



Microsoft Azure Virtual Desktop Specialization

Program guide, audit checklist, and FAQ

V2.4 Checklist

Valid Jan 1, 2024 – June 30, 2024

Program updates and announcements

Module B – Jan 1, 2024

The V2.4 Microsoft Azure Virtual Desktop Specialization was published for partners. This checklist version is required Jan 1, 2024 – June 30, 2024

- Module B controls 1.1 (Assess), 2.1, Solution Design, 2.3 (Proof of Concept or Pilot), 3.1 (Deployment), 4.1 (Service Validation) and 4.2 (Post Deployment) now requires **two (2)** unique customers within the past twelve (12) months for evidence rather than one (1) unique customer

Module B - Dec 1, 2023

The PREVIEW for V2.4 Microsoft Azure Virtual Desktop Specialization was made available for partners. This checklist version will be required Jan 1, 2024 – June 30, 2024

Module A – Oct 28, 2023

Azure Active Directory has been renamed Microsoft Entra ID

August 28, 2023

The Microsoft Cloud Partner Program has changed its name to the Microsoft AI Cloud Partner Program effective immediately

Module B- June 5, 2023

V2.3 Microsoft Azure Virtual Desktop Specialization checklist is published. This checklist version is required for audits during July 5, 2023 -Jan 1, 2024. No control changes have been made in V2.3 from the V2.2 checklist

Module B - Jan 2, 2023

V2.2 Microsoft Azure Virtual Desktop Specialization audit checklist is published. This checklist version is required Jan 2, 2023- July 5, 2023

Module B - Dec 5, 2022

The PREVIEW for V2.2 Microsoft Azure Virtual Desktop Specialization was made available for partners. This checklist version is required Jan 2, 2023

- There are no new Module A or B Control updates
- FAQ updates include the clarification that a “No Pass” results when a partner fails or withdraws from the audit. This status resets from “Audit Failed” within one week to “Not Enrolled,” allowing partners to reapply

Module B - Oct 3, 2022

Microsoft retired Gold Cloud partner competency, Solutions partner designation required

Gold and Silver competencies are retired and replaced with [Solutions Partner](#) designations. Azure specialization requirements are now associated with your achievement of a required Solutions Partner designation. Partners have until the anniversary date of their specialization to attain the required Solutions Partner designation along with the other specialization requirements. Partners will not be allowed to renew their specialization if you have not attained a Solutions Partner designation

Module A - July 1, 2022

Checklist updates published in Preview May 2, 2022 are now required July 1, 2022

In Control 2.2, a new required Skilling Plan has been added to the checklist

Module B- May 2, 2022

The Microsoft Windows Virtual Desktop Specialization has changed its name to the Microsoft Azure Virtual Desktop Specialization

1. Resources have been added to provide evidence examples in most controls
2. Guidance for the definition of Proof of Concept and Pilots has been added to the FAQ

Jan 1, 2022

Guidance and FAQ Updates

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Microsoft Azure Virtual Desktop specialization Program Overview

This document defines the requirements to earn the Microsoft Azure Virtual Desktop Azure specialization. It also provides further requirements, guidelines, and an audit checklist for the associated audit that is required to earn this Azure specialization.

The Microsoft Azure Virtual Desktop specialization is designed for partners to demonstrate their deep knowledge, extensive experience, and proven success in planning and deploying Microsoft Azure Virtual Desktop for their customers. Such partners empower their customers to use the full breadth of Microsoft Azure Virtual Desktop to build transformative, secure virtual desktop solutions at enterprise scale.

The Microsoft Azure Virtual Desktop specialization allows partners with an active [Solutions Partner](#) designation to further differentiate their organizations, demonstrate their capabilities, and build stronger connections with customers. For this specialization, your organization must have an active Solutions Partner for Infrastructure (Azure) designation. Partners who meet the comprehensive requirements to earn an Azure specialization, receive a customer-facing label they can display and a business profile in [Microsoft AppSource partner gallery](#).

In AppSource, access to specific Microsoft go-to-market programs is prioritized in customer searches to help drive new business. Partners can also generate a certified letter from Microsoft that verifies the Azure specialization that they have earned. For these reasons, this opportunity is available only to partners that meet additional, stringent requirements.

How to apply

Only a Microsoft AI Cloud Partner Account Administrator or a Global Administrator of an organization's Microsoft partner account can submit an application for the Azure specialization on behalf of the organization. Partners with the appropriate role and access permissions can apply.

