ITEM No …7…..…….

REPORT TO: POLICY AND RESOURCES COMMITTEE – 24TH AUGUST, 2O2O

REPORT ON: CITRIX LICENSING

REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES

REPORT NO: 146-2020

1.0 PURPOSE OF REPORT

1.1 To consider the ongoing use of Citrix products to provide corporate IT desktop facilities used by the majority of IT users within the Council.

2.0 RECOMMENDATIONS

2.1 The Committee is asked to approve the following: -

- Agree to the purchase of Citrix licensing with support for 4 years.

- Remit the Executive Director of Corporate Services to purchase Citrix licensing and support from Softcat as the provider compliantly procured through Public Contract Scotland's Software Value Added Reseller (SVAR) Framework.

- Remit the Executive Director of Corporate Services to procure and implement the cloud adoption of the Citrix suite.

3.0 FINANCIAL IMPLICATIONS

3.1 Licensing and support for 4 years for the product will cost £1,121,750 to be funded from the capital budget for Computer Software (Citrix) within the 2020-25 Capital Plan.

3.2 Staffing costs to support the deployment of the products to be met from existing Customer Services and IT staffing budgets.

4.0 MAIN TEXT

4.1 This report supports the Council's IT Strategy which was approved at Policy and Resources Committee on 18 February 2019 (Report 81-2019), The Councils IT strategy sets out to deliver mobile and flexibly accessible services through low cost corporately deployed solutions. IT services requiring to be available anytime anywhere. With planned migrations to cloud hosted services to introduce further efficiencies.

4.2 Dundee City Council currently utilises Citrix technology to deploy the majority of its corporate IT. Current support of the platform runs until May 31 2020. The technology is deployed to up to 4000 users.

4.3 The Citrix technology provides a wide range of functionality, benefits and cost savings.

4.4 This functionality enables centralisation of the management of computing. With the majority of computing being done within the Councils data centres. This centralised approach reduces maintenance costs through standardisation and enhances security by enforcing control of access to systems and data

4.5 The functionality allows the presentation to corporate users of their computer desktops containing the vast majority of applications needed by the Council. In excess of 200 software applications are deployed through Citrix including business critical applications such as mail, payroll, financials, pension administration, planning and housing. As well as the ease of deployment of

applications within the Councils network. Citrix provides easy access to the desktops of individuals accessing their work remotely. This access is done in a highly secure way as all processing and data is retained within the Council network. Citrix greatly facilitates the Councils mobile and flexible working policy.

4.6 The value and use of Citrix have been well highlighted during the Councils response to the Covid-19 crisis. In a very short space of time the Council had to move rapidly to support an environment whereby the majority of its staff required to immediately change working practices and work from home or from alternative premises. In the space of a few days the Council moved from a position where 25% of IT consuming staff worked remotely to having 75% of those working remotely. The Councils Citrix environment has proven its flexibility in immediately enabling this with no investment required in additional third-party support, software products, server hardware or expanded network capacity to achieve this. Staff can access their Council desktop securely through an array of home-based devices including desktop PCs, laptops and netbooks. This access is achieved with no degradation in performance and, crucially, no weakening of security whilst maintaining the same method of operation for staff they would experience in the office. Security is maintained through the Citrix Netscalar gateway enforcement of two factor authentication to access the network. And by the Citrix corporate desktop approach which retains data within the Council network.

4.7 Use of Citrix enables extensive savings in managing and providing Council IT. It does this through centralisation of computing meaning the number of staff required is reduced against a scenario where computing is distributed. Further savings are made as the devices, network computers (NCs) used to access a Citrix desktop are both cheaper and longer lasting.

4.8 An additional benefit is ease and speed of use. NC devices can easily be used by any number of individuals and is in line with the IT strategy to provide widespread mobile and flexible working. Numerous individuals can utilise an NC with no additional setup, security considerations, software deployments or degradation in performance. An equivalent PC based environment does not lend itself to the same equipment being used by a wide variety of individuals without increased maintenance and a degradation of performance of the PC.

4.9 As well as supporting the standard desktop used by the majority of individuals Citrix supports remote and flexible working of individuals requiring specialised desktops such as Architects, Designers and IT workers. Meaning these individuals can also work remotely without being tied to a specific workspace.

4.10 The current version of Citrix used by the Council is reaching end of life, with updates to components no longer available. The Councils current support contract ends on May 31 2020.

4.11 Methods of deploying Citrix are changing with cloud hosting of Citrix administration now available with customers being directed to the use of cloud administration capabilities. The Council will require to adopt Citrix cloud to manage its environment within a 3-year time period. Adoption of cloud management of the Councils Citrix environment brings further efficiencies and is in line with the Councils IT Strategy.

4.12 Retention, extension and development of the Citrix technologies meets many of the aspirations of the Councils IT strategy. In providing a flexible, low maintenance platform it enables IT to focus less on keeping the lights on and more on improving and enabling Council service delivery. This was again highlighted by the Councils response to the Covid crisis. Having a reliable platform which immediately enabled home working allowed DCC IT to respond to the new requirements of the Covid response in quickly deploying resource to create online forms and processes to meet the humanitarian effort needed by the crisis. The scenario could have been one where IT was requiring to invest the majority of its effort in setting up new or expanded facilities to enable home working. The Citrix approach very much enabling the vision of the strategy in maximising operational efficiency and mobility through its agility, flexibility and responsiveness.

4.13 The timescale to adopt alternatives to Citrix and associated costs would be considerable. The Council has many years' experience in deploying and utilising the Councils IT through Citrix. A

steep learning curve would be required to deploy an alternative. It is also likely duplicate costs would be encountered to support the existing platform whilst a lengthy project was progressed to adopt a new platform. There would be considerable risk of disruption during this process as each of the 200+ applications would require to be deployed and tested in an alternative environment.

4.14 A Procurement exercise was carried out using Public Contract Scotland's Software Value Added Reseller framework. This exercise identified Citrix Workspace Premium Plus for 4000 users as the natural progression path to retain existing services and to allow hybrid rights which will enable a migration to cloud management of the Citrix platform with further efficiencies and savings gained from that.

5.0 POLICY IMPLICATIONS

This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. There are no major issues.

6.0 CONSULTATIONS

The Council Management Team were consulted in the preparation of this report and agree with its contents.

GREGORY COLGAN
EXECUTIVE DIRECTOR OF CORPORATE SERVICES   **27 APRIL 2020**

In view of the timescales involved this report was approved by the Executive Director of Corporate Services in consultation with the Convener of the Policy and Resources Committee, Labour Group Spokesperson, Conservative Group Spokesperson, Liberal Democrat Group Spokesperson, the Independent Member and the Lord Provost.

Gregory Colgan   Date   4th May 2020
Executive Director of Corporate Services

John Alexander   Date   4th May 2020
Convener of Policy and Resources Committee

Kevin Keenan   Date   5th May 2020
Labour Group Spokesperson

Derek Scott   Date   4th May 2020
Conservative Group Spokesperson

Fraser Macpherson   Date   4th May 2020
Liberal Democrat Group Spokesperson

Gregor Murray   Date   4th May 2020
Independent Member

Ian Borthwick   Date   4th May 2020
Lord Provost