REPORT TO: POLICY AND RESOURCES COMMITTEE – 27 APRIL 2015

REPORT ON: PURCHASE OF IT SOFTWARE

REPORT BY: DIRECTOR OF CORPORATE SERVICES

REPORT NO: 170-2015

1.0   PURPOSE OF THE REPORT

1.1   The purpose of the report is to seek Committee approval for the purchase of additional software licences accompanied by additional license entitlement in order to renew and significantly enhance the technology that provides the Corporate Desktop for Dundee City Council and to enable Council staff and elected members to exploit mobile technology (including tablet devices and smart phones) in the workplace.

2.0   RECOMMENDATIONS

2.1   It is recommended that the Policy and Resources Committee approve the purchase of Citrix Workspace Suite.

3.0   FINANCIAL IMPLICATIONS

3.1   The capital cost of funding the Citrix Workplace Suite can be accommodated within the 2015/16 Capital Plan at a total cost of £800,000.

4.0   BACKGROUND

4.1   For the past 7 years the IT Division has successfully deployed Citrix technology to deliver the Corporate Desktop to about 4000 members of staff across the Council. Citrix technology is one of the key IT components in a multi layer IT architecture which allows staff to access systems, applications and data from any Council location and is the backbone of the Council's strategic drive towards hot-desking and flexible working.

4.2   Throughout its lifespan the use of Citrix technology has allowed the Council to minimise the total cost of ownership of its IT Desktop operation. It has facilitated the purchase and deployment of Thin Client devices which are cheaper than traditional PC's, have far greater life expectancy, consume less power and require less maintenance. The technology presents a consistent desktop experience for all Council staff across locations including home working.

4.3   Developments in the use of smartphone and tablet technology together with improved connectivity over wifi and cellular networks have radically changed the way people communicate and collaborate both at home and in the workplace. There is now an expectation that such developments ought to be a standard part of the IT environment within the Council.

4.4   The technological developments mentioned in 4.3 are at the heart of a new paradigm for IT solutions delivery which has the potential for wholesale workforce transformation by creating a digitally enabled workforce that can connect and transact from any location at any time of the day. Such changes maximise the potential for property rationalisation and future savings.

4.5   The version of the Citrix platform used by Dundee City Council is approaching the end of its life expectancy,   is no longer developed or maintained as a product by Citrix and does not meet the Council's future aspirations in terms of mobile and flexible working. The IT Division remain committed to Citrix as a core technology but requires the latest version of the product if the Council's modernisation agenda is to be fully realised.

4.6   There is an ongoing mandatory requirement for the council to meet the security requirements associated with Central Government's Public Service Network (PSN) programme. The current Citrix product set and license entitlement used by Dundee City Council is not capable of offering a mobile IT solution in a PSN compliant manner.

4.7   It is recommended that the Citrix Workspace Suite be purchased which includes both Software Support and Software Assurance guaranteeing the Council will operate at the latest software versions for the next 5 years while being fully supported by the parent company. The Suite allows for full I. mobility of some 4000 employees allowing for maximum potential for workforce transformation.

4.8   Cost-effective procurement of IT infrastructure and software in the Public Sector is largely done through aggregated, pre-tendered framework agreements. These agreements ensure that Public Sector agencies and Local Authorities can take advantage of aggregated demand and pricing. The main procurement routes are the Crown Commercial Service procurement scheme and Procurement Scotland framework agreements.

5.0   POLICY IMPLICATIONS

5.1   This Report has been screened for any policy implications in resect Sustainability, Strategic Environmental assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

6.0   CONSULTATIONS

6.1   The Chief Executive, Director of Corporate Services, Head of Democratic and Legal Services and Head of Human Resources and Business Support were consulted in the preparation of this report

7.0   BACKGROUND PAPERS

7.1   None.

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Director of Corporate Services   **Date: 16 April 2015**