To do so, they sign into their [Partner Center account](#). On the left pane, select Azure under the **Specialization section**. Toggle to the specialization that you wish to apply for by using the drop-down menu at the top of the page.

NDA for the audit

Auditors comply with requests from partners to sign a direct NDA. All ISSI auditors are under a nondisclosure agreement (NDA) with Microsoft. If a partner would like an NDA to be signed directly between ISSI and the partner organization for purposes of the audit, one can be provided by the partner during the audit scheduling process to ISSI. ISSI will sign and return it.

Payment terms and conditions

Pricing schedule

Module B Audit: \$2,000 USD

Module A+B Audits: \$3,000 USD

A Gap Review Meeting is included with each Module audit.

Payment terms

The cost of the audit is payable in full to the audit company and must be settled before the audit begins. Failure to pay will result in cancellation of the audit.

Program status term

When a partner meets all prerequisite requirements shown in Partner Center and Microsoft receives a valid Pass Report from the third-party audit company, the partner will be awarded Microsoft Azure Virtual Desktop specialization for one (1) calendar year.

The status and the Microsoft Azure Virtual Desktop specialization label can be used only by the organization (determined by Partner Center MPN PGA ID account) and any associated locations (determined by MPN PLA ID) that met all requirements and passed the audit. Any subsidiary or affiliated organizations represented by separate Partner Center accounts (MPN PGA ID) may not advertise the status or display the associated label.

Audit blueprint

Audits are evidence-based. During the audit, partners will be expected to present evidence they have met the specific requirements on the checklist. This involves providing the auditor with access to live demonstrations, documents, and SME personnel to demonstrate compliance with checklist requirements. The audit checklist will be updated to stay current with technology and market changes, and the audit is conducted by an independent, third-party auditor.

The following is included in the audit blueprint:

1. Audit Roles
2. Audit Process: High level overview
3. Audit Process: Details
4. Audit Best practices and resources

Audit roles

Role of the auditor

The auditor reviews submitted evidence and objectively assesses whether the evidence provided by the partner satisfies the audit checklist requirements.

The auditor selects and evaluates evidence, based on samples of the information available from live systems. The appropriate use of such sampling is closely related to the confidence that can be placed in the audit conclusions. All ISSI auditors are under a non-disclosure agreement (NDA) with Microsoft. Auditors will also comply with requests from partners to sign a direct NDA.

Role of the partner

The partner must provide objective evidence that satisfies the auditor for all checklist items. It is the responsibility of the partner to have reviewed all check-list items prior to the audit, to have collated all necessary documentation and evidence, and to have ensured that the right subject matter experts are available to discuss and show systems, as appropriate. All audit evidence must be reproducible and verifiable.

Role of the Microsoft Partner Development Manager

For partners that have an assigned Microsoft Partner Development Manager (PDM), the PDM is responsible for ensuring that the partner fully understands the requirements prior to applying for the audit. The PDM may attend the optional consulting engagements that ISSI offers, but the PDM and other Microsoft FTEs may not attend the audit.

Audit Process: High-level overview

Step	Action	Responsibility
1	Review: specialization requirements in Partner Center. Review audit checklist in the specialization and begin to prepare needed evidence with personnel for an evidence-based audit. <u>Recommended:</u> Before you apply, review the specific audit checklist thoroughly and confirm SME personnel.	Partner
2	Meet the prerequisites and apply for the audit: In the initial application phase, applications are submitted in two (2) stages: 1. Prerequisite requirements(see Partner Center for details) 2. Audit <u>Do not start the application process unless you are ready to undertake the audit.</u> Assess your firm's ability to complete the audit, including considerations for readiness, employee availability, and holidays.	Partner
3	Validate: The partner meets all requirements prior to audit.	Microsoft

4	Confirmed by Microsoft: Microsoft confirms to the third-party audit company that the partner is eligible for audit.	Microsoft
5	Schedule with partner: The auditor will schedule within two(2) business days.	Auditor (with partner)
6	Conduct the audit: Within thirty(30) calendar days of the approval for audit.	Auditor
7	Provide a Gap Report: If applicable, to the partner within two (2) business days of the completed audit, listing any Open Action Items. *	Auditor
8	Acknowledge Gap Report receipt and schedule meeting: Within two (2) business days of receiving the Gap Report, the partner acknowledges receipt of the report and schedules a Gap Review Meeting. Partners can begin immediate remediation of open items.	Partner
9	Complete the meeting: Within fifteen (15) calendar days of receiving the Gap Report, the partner schedules and completes the Gap Review Meeting with the auditor to provide evidence and address any Open Action Items. *	Auditor (with partner)
10	Issue Final Report: To the partner within five(5) business days. Notify Microsoft of audit Pass or No Pass result.	Auditor
11	Notify the partner: About program status within two(2) business days.	Microsoft

