

<b>Committee(s)</b>	<b>Dated:</b>
IT Sub Committee – For Information	14 July 2017
<b>Subject:</b> Open Mediated Wifi provision for Guildhall Events	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
<b>Report author:</b> Matt Gosden, Deputy IT Director	

# NOT FOR PUBLICATION

By virtue of paragraph [insert exemption clause as per separate guidance] of Part 1 of Schedule 12A of the Local Government Act 1972

## Summary

Provided by O2 and procured through G-Cloud, Open Mediated Wifi (“OMW”) was deployed across four main sites in December 2015 to provide Wireless internet connectivity for members and guests of the Corporation. With a further three sites provided with this service in 2016/17.

- This was designed to be a free, unrestricted Wifi service, separate from the Corporate wired and wireless network. Providing sufficient bandwidth and capacity for basic internet connectivity, much like guest Wifi available in a coffee shop.
- As a registration-free, free-to-use service, the provision has been largely stable, however additional business requirements have been identified since the project was delivered and closed.
- Some of these requirements have been addressed in service improvement measures taken to date, detailed further in the report.
- The remaining business requirements will be included in the new generation of OMW, which will be procured to coincide with the contract expiry in December 2017, subject to approval and additional funding where required:
  1. High Density, high bandwidth internet connectivity, with an extended hours support wrap and improved Service Level Agreement for the Events team, designed around requirements from the Remembrancers to allow the Corporation to continue to compete in the Conferencing and Events market;
  2. Deployment to other Corporation sites, including New Street Police Station, HARC and the Markets.

This paper details the current situation with Open Mediated Wifi (OMW), the provision for the Events team and additional improvements made; and the proposed next steps for the next generation of OMW ("OMW2".)

### **Recommendation(s)**

Members are asked to:

- Note the report.

### **Main Report**

#### **Background**

1. Public Open Mediated WiFi (OMW) was implemented in December 2015, procured through GCloud.
2. The business requirement for this service was to provide basic, free unrestricted guest wifi, separate from the corporate wired and wireless networks. Initially across four key Guildhall sites:
  - Guildhall
  - Walbrook Wharf
  - Bishopsgate
  - Mansion House

And then later, in 2016/17 it was implemented in:

- London Metropolitan Archive
- Lauderdale Housing Office
- Tower Bridge

#### **Current Position**

3. Whilst the service has proved to be broadly stable across COL sites, it was designed and implemented for infrequent, low-density use by occasional guests (much like the free wifi available in a coffee shop.)
4. In keeping with the level of service the OMW was designed to provide, the contract with O2 provides support between 08:00-18:00, with a comparatively slow SLA response in the event of an incident:

#### 4.6. Service Level Agreement

Type	Priority	Definition	Cover Hours	SLA
Connectivity		Loss of fibre connectivity to site	8am-6pm Mon-Sat	6 Hours
Core Network	P1 Major	<ul style="list-style-type: none"> <li>• Loss or degradation of multiple systems or services, with no immediate workaround</li> <li>• Degradation of a single service causing a poor experience internally or externally</li> <li>• Complete loss of a Datacentre site</li> <li>• Any event requiring Business Continuity to be evoked.</li> <li>• Over 1000 customers without service.</li> <li>• Loss of key services such as DHCP, DNS, RADIUS, etc</li> </ul>	24x7	6 Hours
	P2 High	<ul style="list-style-type: none"> <li>• Hundreds of customers without service.</li> <li>• Degraded service for customers</li> <li>• Partial loss of the ability to connect where under 1000 customers are impacted</li> </ul>	24x7	12 Hours
	P3 Moderate	<ul style="list-style-type: none"> <li>• Single user issues</li> <li>• Minor venue portal issues.</li> <li>• General account maintenance</li> </ul>	24x7	5 Days
Hardware		Router, Access Point, Cabling	8am-8pm	24 Hours

- Feedback from the Remembrancer's Team has showed that OMW and the supporting contract and SLA does not provide the density or bandwidth required for large, heavily populated events in the Great Hall, Livery Hall, Old Library, Crypt and other areas, where demand for high capacity services such as media streaming or interaction between attendees with high numbers of connected devices is becoming more commonplace. In addition, there have been reliability issues within events areas, causing significant problems for the Remembrancer's team and their customers. As many events occur outside the contracted support hours, this has also caused additional issues with supporting the service when issues occur.
- The OMW capability in the Events areas provides the following capacity and connections:

	Approx Number of Concurrent Users	Number of "Hardwired" Connections Available
Great Hall	300	6
Old Library	150	4
Livery Hall	150	4
Crypts	150	4 (in each crypt)
Print Room	80	2
Basinghall Suite	80	2
Basinghall Street Entrance	80	0
Ambulatory o/s Great Hall	80	0

The City of London Corporation Open Mediated WiFi is delivered over a 1GB dedicated circuit.

- Although the project is formally closed, the IT Project Manager, the Head of VIP Services (acting as Business Partner for Remembrancers) and Deputy IT

Director have worked with Remembrancers and O2 to improve the service within the scope of the current contract.

Steps taken include:

- Surveys to widen the scope of the OMW service to other COL sites, including weeding the wifi names (SSIDs). By configuring each site to only broadcast the SSIDs relevant to it, unnecessary traffic was reduced, improving connectivity and reliability.
- Working closely with O2 to ensure that all the O2 managed equipment is monitored appropriately, allowing IT to respond to incidents quickly and analyse connectivity and usage data more effectively to measure the demand.
- Following an in-depth survey by O2, IT re-sited some of the Access Points in events areas. Access points broadcast their signal in a specific direction. By re-siting some of these, IT were able to improve the coverage and signal strength in areas where obstacles were previously causing issues, such as stone pillars or thick doors.
- The Deputy IT Director identified as the Service Owner, to ensure open communication with customers and focus on improving the existing service and preparing for the next generation of OMW.
- In the Great Hall and other high density areas, IT have provided dedicated, wired internet access to reduce the impact on the wifi service and provide higher capacity and bandwidth for the event host's presentations.
- Where high profile events call for additional support, O2 have provided additional monitoring and remote and on-site support.
- O2 performed a survey to scope and price a High Density Wifi solution for events areas. The budgetary costs for this proposal would be £155,000 capital and an increase of £554 revenue per month to £2,454.

## **Next steps**

8. The current OMW contract was procured through G-Cloud, the O2 contract expires after a 24 month term in December 2017.
9. Working with Procurement and Remembrancers, the IT Team are producing the requirements to procure a provider for the next stage of OMW with a proposed 3 year contract.
10. City of London Corporation owns the hardware, reducing the complexity of the transition to the new contract, however, additional requirements will be built into the new proposed solution for procurement, including:
  - High Density wifi in events areas: This is a different class of solution to meet demand in these areas. Providing improved capability for a high density, high bandwidth service to better meet the need of our customers and compete in the events and conferencing market.

- OMW deployed to a further 26 COL and COLP sites, including Tilbury BIP, HARC, New Street Police Station, Monument, Smithfield, Billingsgate and Spitalfields markets.
  - Improved support, with increased support hours and improved SLA where required.
11. The new OMW solution will operate alongside the secure Corporate WiFi, delivered through Network Transformation and the City wide 1gigabit public Wifi currently being provisioned by Open Spaces.
12. The Outline documentation for this procurement has been submitted to the IT Project Management Office to commence the process of scoping and costing the new solution and navigating the governance boards for the increase in funding.

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