



A message from Catherine

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

Dear Senior Leaders,

Metro has 1000 Citrix licenses that are in the process of being allocated to operationally critical roles such as Metrol, Network Fault Management and Payroll.

Currently, we have 1400 people with Citrix licenses. This means that we need to remove 400 licenses for those that are not truly operationally critical.

I appreciate that this is causing frustration for many, however the limit of 1000 licenses is important to preserve the user experience for those in operationally critical roles.

The purpose of this email is to seek your support in reviewing the current Citrix allocation in your areas, and championing the alternatives available in your teams, as below:

How can I work without Citrix?

- **Microsoft Teams and OneDrive** are excellent tools that can support file sharing and co-authoring. The OCMS team has been working hard behind the scenes 'switch on' these programs rapidly so they are now available to anyone with Windows 10 and above. Once again, I know it can be daunting to use a new program, but I implore you to access the support materials on our Metro Coronavirus [website](#), and try these new tools.
- **Nominate a licence holder in your team:** many teams around the business have a workaround in place to manage processes through nominated licence holders – that is, a person with access to Citrix. This means that if a file needs to be accessed or saved on the network, the team can ask for assistance from that nominated person, and then work locally for the remainder of the time. Whilst I appreciate that this is not ideal, I implore you to work as One Team and please be flexible where practical. These are the kinds of solutions that we need you to be driving with your teams, so that the licenses are truly used for operationally critical roles.

Actions for you

If you receive a request from a team members for access to Citrix, please think carefully about whether this is an operationally critical role, or if one of the alternatives above could be applied.

If your team can work with the nominated licence model, please adopt this approach. For example, you could have a group Executive Assistant or Coordinator with a license who could help others to access and save critical files as needed. Many teams across the business are already doing this and we thank you for your flexibility in this time.

Next steps

Yesterday, those with a Citrix license who are not deemed critical were notified that their license would be removed. If you get queries about this from your teams, please reflect the information above in your discussions.

Over the coming days, the OCMS team will continue to lead a full review of the 1400 staff with licenses.

Tomorrow, the list of 1400 users will be distributed to all General Managers, prior to licenses for non-critical roles being removed at 5pm, Thursday 2 April.

All subsequent changes will require General Manager approval prior to OCMS actioning the request.

Thank you for your support and One Team approach.

Regards,

Catherine

Catherine Baxter
Chief Operating Officer

