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Project Coversheet

[1] Ownership & Status

UPI: 12453

Core Project Name: Public Switched Telephone Network (PSTN) Replacement

Programme Affiliation (if applicable):

Project Manager: Nishat Farque

Definition of need: By 31 January 2027, the Public Switched Telephone Network (PSTN) and the Integrated Services Digital Network (ISDN) will be switched off nationally and must be replaced by an IP (Internet Protocol) fibre-based network and infrastructure to avoid service disruptions. The project aims to enable the migration of these connections by the deadline to ensure a smooth transition to digital services for the City Corporation, City of London Police and all Institutional Departments.

Key measures of success:

- **Audit Completion:** 100% of analogue business connections audited by Oct 2025.- Completed by June 2025.
- **Connection Migration:** 100% of analogue connections ceased or migrated to IP by Openreach deadline.
- **Asset Readiness:** 100% of incompatible equipment/assets replaced by deadline.
- **User Experience:** PSTN transition completed with minimal disruption, with 100% of stakeholders engaged and informed throughout.
- **System Integration:** 100% compatibility and integration with existing and future systems, validated via testing and stakeholder sign-off.
- **Compliance:** 100% adherence to regulatory and industry standards, verified through compliance audits at key milestones.

Expected timeframe for the project delivery: 28 months

Key Milestones:

Start audit/discovery work: Completed in June 2025

G3/4/5: September 2025

Start works: November 2025

Practical Completion: January 2027

G6: February 2027

Are we on track for completing the project against the expected timeframe for project delivery? Yes

Has this project generated public or media impact and response which the City of London has needed to manage or is managing?

No

[2] Finance and Costed Risk

Headline Financial, Scope and Design Changes:

Combined 'Project Briefing' and 'Project Proposal' G1 and G2 report (as approved by Digital Service Committee, Police and Authority Board, City Bridge Foundation from July-September 2024):

- Total Estimated Cost (excluding risk): £2.5m
- Resources to reach next Gateway (excluding risk): £200k

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• Spend to date: £0 • Costed Risk Against the Project: £50k • CRP Requested: £50k • CRP Drawn Down: £0 • Estimated Programme Dates: November 2024- January 2027
Scope/Design Change and Impact: N/A
G2 Issue Report (as approved by Digital Service Committee, January 2025): • Total Estimated Cost (excluding risk): £2.5m • Resources to reach next Gateway (excluding risk): £350k • Spend to date: £100k • Costed Risk Against the Project: £100k • CRP Requested: £100k • CRP Drawn Down: £0 • Estimated Programme Dates: November 2024- January 2027
Scope/Design Change and Impact: The project team, working with Facilities Management and Housing, had identified that several lift and fire alarm devices were failing due to PSTN line faults and reliance on the soon-to-be-retired 3G network. These posed significant safety and compliance risks. Fire and lift systems had been prioritised for urgent replacement. Most were suitable for migration to wireless GSM devices using 4G/5G SIM cards. Immediate migration was recommended to mitigate risks.
Combined 'Options Appraisal, Design and Authority to Start Work' G3-5 report (to be approved by Digital Services Committee.) • Total Estimated Cost (excluding risk): £1.15m • Resources to reach next Gateway (excluding risk): £600k • Spend to date: £436,053 (Excluded Staff Costs – Q1 & 2 - £35,000). • Costed Risk Against the Project: £160k • CRP Requested: £160k • CRP Drawn Down: £0 • Estimated Programme Dates: November 2024- December 2026
Scope/Design Change and Impact: None