

HUDMobile-Citrx Upgrade Union Notification

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To: McDargh, Elizabeth; Gross, Jerry; Spencer, Steven P

Cc: Zaltman, Mark; Richardson, Ginger S; Hankinson, D'andra A; Anderson, John E; Smith, Carolyn L

Attachments: HUDmobile-Home Computer.pdf (1 MB) ; HUDmobile-Home Mac.pdf (407 KB)

Good Morning All,

This email will serve as notification to the Union that the Office of the Chief Information Officer (OCIO) has an upcoming upgrade of the HUDMobile remote access environment (<http://hudmobile1.hud.gov>). This upgrade will only be targeted to affect approximately 500+ customers, in various HUD locations, who are currently using HUDMobile1 remote access, and not the HUD WorkPlace VPN Portal, while teleworking, due to the type of personal computer they use.

The current HUDMobile environment utilizes Citrix Version 4.5 operating software, which has reached "End of Life" by the software manufacturer. End of Life is a term that describes the manufacturer's intention to cease support, marketing and selling a particular version of their software. As such, if HUD does not upgrade to the next version, then the HUDMobile environment will be unsupported and, therefore, may cease to function.

The upgrade to Citrix Version 6.5 will result in an enhanced desktop with a new look for HUDMobile customers. The new look is very similar to the current HUD desktop and will present a single desktop view, negating the need to navigate back through the main page to access an application. Once the employee completes the login to the HUDMobile environment the following screen modifications will be noticed.

Current look of HUDMobile1

New look of HUDMobile1



Notification to all affected HUD customers will be distributed 2-weeks prior to the upgrade with a 2-day advance reminder notice distributed. User Guides will be provided to all employees currently using the HUDMobile environment for either Windows or MAC computers. The HITS Help Desk will be able to offer assistance to customers needing help.

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