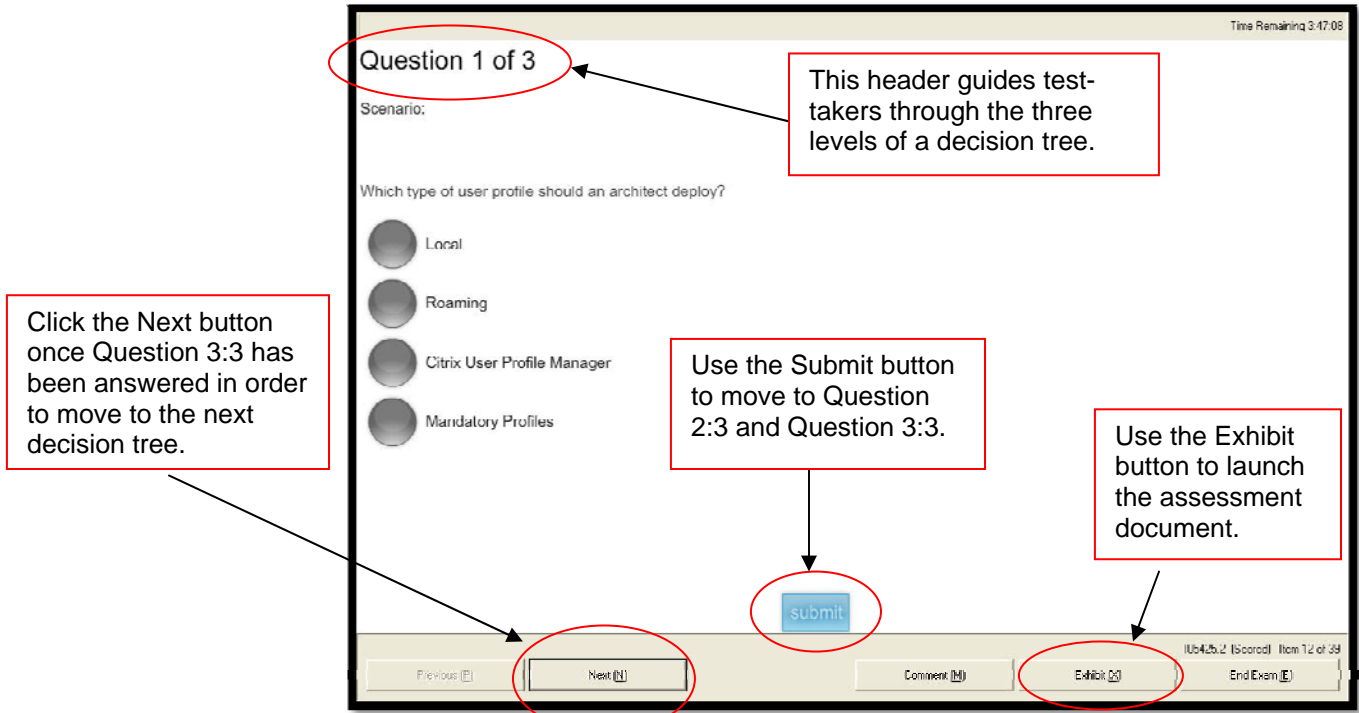


Figure 7.3: Main window for a decision tree question

This figure shows a decision tree window in a VUE environment. The 'Previous' button is grayed out (above, bottom left) and disabled for this part of the exam. The blue/green 'Submit' button is located underneath the question and answers. Use the Submit button to move from Question 1 of 3 to Question 2 of 3 and Question 3 of 3. Once an answer is selected for Question 3 of 3, the Submit button will instead say 'Complete'. Click Complete and then the 'Next' button to move to the next decision tree question. The link to the assessment document is located in the bottom right side of the screen, labeled 'Exhibit'. The Next button is located in the bottom left side of the screen.

8 Scoring

8.1 Scoring

In both Part One and Part Two of the exam, candidates will encounter traditional question types. These questions, which are either multiple choice single response or multiple response, do NOT have any partial credit.

However, in Part Two of the A16 exam, each decision tree has at least one best, one poor, and, in some cases, one or more acceptable option(s). Depending on the decision, there may be multiple acceptable responses available with varying point values assigned. Depending on their selections, test-takers can earn maximum, partial, or no credit for any given question within a decision.

Test-takers can earn the maximum score when they select the best option for each question in a decision. If test-takers submit the best answer for the first question, and then submit the best answer for the first follow-up question related to that decision, and finally the best answer for the second follow-up question, then they will obtain the maximum score for that decision.

In Figure 8.1.a, a test-taker obtains the maximum score.

