

ANGUS COUNCIL

CORPORATE SERVICES COMMITTEE – 28th JANUARY 2010

UPGRADE AND RATIONALISATION OF CITRIX ENVIRONMENTS

REPORT BY DIRECTOR OF CORPORATE SERVICES

ABSTRACT: This report seeks approval to implement a consolidated Citrix environment to encompass Integra and CareFirst applications and provide scope for future expansion.

1. RECOMMENDATION(S)

It is recommended that the Corporate Services Committee

- (i) approve the procurement and implementation of Citrix products at a cost of £76,068; and
- (ii) note that the element of procurement incorporated from i-Konic, value £34,075, has been granted exemption from normal competitive tendering in terms of criteria 16.22.4(b)(iii) of the Council's Financial Regulations.

2. BACKGROUND

As part of the deployment of the Integra and CareFirst applications the client application is delivered via the Citrix thin client^{Note1} environment^{Note2} to improve reliability and performance over the wide area network and reduce the occasional costs associated with application upgrade and support.

3. CURRENT POSITION

Both Citrix environments for Integra and CareFirst have now reached the end of their supported life and this was identified as part of the 2010/11 Corporate Services Department Service Plan. Given the level of risk associated with running on an unsupported platform, they require to be upgraded to a fully supported product set. As part of the feasibility study work undertaken an opportunity was identified to reduce capital costs by consolidating the current environments and reducing the number of servers and licences required.

4. PROPOSAL

It is proposed that a single Citrix environment be created with five new energy efficient servers which would replace seven older servers delivering up to 80% energy efficiency improvement that will contribute to the council's carbon reduction commitment obligation. One of the the servers would act as an application streaming server and would improve the reliability of the solution, reduce the time and effort required to upgrade the applications and eliminate any inconsistencies caused by application versions being out of step.

5. FINANCIAL IMPLICATIONS

The total cost of the project is £76,068 and is made up as follows.

- a) Hardware costs - £16,645
- b) Microsoft licensing - £20,348
- c) Implementation costs - £13,950
- d) Citrix licencing - £20,125
- e) Power and cooling - £ 5,000

- (i) All hardware will be sourced from contracts established under the Office of Government Commerce Catalist Framework and/or national contracts established by Procurement Scotland, currently utilised by the Council for procurements of this type.
- (ii) Microsoft licence procurement will be made from the EU tendered OGG Buying Solutions Microsoft Select agreement provided by Insight Direct (UK) Limited ensuring that the procurement represents best value to the council.
- (iii) In respect of items c and d above, a request for exemption under the Exemptions Scheme was submitted to the Exemption Co-ordinator to procure these services through i-Konic our support partner responsible for providing the managed service for the Citrix environment and this was approved under their delegated authority on the basis of Financial Regulation 16.22.4(b)(iii) "the services required are the subject of long standing agreement which proves advantageous to the Council and which, therefore, merit exemption " and members are asked to note this position.

The financial plan includes the provision of £55k for Unix server replacement and it is proposed this will be used for this project, as the consolidated Citrix environment enables delivery of applications hosted on Unix systems to end users. This budget provision will, subject to the Strategic Policy Committee agreeing a 100% budget flexibility of £21,000 from 2009/10 to 2010/11, be supplemented by £21k to meet the Microsoft licencing component to be incurred in financial year 2010/11. This will be funded from the available resources for the provision of such services within the 2009/10 IT revenue budget.

The revenue costs of the new solution will be the same as those for the two current systems and consequently these can be contained within current revenue budget allocations. However ad hoc costs for occasional application upgrade and support will be reduced. A reduction in energy consumption and costs is also anticipated.

6. HUMAN RIGHTS IMPLICATIONS

There are no Human Rights implications arising from this report.

7. EQUALITIES IMPLICATIONS

The issues contained in the report fall within an approved category that has been confirmed as exempt from an equalities perspective.

8. CONSULTATION

The Chief Executive, Head of Finance, Head of Law and Administration and Director of Social Work and Health have been consulted in the preparation of this report

9. CONCLUSION

This procurement will allow the delivery of fully intergated application environment in support of both Finance and Social Work services, with the potential for future expansion.

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DIRECTOR OF CORPORATE SERVICES

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

Information Technology – NSM/SR

Note 1 - thin client - a client program which relies on most of the function of the system being facilitated from applications hosted within the server and thereby removing the need for multiple application instances across a number of individual PCs

Note 2 -Citrix environment – a collection of servers dedicated to running corporate applications via the Citrix thin client.