

Remote Access Solutions for Case Management Systems

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Welcome

Purpose

To explore options for delivering Case Management tools to staff in remote locations. This will help increase productivity for legal staff, helping them to achieve our common goal of providing high-quality legal assistance

Remote Access Solutions

There are 3 major categories

- Web Enabled
- Citrix (Remote Viewing)
- Dial-up & VPN connections

Web Enabled

A web-enabled application is traditionally composed of three tiers:

- Database backend
- Web front-end
- Custom application binding the two

Citrix (Remote Viewing)

The client runs an application remotely on the server, with all data stored on the remote server or network; but still have the application displayed on the client computer.

Only screens, mouse clicks and keystrokes travel the network



Applications are accessed from a desktop PC or thin client device

Applications run 100% on the server.

Dial-up & VPN connections

A dial-up connection uses a modem to dial directly to the main office.

A VPN connection uses a VPN tunnel to connect over the Internet to the main office.

Both of these methods simulate the LAN connection that a desktop in the office would have.

Two Application Designs

- Web based
 - Consists of a database, custom application and web server. The custom application generates the web pages and application logic.
 - Clients use a standard web browser to access the server. This allows virtually any computer with internet access to use the system.
- Client/Server
 - Consists of a database and server application which handles all of the application logic.
 - Clients use a custom windows application to access the server. This requires clients to use a supported desktop platform, usually windows.
 - The client application requires a direct connection to the server. This usually means that remote users need special configuration to access the server.

Considerations

- Bandwidth
 - What type of connections do remote users have?
 - How demanding is the client application on the network?
- Security
 - Is the CMS designed to withstand attacks from the Internet?
 - Is the client platform protected from security threats?
- Features
 - Can clients use the necessary functions of the application over a particular remote access method?

Conclusion

The ideal remote access solution is very dependent on the CMS you are using, and on the requirements of your remote users.

- Client/server systems generally work best with citrix (remote viewing).
- A web based system is best suited to provide access to remote users.
- Internet bandwidth and security capabilities are important issues to consider.