Committee(s)	Dated:
IT Sub Committee – For information	24th November 2017
Subject: High Capacity High density Wifi provision for events	**Public**
Report of: Chamberlain	**For Information**
Report author: Matt Gosden	

NOT FOR PUBLICATION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

Following a question raised by Members regarding the Corporation's ability to host events with an expectation of a high capacity, high density, reliable wireless internet service, this paper outlines the options and plans in place to provide this capability for the Innovate Finance event in March 2018.

Recommendation(s)

Members are asked to:

- o Note the report

Main Report

Background

1. The current, free guest Wifi service is provided by O2 and was procured through G-Cloud on a 24 month contract.

2. Open Mediated Wifi (OMW) was deployed across four main sites in December 2015 to provide basic Wireless internet connectivity for members and guests of the Corporation. An additional 3 sites were added in 2016/17.

Current Position

3. Working with the Remembrancers' Events team, more ambitious business requirements have been identified for the Guildhall events spaces, where the demand for high capacity, fast wireless internet is key to delivering services our customers expect and remaining attractive in the highly competitive conferencing and events market.

4. These business requirements have been included in the mini-OJEU tender exercise recently carried out with IT and Procurement to coincide with the end of the current contract.

5. The bids are expected to be received by 3rd Nov 2017, with the new contract being awarded by 30th Nov 2017.

6. Although much of the service will remain the same across the organisation, the following additional requirements have been added for Open mediated Wifi 2 (OMW2), specifically to provide the connectivity, capacity and support required for events, which often extend beyond business hours:

   - High Density wireless, following the technology and service currently provided to the O2 arena. Enabling up to 2000 people to attend an event with access to reliable, fast internet connectivity. An increase on the current capability of approx. 300.
   - Dedicated wireless SSIDs for events, ensuring the connections are dedicated for this use.
   - Extended hours support and improved Service Level Agreement, designed around requirements from the Remembrancers events team.
   - Call off onsite engineering days for pre-event testing and onsite support for the event itself.
   - Doubling of available bandwidth to 2GB, dedicated to OMW2.
   - Dedicated Wireless controller, providing us with the ability to dedicate bandwidth to an event or manage the traffic to ensure no single device or user demands more than their fair share.
   - Granular monitoring to allow IT to shape traffic and usage policies to meet demand.

- Dedicated wired connection to provide additional assurance to the event hosts and speakers. (This was recently put in place in the current O2 contract.)
- Deployment to other Corporation sites, including New Street Police Station, HARC and the Markets.

The approach and next steps

7. Once the new contract is let, the work to implement High Density will begin with an expected lead time of 12 weeks from order to go-live, allowing IT to fully test the capabilities prior to the Innovate Finance event.

8. High Density (HD) Wifi is provided by upgraded Access Points, upgraded connectivity between Access Points and upgraded 2GB circuit to professionalise the current, basic offering.

9. In addition, if required, research has found a number of events connectivity providers can provide temporary high capacity connectivity should the need for a back-up or non-standard, specialist service arise.

Matt Gosden
Deputy IT Director

T: 0771 474 6996
E: matt,gosden@cityoflondon.gov.uk