**These steps will be skipped if the partner has no Open Action Items after the audit.*

Audit Process: Details

Microsoft uses an independent, third-party audit company, Information Security Systems International, LLC (ISSI), to schedule and conduct Azure specialization audits. After the audit date has been confirmed, ISSI will provide an agenda to the partner. The duration of an audit is four (4) hours for Module B workloads and eight (8) hours for Module A+B audits combined, depending upon the scope of the audit.

During the audit, the partner must provide access to the appropriate personnel who can discuss and disclose evidence that demonstrates compliance with program requirements. We highly recommend that subject matter experts for each section attend as well as a person who is familiar with the entire audit.

On the day of the audit, the partner must be prepared to provide the auditor with access to live demonstrations, documents, and personnel, as necessary to demonstrate compliance with the requirements. During the audit, the auditor will seek to verify that the partner's evidence has addressed all required audit checklist items satisfactorily.

A note on audit checklist effective dates: Partners are audited against the checklist items that are active on the date of their remote audit, not the date they apply. Audits are updated twice annually. The partner application or renewal date has no bearing on the version of the checklist that is used for the audit.

The audit can produce either of two (2) outcomes:

1. The partner passes the audit.
 - The auditor will present a brief synopsis of the audit. This will include identifying observed strengths and opportunities for improvement.
 - The auditor will provide a Final Report to the partner.
 - The auditor will notify Microsoft.
2. The partner does not satisfy all checklist items during the audit.
 - The auditor will present a brief synopsis of the audit at the end of the day, including observed strengths and Open Action Items, as outlined in the Gap Report, within two (2) business days.
 - The partner will acknowledge receipt of the Gap Report within two (2) business days.
 - The partner will move into the Gap Review phase and schedule their Gap Review Meeting within fifteen (15) calendar days.

The Gap Review

If the partner does not, to the auditor's satisfaction, provide evidence that meets the required scores across all audit categories during the audit, the partner will move into a Gap Review. A Gap Review is part of the audit and completes the process.

Within two (2) business days after the audit, the partner will receive a Gap Report, which details any Open Action Items and the outstanding required evidence. It is suggested to begin remediation on any open action items as soon as possible following the audit.

The partner then has two (2) business days to acknowledge receipt of the Gap Report and schedule a Gap Review Meeting. The Gap Review Meeting is conducted with the auditor over the partner's virtual conference platform of choice. The meeting must take place within fifteen (15) calendar days of when the Gap Report was sent, and it may last no longer than one (1) hour. During the Gap Review Meeting the partner must present evidence that addresses any and all Open Action Items.

The Gap Review Meeting can produce either of two (2) outcomes:

1. The partner resolves all Open Action Items.
 - The auditor confirms that the partner has provided the required evidence.
 - The auditor provides a Final Report to the partner.
 - The auditor notifies Microsoft about the outcome (subject to Auditor Terms and Conditions).
2. The partner does not resolve all Open Action Items.
 - The auditor presents a brief summary of the audit, including missed items.
 - The partner receives a Final Report that details the missed items.
 - The auditor notifies Microsoft about the outcome (subject to Auditor Terms and Conditions).

If the partner is still unable to provide satisfactory evidence to the auditor during their Gap Review Meeting, the partner will be deemed to have failed the audit. Partners that still want to earn this Azure specialization will need to begin the application process again.

Completion of the audit

The audit process concludes when ISSI issues the Final Report after the audit or after the Gap Review. Partners will be awarded a Pass or No Pass result upon completion of the audit process, including if they withdraw from the audit process. At the conclusion of the audit process, the auditor will issue a Final Report to the partner and notify Microsoft of the pass or no pass result. A Pass result satisfies the audit requirement for this Azure specialization for two (2) years. A "No Pass" result is generated when a partner fails or withdraws from the audit. When a No Pass result is entered into Partner Center, you will see your status as "Audit Failed" in your dashboard. This status will reset within one week to "Not Enrolled," allowing you to reapply. Contact Partner Center Support if needed.

