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Re-designing the Remote Desktop Service: A solution for remote desktop access management at CERN

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More than 2000 daily users use the remote desktop access service from outside CERN, supporting remote work capabilities in the organization.

To improve the operation of the service, a new self-service solution for remote desktop access was launched in 2023 that empower users to manage their devices set up for remote access. The solution includes parallelization, caching, and automated mechanisms of synchronization in order to enhance user experience and improve performance. This presentation will give an overview of the architecture, the mechanisms and the problems found and how they were solved to create a robust system for handling remote desktop connections in the organization.

Desired slot length

20

Speaker release

Yes

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