



**Citrix
Workspace for
Corrections and
Rehabilitation**

Managing information access with a flexible, cost-effective, and secure workspace

State and local government corrections departments have complex computing requirements but struggle to obtain funding and staff to meet these needs. Your organization is undoubtedly required to give offenders access to educational, training, and legal resources while preventing forbidden activity. You must provide employees, who may be in the field or at remote sites, with productivity and corrections applications, files, and data. Plus, you have to deal with issues ranging from outdated hardware and slow network performance to worries about threats to IT personnel and misuse of computers and connections within your prisons.

Instead of tackling each issue and use case individually, you should consider a single strategy: a secure digital workspace. It's a flexible and integrated method to deliver and manage applications, desktops, content, data, and devices that your inmates and employees need.

A complete secure digital workspace should deliver improvements in experience, security, and choice while featuring these characteristics:

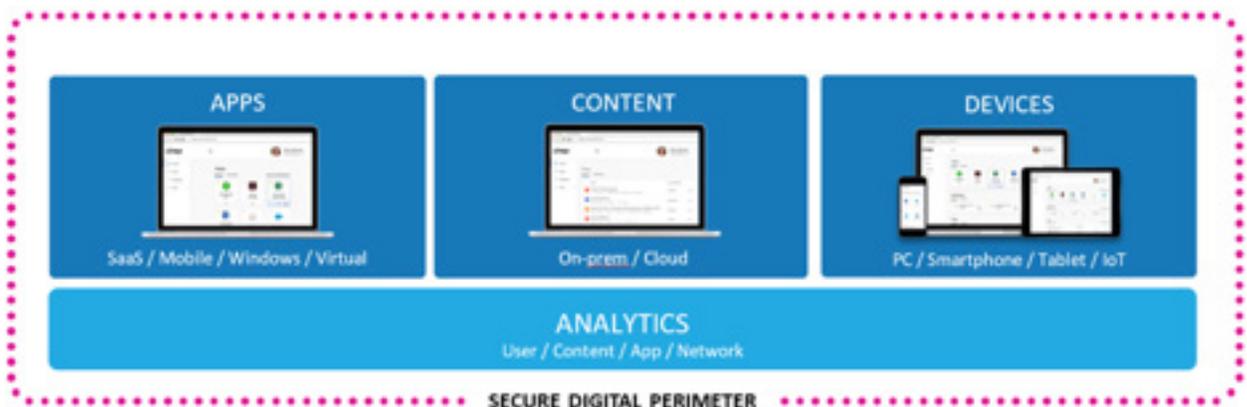
- **Unified:** Provides a single pane of glass for configuring, monitoring, and managing your entire technology infrastructure to deliver a unified user experience
- **Contextual:** Adapts to each worker's patterns and exceptions through machine learning so work can be done securely, from any location

At a Glance

Implementing a secure digital workspace from Citrix to support your corrections department can significantly improve computing for offenders and employees alike, while making the most of a limited budget. This workspace streamlines delivery of educational and legal resources and prison management and productivity applications to low-cost endpoint devices, protects confidential data for regulatory compliance, and supports and secures mobile working to increase productivity. It also enables you to adopt cloud or hybrid cloud services to boost scalability and reduce IT administration.

Key Benefits

- Fast, centralized deployment of new software without visiting endpoints
- Reduced costs of device hardware and IT administration
- Strong security to prevent offenders from accessing restricted resources
- Remote and mobile application access across corrections locations
- Optimized application delivery to remote facilities with bandwidth constraints
- Business continuity to maintain critical services



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- **Secure:** Grants safe access and full visibility across the network and user ecosystem and includes predictive analytics so you can proactively address threats

A secure digital workspace can contribute to your mission of public safety and successful re-entry into society by:

- Improving staff efficiency, productivity, and safety
- Strengthening regulatory compliance and information security
- Streamlining adoption of new technologies (cloud services, jail management software, educational/legal applications, Office 365, etc.)
- Improving the user experience at remote locations (prisons, parole offices)
- Conserving scarce IT budget for other uses

Citrix Workspace can help you accomplish all this. Plus, it enables you to realize the full benefits of hybrid and multi-cloud environments while simplifying management and overcoming security challenges. Let's look at some of the leading scenarios – and benefits – for corrections departments.