Audit preparation best practices and resources

Partners should ensure that the audit checklist has been thoroughly read in advance of the audit

- Partners should ensure that all partner stakeholders involved have a copy of the audit checklist and that a stakeholder who knows the entire process is available for the duration of the audit
- Partners should confirm that they have live access granted, and files and tools are readily available during the audit exhibits

Stakeholder SME attendance in the audit

Stakeholders who can best address the relevant section should be available for the audit. However, please make sure that a stakeholder who knows the entire process is available for the duration of the audit.

Auditors often probe for more information

The auditor probes for more information to ensure that mature and repeatable processes are in place with the partner and that they are established, effective, and efficient. The auditor is looking to see how a document was created, where it is located, and what source materials were used to create the document. By probing for more information, the auditor evaluates and validates that the partner is operating at an advanced level. This can only be done by questioning during the audit. This approach is explained to the partner during the opening meeting.

Acceptable evidence: Excerpts, exhibit file formats and use of PowerPoints

PowerPoints are a common and accepted format for presenting a high-level overview of a partner's systems. However, please also be prepared to present live demonstrations from source files so that the auditor may confirm that the systems in place are mature and effective. Excerpts can be used to communicate the high-level overview but are not acceptable evidence, source documents must be presented.

Additional resources: Two optional audit preparation offers from the auditing firm *

To ensure objectivity, consulting auditors and auditors conducting the actual audits are different ISSI auditors.

1. Partners can participate in an optional, one (1)-hour, live Audit Process & Controls Overview session provided by ISSI. This session provides a high-level overview of key aspects of the Azure specialization audit process. The session includes a discussion of the checklist requirements along with best practices to help partners prepare for the audit. Partners work directly with ISSI to schedule this remote session (via online web conference). For more information about this session, see [Azure Specialization - Audit Process and Controls Overview](#)
2. ISSI also provides optional extensive, in-depth consulting engagements to help partners prepare for their Azure specialization audit. Partners work directly with ISSI to schedule this remote session (via online web conference). For more information about this type of in-depth engagement, see Azure Specialization Consulting Offer [https://
issi-inc.com/az-advspeconsulting/](https://issi-inc.com/az-advspeconsulting/)

** Please note that there is a cost associated with the consulting and audit preparations services. See Payment Terms and Conditions*

Audit checklists

The Microsoft Azure Virtual Desktop specialization audit checklist contains two (2) modules, **Module A:** Cloud Foundation and **Module B:** The Microsoft Azure Virtual Desktop specialization workload.

Module A, Cloud Foundation is required for multiple Azure specializations. To complete Module A, Cloud Foundation, the partner needs to pass all controls in Module A by providing the specified evidence. Partners who have passed Azure Expert MSP V1.9 (Full and Progress) and later have satisfied the requirements for Module A in all audit versions unless otherwise noted. Module A: Cloud Foundation is required for multiple Azure specializations. When applying to subsequent Azure specializations, a previous audit Pass result will satisfy the requirements for Module A if the Pass result has been within two (2) years. It can only be applied to the same version of Module A. Alternatively, the partner may present evidence of a previous pass result from another Azure specialization audit conducted on V2.0 or later. Partners who have passed an Azure specialization audit before July 1, 2021 and for the Analytics on Microsoft Azure specialization audit before Oct 1, 2021, have likely not passed the Module A audit and will need to do so to qualify for the Module B workload audits.

Module B, The Microsoft Azure Virtual Desktop specialization workload module validates that the partner has adopted robust processes to ensure customer success across all phases of deploying Azure Virtual Desktop Solutions, from the assessment phase to design, pilot, implementation, and post- implementation phases.

Review the following audit checklist tables for more details about each control phase and to learn how the partner will be evaluated for an audit. The same customers may be used for Module A & B. The estimated length of both modules together is eight (8) hours.

Module A: Cloud Foundation

- 1 Strategy
- 2 Plan
- 3 Environment readiness and Azure landing zone
- 4 Governance
- 5 Manage

Module B: Microsoft Azure Virtual Desktop workload

- 1 Assess
- 2 Design and proof of concept (POC) or pilot
- 3 Deployment
- 4 Review and release for operations

To pass the audit, the partner must complete all audit checklist items.

