

OCMS Team Update

A message from Anne Howard



*****This email relates to Citrix and working from home. Please cascade as appropriate to your teams*****

Dear colleagues,

Update on Citrix Access

We have been working closely with team members across the business to establish the highest priority users who require Citrix access, so that we can allocate the 1000 Citrix licenses accordingly.

Thank you to everyone who has helped to nominate business-critical Citrix users.

Unfortunately, this list exceeds the current allocation of licenses for the company so we are now working with groups across Metro to understand the needs of each business area and prioritise the allocation of the 1000 licenses. Please note that the limit of 1000 licenses is so protect the user experience of those who need it to complete essential work.

What happens next?

The review of Citrix licence users will continue.

In the meantime, users that have been nominated as having business critical roles that do not currently have access will be provided with Citrix access **today** so that we do not adversely impact any business critical roles.

As part of the review, some people who currently have Citrix access will have it removed so that critical business functions can be prioritised. This will be completed by 5pm tomorrow (Friday 27 March) and we will communicate with those in this position so that alternative arrangements can be made.

Alternatives to Citrix – OneDrive and Microsoft Teams

Please note that there are other products available to you to help you share files and collaborate with your teams:

- OneDrive is a file hosting service available to everyone who has Windows 10.
- You can also share files in Microsoft Teams
- [Click here](#) for helpful information about how to access and use both of these programs.

Thank you

Citrix usage has climbed steadily this week, as you would expect, with close to 1000 concurrent sessions yesterday afternoon. We appreciate your ongoing patience while we do everything we can to ensure our business critical roles have the resources they need.

Stay well everyone.

Regards,

Anne

Anne Howard

General Manager OCMS