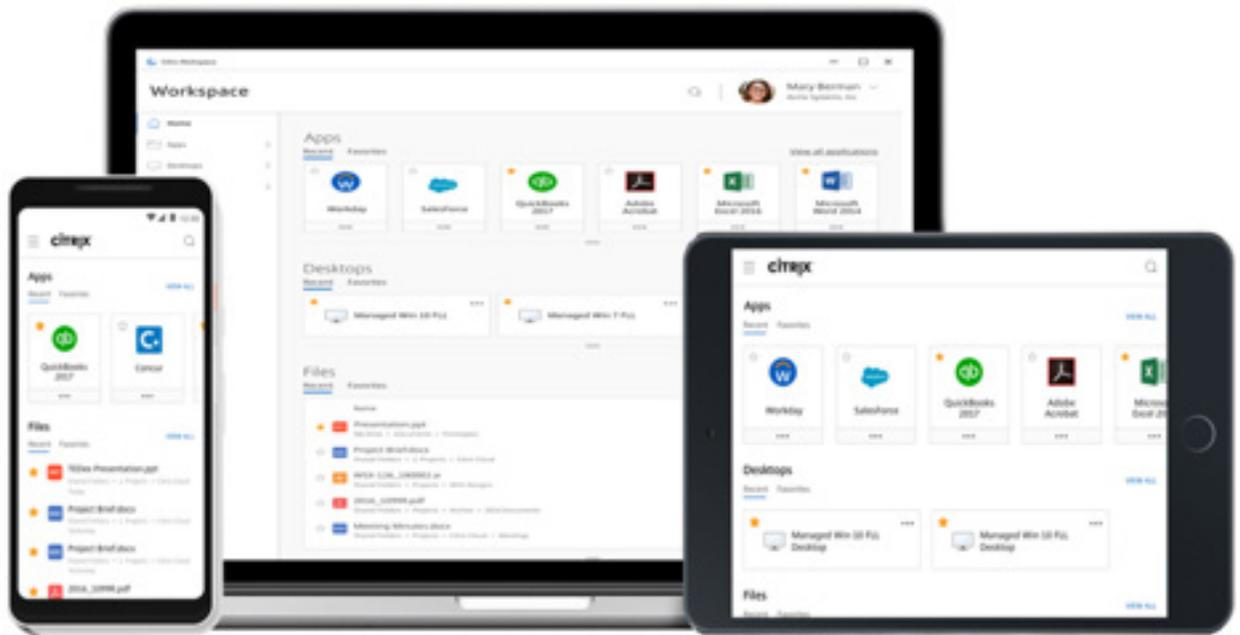
1. Optimized educational labs and resources

A major challenge for corrections is giving offenders access to educational, vocational, and legal resources, such as Pearson VUE for GED testing, free courses from local colleges, job or career training, and online law libraries such as Lexis/Nexis. But supporting access in a computer lab or library poses both security and safety risks. Equipment in correctional facilities can be stolen or vandalized, increasing the costs of providing services. Systems could be used to circumvent weak security to reach unauthorized websites. Still another concern is protecting IT staff who must visit individual devices to install or patch applications.

- **Experience** – With Citrix Workspace, IT staff can regain lost productivity by supporting the entire state-wide learning lab environment from a centralized management point. Existing software can be updated and new software can be deployed rapidly across the entire organization without having to visit any endpoints, including those within potentially dangerous environments. Offenders will see improved performance when application loads are running in the datacenter rather than at a remote facility with limited bandwidth and aging hardware.
- **Security** – Citrix Workspace supports Citrix Cloud Government and Microsoft Azure Government, allowing corrections agencies to leverage these cloud services while meeting mandated security and compliance requirements. Citrix Endpoint Management can lock down all the operating systems commonly used within corrections today (Windows, Mac, iOS, Android, Chrome, AppleTV, and even Alexa for Business). Advanced session analytics allow IT teams to track network utilization, observe where offenders go while using the system, and receive alerts of unusual activity. AI learning and analysis capabilities of Citrix Workspace can be leveraged to proactively record a suspicious activity, quarantine a rogue session, or terminate a user's access before a security incident escalates.
- **Choice** – Your department can reduce costs significantly by adopting Citrix Workspace. This solution separates the application from the endpoint, allowing you to choose the best device for the task at hand. Thin clients, Google Chrome, or even Raspberry Pi devices are becoming popular alternatives to full desktops since they often have a lower TCO and fewer parts that could be damaged and/or removed from the device. Citrix Workspace can also deliver applications on tablets, supporting an emerging trend within some corrections departments.