Module B: In the Microsoft Azure Virtual Desktop specialization workload, each control has **one (1)** or more requirements and required evidence the partner must provide for the auditor. Both the requirements and the required evidence are defined in the following tables. For some controls, a reference customer or customer evidence is the documentation requested. Unless otherwise stated, the partner must show at least **two (2)** unique customers with deployments completed within the last **twelve (12)** months. Please note: some checklists call for four (4) customer examples.

The partner can use the same customer across audit checklist controls, or they can use a different customer. For audit evidence relating to customer engagements, the partner can use a customer case study and reference it multiple times. The same or different customers can be used for Modules A & B if they demonstrate requirements.

Module A: Cloud Foundation

1.0 Strategy and Economics	
The partner must have a defined approach for helping their customer evaluate and define a cloud adoption strategy beyond an individual asset (app, VM, or data).	
Requirement	
1.1	<p>Cloud Adoption Business Strategy</p> <p>The partner must have a process that captures the data-driven business strategies being used to guide customer decisions. The process should include, at minimum, the following:</p> <ul style="list-style-type: none"> • A strategy review that captures the customer’s business needs and the problems the customer is trying to solve • Personalized recommendations from the partner for the customers’ business strategies <p>Required evidence:</p> <p>A Report, Presentation, or Document that captures strategic inputs and decisions for two (2) unique customers, that demonstrates Cloud Adoption Strategy Evaluator assessment output, with projects completed in the past twelve (12) months. These projects must be aligned with the above-described process and highlight both customer Business and Financial outcomes.</p> <p>For an example, see the Strategy and plan template in the Cloud Adoption Framework for Azure, or the Cloud Adoption Strategy Evaluator.</p>
2.0 Plan	

The partner must have a consistent approach to planning for cloud adoption that is based on the strategy outlined in the preceding section.

Requirement

2.1	<p>Cloud Adoption Plan</p> <p>The partner must have a process and approach for planning and tracking the completion of cloud adoption projects. For an example of a cloud adoption plan, see the Azure DevOps Demo Generator for the Cloud Adoption Framework.</p> <p>Required evidence:</p> <p>The partner must provide evidence of their capability with examples of two (2) unique customers, with projects that were completed in the past twelve (12) months. Acceptable evidence must include at least one (1) of the following:</p> <ul style="list-style-type: none">• Cloud Adoption Plan Generator output or• Azure DevOps backlog or• Any other tools for project planning and tracking	
2.2	<p>Plan for Skilling</p> <p>When customers adopt the cloud, their existing technical staff will need a variety of new skills to aid in making technical decisions and to support the new cloud implementations. To ensure the long-term success of the customer, the partner must document a skilling plan to prepare the customer's technical staff.</p> <p>The Partner must document a list of key customer technical roles expected to require new skills such as, but not limited to, IT Admins, IT Governance, IT Operations, and IT Security. The <u>documentation</u> must include:</p> <ul style="list-style-type: none">• A description of the new skills the technical roles will need to achieve to successfully manage the new environment.• Resources the customer can leverage when training their technical employees such as Microsoft learning paths, technical certifications, or other comparable resources. <p>For guidance, review Microsoft Docs Azure Cloud Adoption Framework readiness plan.</p> <p>Required evidence:</p> <p>The partner must provide a skilling plan for at least two (2) unique customer engagements completed within the last 12 months. The two (2) skilling plans documentation can include a customer-facing presentation, planning documents, post deployment documentation or similar plan documentation.</p>	

3.0 Environment Readiness and Azure Landing Zone

The partner must be able to demonstrate that the following design areas are addressed through their approach to landing zone implementation.

Requirement

3.1

Repeatable Deployment

The partner must demonstrate adherence to Azure landing zone design areas through a repeatable deployment. The deployment should configure, at minimum, the following identity, network, and resource organization attributes:

- Identity
 - Adoption of identity management solutions, such as Microsoft Entra ID (formerly Azure Active Directory) or equivalent
- Networking architecture design (topology)
 - [Define an Azure network topology - Cloud Adoption Framework | Microsoft Docs](#)
 - Application of hybrid architectures that use Azure ExpressRoute, VPN Gateway, or equivalent services for connecting local datacenters to Azure
- Resource organization
 - Implementation of tagging and naming standards during the project

The partner must demonstrate which of the following [deployment approaches](#) they used when they deployed Azure landing zones:

1. Start small and expand: Azure landing zone does not deploy governance or operations configurations, which are addressed later in the implementation.
2. Full Azure landing zone conceptual architecture: Azure landing zones implement a standard approach to the configuration of governance and operations tools prior to implementation.
3. Alternative approach: If the partner follows a proprietary approach or a mixture of the **two (2)** approaches above, the partner must clearly articulate their approach to environment configuration.

