

# GREATER LONDON AUTHORITY

## REQUEST FOR ASSISTANT DIRECTOR DECISION – ADD2071

### Title: Citrix Upgrade Project (2017)

#### Executive Summary:

The GLA's Citrix environment was built in 2014 and is used for home and remote working for up to 800 members of staff. This system allows staff to securely access a GLA desktop from a variety of non-GLA devices, such as people's home PC or personal tablet device. This system needs to be upgraded and a new support service put in place.

#### Decision:

That the Head of Technology approves spend of up to £50,000 from existing Technology Group budget for an upgrade of Citrix and a new support service for the upgraded system.

#### AUTHORISING ASSISTANT DIRECTOR/HEAD OF UNIT:

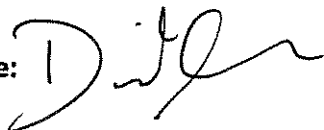
I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

**Name:** David Munn

**Position:** Head of Technology

**Signature:**



**Date:**

8/2/17.

## **PART I - NON-CONFIDENTIAL FACTS AND ADVICE**

### **Decision required – supporting report**

#### **1. Introduction and background**

The GLA's technology group (TG) implemented a replacement remote access solution in 2014 under approval DD1167. The resulting solution successfully provides home and/or remote working for up to 800 members of staff by allowing staff to securely access a GLA desktop from a variety of non-GLA devices, such as their home computer or tablet device. A key component of this solution is a group of Citrix servers which are now due to be upgraded. The total cost of this solution including up to 3 years' support will be no more than £50,000 over three years.

#### **2. Objectives and expected outcomes**

The objective of this project is to build upon the GLA's existing remote access infrastructure in order to provide an up-to-date, user friendly and supported remote access experience. The outcome of this project will be an upgraded and supported Citrix environment for the provision of a good quality remote access service for GLA staff.

#### **3. Equality comments**

This solution supports remote and flexible working. In addition the software component of the solution (Citrix) provides accessibility tools that will be enabled as part of this upgrade.

#### **4. Other considerations**

1. The strategic objective of the GLA is to move all services into the "Cloud" (externally hosted). Once this process is fully complete then it is expected that there will be no need for a remote access solution of this type. This process is, however, expected to take at least three years and therefore end users are dependent upon this solution in the interim.
2. A risk has been identified with continuing but not replacing our existing solution by June 2017 as this is the point at which our current version of Citrix software goes out of support.

#### **5. Financial comments**

Approval is being sought to spend up to £50,000 to upgrade the Citrix system and provide a support service for three years. The expenditure is broken down as below;

2016/17: up to £20,000 one off payment for implementation work  
2017/18: up to £10,000 for support services  
2018/19: up to £10,000 for support services  
2019/20: up to £10,000 for support services.

The expenditure will be funded from the existing TG Programme Delivery budget for each financial year.

## 6. Planned delivery approach and next steps

Activity	Timeline
Procurement of contract [for externally delivered projects]	24 January to 24 February 2017
Announcement [if applicable]	24 February 2017
Delivery Start Date [for project proposals]	27 February 2017
Delivery End Date [for project proposals]	24 March 2017
Project Closure: [for project proposals]	31 March 2017

**Appendices and supporting papers: None**

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

**Note:** This form (Part 1) will either be published within one working day after approval or on the defer date.

**Part 1 Deferral:**

**Is the publication of Part 1 of this approval to be deferred? NO**

If YES, for what reason:

Until what date: (a date is required if deferring)

**Part 2 Confidentiality:** Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

**Is there a part 2 form – NO**

**ORIGINATING OFFICER DECLARATION:****Drafting officer:**

Tom Jackson has drafted this report in accordance with GLA procedures and confirms that the Finance and –if relevant- Legal teams have commented on this proposal as required, and this decision reflects their comments.

**Corporate Investment Board:**

The Corporate Investment Board reviewed this proposal on 6 February 2017.

**HEAD OF FINANCE AND GOVERNANCE:**

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

**Signature:**



**Date:**

07.02.17