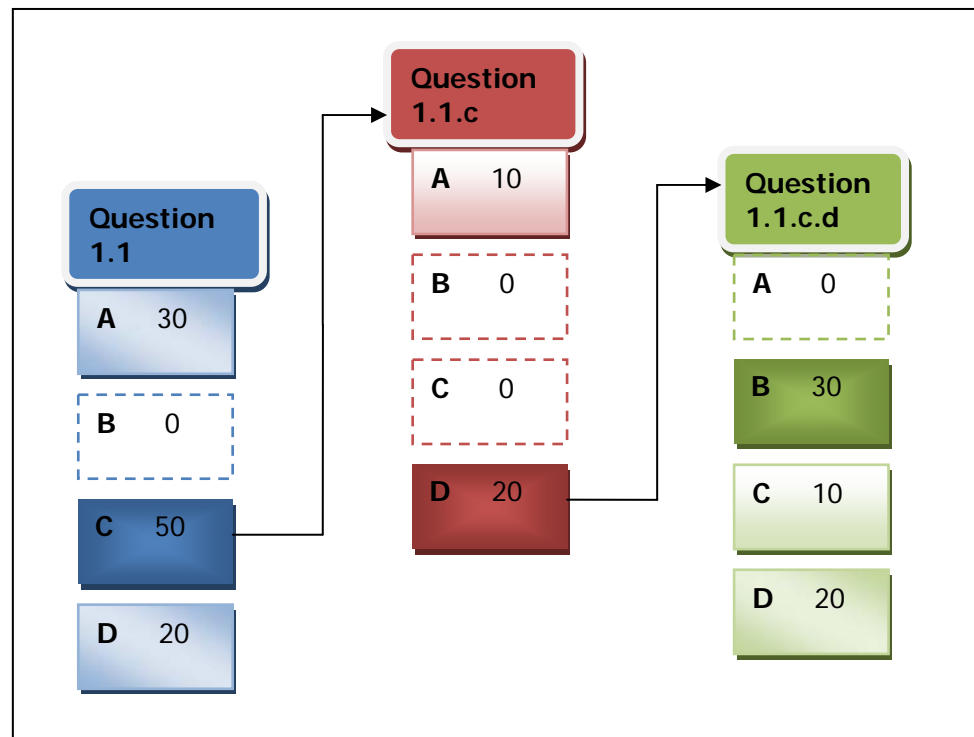


Figure 8.1.a: Maximum Points

In this example, the test-taker earned a maximum score of 100 points by choosing the best answer for the first question (worth 50 points); the best answer for the first follow-up question (worth 20 points); and the best option for the second follow-up question (worth 30 points) in the group.

Note: These numbers are meant to serve as examples only and do not reflect actual values.

Depending on choices made within a decision, scores will vary. See Figure 8.1.b for an example.

In Figure 8.1.b:

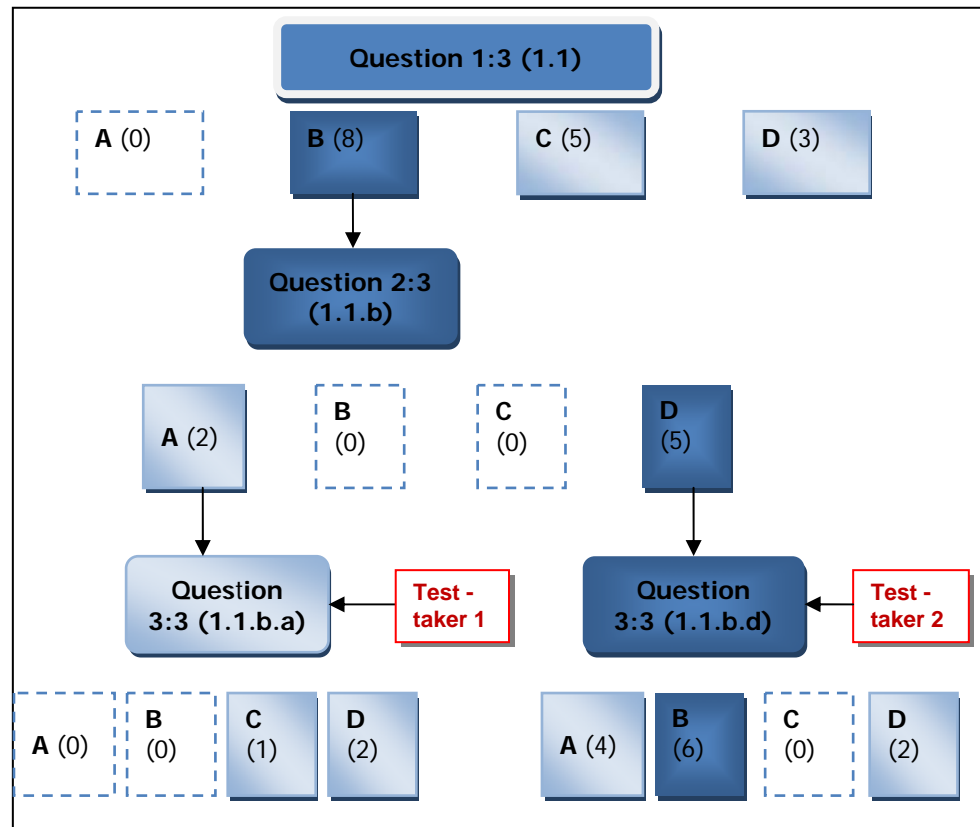


Figure 8.1.b: Paths of Different Test-takers

(1) Test-taker 1 submits the best answer for question 1.1, then later submits an acceptable answer for the corresponding follow-up question, 1.1.b., and, finally, an acceptable answer for the corresponding follow-up question, 1.1.b.a., and earns a total of eleven (11) points for this decision. Option B for question 1.1 is worth 8 points; option “A” for question 1.1.b is worth 2 points; and option C for question 1.1.b.a is worth 1 point.

(2) Test-taker 2 submits the best answer for question 1.1, then also chooses the best answer for the corresponding follow-up question, 1.1.b.,

and a best answer for the final corresponding follow-up question, 1.1.b.d, and obtains the maximum— 19 points—for this decision. Option B for question 1.1 is worth 8 points; option D, which is the best answer for question 1.1.b, is worth 5 points; and option B, which is the best answer for question 1.1.b.d, is worth 6 points.

While both test-takers started on the same path by selecting the same answer for the first question, they are awarded different points based on their subsequent responses to the follow-up questions.

If test-takers do not select the best answer for the first question, maximum points can no longer be earned for that particular decision. For example, once a test-taker submits an acceptable (not best) answer for the first question, he or she will no longer be able to obtain the maximum points for that particular decision. Even if the test-taker responds correctly (the best answers) to the second and third questions, he or she will only obtain partial credit for that decision.

On the same decision depicted in Figure 8.1.b on the previous page, if test-taker 3 submits an acceptable answer for question 1.1 (in this case either option C worth 5 points OR option D worth 3 points), test-taker 3 will receive only partial points for question 1.1 and, consequently, for the corresponding follow-up questions within that decision.

On the same decision depicted in Figure 8.1.b on the previous page, if test-taker 4 submits a poor answer for question 1.1 (in this case option A worth 0 points), test-taker 4 earns no points for question 1.1 and, consequently, for the corresponding follow-up questions within that decision. **If test-takers select a poor answer (worth 0 points) for the first question, no points can be earned for that particular decision.**

9 The Assessment Document

9.1 Introduction

Essential to the A16 exam is the assessment document that provides details about the environment of a fictitious enterprise customer's environment. The document is available to test-takers throughout the exam and can be launched by clicking a link marked 'Exhibit' in the bottom right hand side of the test screen in the Pearson VUE environment. **Test-takers will need to refer to this document throughout the exam and are encouraged to take notes on their choices, as design decisions must be made to meet the needs of the given enterprise environment.**

9.2 Assessment Document Functionality

The search functionality is not supported within this document. Candidates can scroll up and down the document and locate a section of interest by using the horizontal bar on the right side of the screen just as they would when navigating a web page, for example.

When the assessment document is launched, it opens over the design decision window covering some of the information contained in that window, with the exception of the time counter. Test-takers have access to the time counter even while reading the document.

10 FAQs

10.1 FAQs

| Question | Answer |
|--|--|
| Can I skip questions if I am unsure of the answer? | Yes, but only in Part One of the exam. In Part Two of the exam, test-takers are not allowed to navigate backwards; therefore if a test-taker were to skip a question in Part Two he/she would automatically get the answer wrong. In order to prevent test-takers from accidentally moving forward we have disabled skipping in Part Two. |
| How do I access the assessment document to answer questions in the exam? | In order to access the assessment document, test-takers must click on the Exhibit button in the bottom right hand side of the screen (see Figure 7.3). The assessment document will appear in four separate tabs, which the test-taker can scroll through. |
| Can I search for keywords in the assessment document? | At the moment searching is NOT supported. |
| What do I do if I accidentally select the wrong answer in a decision tree and move forward to the next question in the tree? | You cannot go back to change your response. However, since there are several paths test takers can take to receive partial credit, it is strongly suggested that test takers complete all three questions within the decision tree as points may still be available. This is why it is extremely important for test takers to be absolutely sure of their answers before moving forward to the next decision in a tree when in Part Two. |
| How were the point values assigned to the decision tree questions? | Subject matter experts (SMEs) outlined the absolute correct answers (i.e., best practices), as well as other possible answers that were deemed acceptable. Based on that designation, points were assigned to each answer based on its effectiveness for solving the problem/answering the question. |

10.2 Contact This guide was created to help test-takers familiarize themselves with the features and required information for this exam including the decision tree questions. For answers to questions not addressed in this guide, please feel free to contact Citrix Education at training@citrix.com.