Required evidence:

The partner must provide evidence of a repeatable deployment they used to create landing zones aligned to the Azure landing zone conceptual architecture or equivalent complete architecture deployed to **two (2)** unique customer environments using [Bicep](#), ARM (AZURE Resource Manager) templates, Terraform modules, or equivalent tools to automatically deploy the environment configuration.

If a customer deviates from specified architecture, the partner must demonstrate the customer requirements to justify the deviation.

The provided template can be pulled directly from the [implementation options](#), or it can be based on the partner's own IP (Intellectual Property). In either case, the script as evidence must demonstrate the configuration of the identity, network, and resource organization, as described earlier.

4.0 Governance

The partner must demonstrate their customer's role in governing cloud-based solutions and the Azure tools they use to facilitate any governance requirements their customer might have today or in the future.

Requirement	
4.1	<p>Governance Tooling</p> <p>The partner must demonstrate the ability to deploy the required governance tools for two (2) unique customer projects.</p> <p>Required evidence:</p> <p>The partner must demonstrate the use of Azure Policy or equivalent tool to provide controls to govern the environment for two (2) unique customers with projects that were completed in the past twelve (12) months.</p>
5.0 Manage	
<p>The partner must demonstrate that they have set up their customer for operational success after the deployment is completed. All partners have a role in setting up operations management, even if they do not provide long-term managed services.</p>	
Requirement	
5.1	<p>Operations Management Tooling</p> <p>The partner must demonstrate the use of Azure products or equivalent to help their customer and/or managed service provider operate the environment after deployment.</p> <p>Required evidence:</p> <p>The partner must demonstrate the deployment of at least one (1) of the following Azure products or third-party equivalents: Azure Monitor, Azure Automation, or Azure Backup/Site Recovery, for two (2) unique customers with projects that were completed in the past twelve (12) months.</p>

Module B: Microsoft Azure Virtual Desktop workload specialization

1.0 Assess
The partner must have a consistent approach for assessing customer requirements for the workload.
Requirement

1.1	<p>Workload Assessment</p> <p>The partner must demonstrate how they assess customer requirements and existing environments to design an Azure Virtual Desktop (AVD) environment. The partner must demonstrate how they collect data to drive decisions about personas, desktops, and application groups. The assessment must include:</p> <ul style="list-style-type: none"> • Customer licensing: Their customer's existing licensing and eligibility to consume AVD and Microsoft 365 services. • User landscape: User density (number of users per host), user segmentation (light, medium, or heavy), and applications that each user group consumes. • Application landscape: Use tooling and telemetry data to accurately understand each application that will be hosted in AVD and to ensure that app performance meets customer requirements and application licensing compatibility with AVD. • Core infrastructure: For a migration case, show documented information about the customer's existing Azure infrastructure components and identification of the necessary implementation and changes required to accommodate a new AVD deployment. For greenfield implementations, show the estimation of Azure infrastructure components that needed to be deployed in the AVD solution. • Client configuration and connectivity: Document customer requirements for clients that connect to AVD, including how clients are deployed and managed. <p>For more information, see Assess Azure Virtual Desktop deployments.</p> <p>Required evidence:</p> <p>The partner must provide relevant design documents showing that the preceding items were reviewed for two (2) unique customers with an Azure Virtual Desktop project that was completed within the past twelve (12) months. The partner must show that all assessment details were considered for that customer. Assessments may be done manually or through an industry-accepted assessment tool.</p> <p>Accepted Documentation: Output from Assessment Tools such as: Azure Migrate, Movere, or other similar Third-party Tooling Reports, Assessment Checklists, Templates, Questionnaires, and Project plans.</p>
2.0 Design and Proof of Concept (PoC) or Pilot	
The partner has robust methodologies for designing the workload.	
Requirement	

2.1

Solution Design

The partner must provide solution designs that show a consistent approach to addressing customer requirements that were captured from the assessment phase.