2. Enhanced access and control for correctional staff

Corrections employees need to move freely from one location to another, such as prisons, parole offices, transport vehicles, and parolee homes or workplaces, while maintaining reliable access to



applications and data. A robust and secure digital workspace allows them to use mobile devices to securely email or text team members, access data, or submit reports. Agency administrators and executives can obtain real-time information on their tablets or phones during meetings or travel. While supporting mobile working, your IT team can maintain centralized control over devices and applications, protect access to sensitive data, and comply with regulations.

- **Experience** – Citrix Workspace integrates apps and files in a unified, context-aware interface that gives users an unmatched experience and greatly decreases the time it takes to accomplish their work. This interface, the Citrix Workspace App, is designed to have the same look and feel regardless of the platform or device being used. This allows users to seamlessly switch devices and continue to work in a comfortable and familiar way. It also empowers administrators by helping reduce support calls and offering a broader choice of supported platforms.
- **Security** – You can further expand remote access by allowing users to connect to their desktop or applications on smartphones and tablets while maintaining strong security. Citrix provides enterprise mobility management (EMM) and mobile application management (MAM) tools to enhance the user experience without compromising security. Citrix Endpoint Management, which enables IT to manage all device types with a common set of policies from a single platform, integrates with both Microsoft Intune and Office 365.
- **Choice** – Citrix Workspace gives your IT staff the freedom to deliver any application (legacy, Windows, Linux, web, SaaS) to any endpoint with a unified user experience across all devices. This secure digital workspace can be centrally implemented in an on-premises datacenter or in the cloud, which avoids the high costs of installing, maintaining, and securing software on each endpoint.

3. Improved user experience and security and effective network reliability

Most correctional systems are spread across the full geographic area of a state. It is common to find prison and parole facilities in remote areas that may have poor Internet connectivity or limited bandwidth. This situation can cause slow application performance that leads to lower staff productivity and frustration for offenders. These slow links often hinder the adoption of more-efficient cloud-based technologies. Of equal concern is secure access over these networks for remote and mobile workers.

- **Experience** – You can improve the end-user experience and reduce WAN bandwidth expenses through Citrix technology features such as TCP flow control, data compression, de-duplication, and protocol optimization.
- **Security** – Remote access to the network can be protected by FIPS 140-2 encryption to comply with U.S. Federal government encryption requirements. Enhanced endpoint scanning can be incorporated into the solution to restrict access based on geo location services and other policies, such as restricting access to printing the clipboard, applying mandatory watermarks to user sessions, and/or forcing connectivity through a secure containerized browser or a secure browser service in the datacenter.
- **Choice** – With Citrix SD-WAN, you can create a reliable WAN from diverse network links, including MPLS, broadband, and wireless, and continuously measure and monitor each link for loss, latency, jitter, and congestion. Citrix SD-WAN provides an alternative to the legacy branch router to help you achieve a simpler branch network with lower infrastructure and support costs.

About Citrix Workspace

The Citrix Workspace solution integrates all these capabilities: virtualized application and desktop delivery via a secure network gateway; endpoint and mobile device management and application security; secure file and data transfer and storage; videoconferencing; and network optimization and protection through a secure digital perimeter.

This solution can be accessed as a cloud-hosted service, on-premises implementation or a hybrid approach. Applications, desktops, content, and data can reside in the agency's datacenter, a secure public cloud, or both.

Case Study

Department of Rehabilitation and Corrections

PROFILE:

A U.S. State Corrections and Rehabilitation organization with a heavy focus on inmate education such as GED testing along with other academic resources

CHALLENGE:

The department was overburdened with administration of 3,500 standard desktops across 30 decentralized and individually run computer labs in state prisons. Also, each prison had to manage a law library with hardbound books that needed to be updated yearly.

RESULTS:

By digitizing the law libraries using centrally delivered legal resources, the department saved more than \$200,000 per year. Replacing the prisons' desktop hardware with centralized application delivery with thin-client endpoints enabled the IT department to comply with new current security regulations while positioning them for the future.



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