

Committee(s):	Date(s):	Item no.
IS Sub-Committee (for information) Project Sub-Committee	21st January 2014 25th February 2014	
Subject: Project Proposal – Replacement Wifi Infrastructure		Public
Report of: Chamberlain		For Decision

Overview

1. Spending Committee	Finance
2. Senior Responsible Officer	Chris Anderson - CTO
3. Project Board	<p>A project manager will be assigned.</p> <p>There will be a stakeholder group to ensure business needs are identified and delivered.</p> <p>This project will report to IS Projects Board and IS Strategy Board.</p>
4. Context	<p>The City's existing WiFi infrastructure was installed in 2007-8.</p> <p>The WiFi service covers the majority of the Guildhall complex and a number of the City's remote sites. The service currently provides access to City IS services for City employees, Internet access for Members and a Guest/function service to cater for ad-hoc visitors to Guildhall spaces including the Libraries and large functions in areas such as the Great Hall.</p> <p>The hardware and software is now considered end of life and is in need of replacement.</p> <p>The existing arrangement whereby City staff access the City network directly through the WiFi, and the sharing of a single WiFi infrastructure for both staff and public use will cease to be PSN compliant when the new security criteria come into force in October 2014.</p>
5. Brief description of project	<p>The project will identify the business requirements for a corporate WiFi service. Considerations will include the different user profiles (Staff, Members, Guests, Visitors) and use types including special needs (such as high-demand during events).</p> <p>The current service is maintained and supported internally (since 1st September by Agilisys). Option considerations will include a continuation of a locally installed and managed service and the use of an externally provided fully managed service.</p> <p>The project will take into consideration the need for legal compliance and the requirements of the City's remote sites.</p>

<p>6. Business case</p>	<p>A resilient, high-capacity WiFi service is now considered an essential part of the City's IT infrastructure.</p> <p>The WiFi service underpins current and increasing use of mobile technology and working practices for City staff* and is considered an essential service for events and visitors to Guildhall and other City buildings.</p> <p>* - Extending a reliable WiFi service to City remote sites will support the wider adoption of flexible and mobile working.</p>
<p>7. Consequences if project not approved</p>	<p>The City's existing WiFi service is becoming increasingly difficult to support and will over time degrade to the point of being unusable.</p> <p>The City's move to increasing use of mobile (laptop, tablet) devices will fail without a ubiquitous and resilient WiFi service.</p> <p>Some more recent devices such as iPads struggle to connect to the existing service and this problem will not be resolved without a technology refresh.</p> <p>The current service will become non-compliant with the latest (August 2013) PSN criteria when these come into force in October 2014.</p>
<p>8. Success criteria</p>	<p>Clear business requirements identified, defined and agreed.</p> <p>Existing WiFi service replaced.</p> <p>Post installation survey evidences good signal strength in agreed areas.</p> <p>WiFi service complies with PSN and legal requirements.</p>
<p>9. Notable exclusions</p>	<p>Project covers WiFi only and does not include 3g, 4g or other services.</p>
<p>10. Key options to be considered</p>	<p>City owned service managed by Agilisys</p> <p>External 3rd party managed service.</p>

Prioritisation

<p>11. Link to Strategic Aims</p>	<p>This project links to all three strategic aims in as much as it enables staff to work more efficiently and effectively and provides a service to visitors and guests to Guildhall and selected other City buildings.</p>
<p>12. Link to departmental business plan</p>	<p>The City's ICT Strategy includes the greater adoption of mobile/flexible working which requires the greater use of laptops and other mobile devices. These depend upon a ubiquitous and reliable WiFi infrastructure.</p>
<p>13. Links to other existing strategies, programmes and/or projects</p>	<p>Work will take into consideration existing Barbican service and requirements of the City Police under their accommodation programme and IS Strategy.</p>

14. Within which category does this project fit?	7. a) – Asset enhancement
15. What is the priority of the project?	A – Essential

Financial Implications

16. Likely capital/ supplementary revenue cost range	£80,000 - £150,000
17. Potential source(s) of funding	Capital –this will be a bid against the £3,000,000 annual provisions for new projects.
18. On-going revenue requirements and departmental local risk budget(s) affected	An additional on-going annual revenue requirement estimated at up to £40,000 may be required depending upon the option selected.

Project Planning

19. Estimated programme and implications	Technical evaluation – March 2014 Procurement and implementation – July 2014.
20. Potential risk implications	Low Risk Replacement of the City’s existing WiFi service should be technically straight forward. Key risks are; <ul style="list-style-type: none"> • ensuring business requirements are fully identified and prioritised. • ensuring solution meets requirements and is of sufficient capacity and reliability • ensuring solution meets PSN, legal and other compliance requirements.
21. Anticipated stakeholders and consultees	All business areas but especially; Remembrancer’s – Events hosting Culture, Heritage & Libraries – Public access Open Spaces/ Department for Built Environment - City Information Ctr and various reception areas. Barbican – who currently use The Cloud as a public WiFi service provider. City Police – who will have increasing need for WiFi service as part of the adoption of more flexible working practices.

22. Equality Impact Assessment	N/A
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Recommended Course of Action

23. Next Steps	<p>Engage with business stakeholders to identify, define and agree business requirements.</p> <p>Review and document compliance requirements.</p> <p>Undertake further investigative work on solutions available to the City including market testing and indicative quotes.</p> <p>Assess options and prepare gateway 3/4 options appraisal report.</p>
24. Resource requirements to reach next Gateway	Estimated at 20 man days to undertake necessary consultation and investigation.
25. Funding source to reach next Gateway	Will be met from existing Chamberlain's IS Division local risk budget.
26. Standard or Streamlined Approval Track	Streamlined

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