The solution design must show:

- Customer licensing: Their customers' existing licensing and eligibility to consume AVD and Microsoft 365 services.
- User landscape: User density(number of users per host), user segmentation (light, medium, or heavy), and applications that each user group consumes.
- Application landscape: Using tooling and telemetry data to accurately understand each application that will be hosted in AVD and to ensure that App performance meets customer requirements and application licensing compatibility with AVD.
- Azure landing zone: AVD landing zones have specific requirements that might not be present in other landing zones. Specifically, these landing zones must include tools or deployments to account for customers' identities and connectivity from the customers to the AVD environment. The environment that supports the reference deployments should address each of the following required design areas. If an item is not relevant, the partner must document the customer's decision to deviate from applying best practices.
- Evidence of implementation of Identity & Access Management (IAM) and role-based access control (RBAC), data sovereignty and encryption, application security, and auditing.
- The use of Microsoft Entra ID (formerly Azure Active Directory) or third-party equivalent for customer authentication.
- The use of VPN or ExpressRoute with specific configurations to allow for customer connectivity to the environment.
- Establishment of a hub and spoke architecture or a retrofit of the existing deployment to separate out the network components of a hub for optimal performance and security.
- The use of security products, such as Azure security services, Microsoft 365 security, or other security solutions, to secure the AVD deployment.

- The use of governance is tooling to support cost optimization across the environment. After estimating the initial cost, setting budgets and alerts at different scopes to proactively monitor the cost.
- Evidence that the environment meets requirements for government regulatory compliance, such as GDPR and HIPAA, and for implementation through multiple datacenter regions, as needed.
- Availability and disaster recovery plan: Show a recommendation for providing backup, high availability, and disaster recovery, if applicable, for the entire solution, including AVD components (host pool, master images, profiles, and so on) and for surrounding infrastructure (domain controller, patch management, and other Azure and third-party components), when appropriate.
- Workspace, host pool, session host design: Show a recommended initial design that considers user and application landscapes to appropriately size the environment.
- Session host master image: Show recommendations for building, securing, and maintaining the master image.
- Profile storage: Show a recommendation for profile storage that is based on the AVD design, size, and IOPS with appropriate hosting.
- Load balancing and scaling: Show recommendations for session host load balancing, and for autoscaling to account for user demand at peak times and to keep costs low during off-peak times.
- Monitoring: Show a monitoring solution to provide proactive remediation for the AVD environment, integrated into the customer's existing monitoring tooling, if appropriate.
- Show that visualization and alerting considerations for solutions are in place, where appropriate.
- Show an approach to updating and patching pooled and personal desktops.

For more information see, [Azure Virtual Desktop pilot](#).

Required evidence:

The partner should provide relevant solution design documents that address the preceding points for **two (2)** unique customers with an Azure Virtual Desktop project that were completed within the past **twelve (12)** months.

Acceptable Documentation: Design Documents, Functional Specifications, Architectural Diagram, Automated Tooling Reports, and Physical and Logical diagrams.

2.2	<p>Azure Well-Architected Review of Workloads</p> <p>The partner must demonstrate usage of the Azure Well-Architected Review with the Azure Virtual Desktop assessment. The Azure Well-Architected Review is designed to help partners evaluate your customers' workloads against the latest set of industry best practices. It provides actionable guidance to design and improve your customers' workloads.</p> <p>The Review can be used to evaluate each workload against the pillars of the Azure Well-Architected Framework that matter to that workload.</p> <p>Required evidence:</p> <p>Unless otherwise specified, Reviews may be conducted before, during, or after deployment. The partner must provide exported results from the completed Microsoft Well Architected Review using the assessments in the Well Architected Reviews for at least two (2) Azure Virtual Desktop workloads that were completed within the last twelve (12) months, indicating the customer's name.</p> <p>The two (2) workloads can come from one (1) or more customers.</p>
2.3	<p>Proof of Concept (PoC) or Pilot</p> <p>The partner must provide evidence of two (2) unique customers with an Azure Virtual Desktop proof of concept (POC) or pilot. The POC or pilot must validate the design decisions, review the design, and adjust it, as appropriate, before production rollout.</p> <p>The POC or pilot must document its purpose, customer pain points, project success criteria, intended benefits, and results. The POC or pilot must:</p> <ul style="list-style-type: none"> • Evaluate the design plan and adjust it based on POC findings. • Validate the design decisions, review the design, and adjust it, as appropriate, before production rollout. • Validate the user experience. Using appropriate tooling, the partner must confirm that the user experience based on the AVD design and session host sizing is performing as expected, or that the design has been adjusted to meet expectations. • Ensure that associated changes in cost are estimated before production rollout commences. <p>For more information see, Azure Virtual Desktop pilot</p> <p>Required evidence:</p> <p>The partner must provide relevant <u>documentation</u> for two (2) customers with an Azure Virtual Desktop POC that was completed within the past twelve (12) months.</p> <p>Accepted Documentation: POC or Pilot Architecture Diagrams, Reference Architectural Design Blueprints, Test Plans and Results, Implementation Documentation, other POC Documents and Monitoring Tool Reports.</p>
<p>3.0 Deployment</p>	
<p>The partner has robust methodologies for deploying the workload.</p>	
<p>Requirement</p>	

3.1	<p>Deployment to Production</p> <p>The partner must provide evidence of their ability to implement Azure Virtual Desktop to a production environment for two (2) unique customers with projects that were completed within the past twelve (12) months.</p> <p>The deployment should show that the final design decisions were implemented.</p> <p>For migration scenarios, the documentation must include a migration of existing desktop virtualization infrastructure to AVD, showing relevant changes and the conversion and migration of user profiles.</p> <p>For more information, see Azure Virtual Desktop deployment.</p> <p>Required evidence:</p> <p>The partner must provide <u>documentation</u> for two (2) unique customers with projects that were completed within the past twelve (12) months and that aligns with the solution design requirements in section 2.</p> <p>To cover the entire sequence of the project, including design and production deployment, the documentation must include at least two (2) of the following items:</p> <ul style="list-style-type: none"> • Signed Statements of Work (SOWs) for all projects • Solution Design Documents for all projects • The Project Plan and Migration and Deployment sequence • Architecture Diagrams • High-level Designs (HLDs) and Low-level Designs (LLDs) • As-built documentation
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4.0 Review and Release for operations

The partner has robust methodologies for transitioning the workload.

Requirement

4.1	<p>Service Validation and Testing</p> <p>The partner must validate the deployment, including:</p> <ul style="list-style-type: none"> • Demonstrating their process and approach to testing and evaluating the performance of all applications against customer expectations and Azure best practices. • Demonstrating their process and approach to evaluating and improving architectural best practices to remediate issues with migrated platforms or workloads that do not meet performance or cost expectations. <p>Required evidence:</p> <p>Documentation of a testing, validation, and performance evaluation that addresses the preceding points for two (2) unique customers. The documentation must indicate that the implemented solution meets customer expectations, and it must include a sign-off from the customer. Azure Virtual Desktop projects must have been implemented within the past twelve (12) months.</p> <p>These projects can be the same as the projects evidenced in Control 3.1.</p>
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4.2

Post-deployment Documentation

The partner must provide post-deployment operational documentation to show that their customers are successfully using the new service on Azure.

The partner must document how to maintain the AVD environment and provide relevant reference resources to perform operational tasks. The partner must describe their approaches to driving customer adoption. The partner must provide a project hand-off plan, which includes final operations documentation that outlines the maintenance requirements of the AVD environment, as described here:

- The partner documents the “as-built” design, including:
 - Final high-level designs(HLDs) and low-level designs (LLDs)
 - Implementation and migration documentation
- The partner demonstrates operational documentation that is based on the design, which must reference the following:
 - Troubleshooting
 - Monitoring
 - Scaling out and scaling up
 - Image management
 - Security management
 - Other AVD operational tasks, training records, URLs, videos, and more)

For additional examples of post-deployment decisions, see [Azure Virtual Desktop operations considerations](#).

Required evidence:

Documentation that covers the preceding points for two **(2) unique** customers with Azure Virtual Desktop deployments that were implemented within the past **twelve (12)** months. These projects can be the same as the project evidenced in Control 3.1.

Accepted Documentation:

Operational Documentation, Standard operating procedures, Implementation Documents, Handover Checklists, and Training records.

[Azure Specializations Partner FAQ](#)

Questions regarding the Azure Partner program specializations, the current checklists and pre-qualifications for partners can usually be answered by visiting [Microsoft Azure Partner Specializations](#)

Questions on the audit checklists and program can be sent to the Azure Partner Specializations help alias <<mailto:AzureAS@microsoft.com>>

If you have questions that have not been answered, please go to [Partner Center support](#) to create a ticket with our Frontline team.