



POLICY INSTRUCTION

Subject:

Provision of Wireless 'Welfare' Internet Services on the MOD Estate

Number: PI 03/13

Strategy & Policy Directorate Sponsor:

Richard Yates DIO StratPol-Policy 1a

Date of issue:

25 March 2013

Contact if different from above Sponsor:

Who should read this: All DIO Offices, Partnering Organisations & PPP/PFI Project Managers, other TLBs, Commanding Officers/Heads of Establishment

When it takes effect: Immediately

When it is due to expire:
When rescinded or changed

Estate Management

Equality And Diversity Impact Assessment

This policy has been Equality and Diversity Impact Assessed in accordance with the Department's Equality and Diversity Impact Assessment Tool against:

Part 1 Assessment Only (no diversity impact found)

Document Aim: The aim of this Policy Instruction is to set out the control and governance for installations of wireless (Wi-Fi) equipment by commercial companies who have been invited by local Units to provide private 'welfare' Internet services to their personnel.

Background

1. The Internet provides a vast resource for communication, knowledge, learning and recreation. Access to, and exploitation of, the Internet features highly in the Information Strategies of each of the Services and amongst its benefits contributes to the education and welfare of Service personnel.
2. The provision of Internet (broadband) services in MOD establishments for 'core' business requirements is procured through the DFTS/BT contract through DES Information Systems & Services (DES ISS) or via PFI partners contracted to manage the establishment. The use of the DFTS/BT agreement is mandated by the MOD unless an exception is granted by DES ISS.
3. A number of commercial Internet Service Providers (ISPs)¹ that have entered the market offering broadband access have been approaching Units direct with solutions to providing Internet services in Messes and Single Living Accommodation (SLA) which individuals may then subscribe to for private use. The service is made to seem attractive as it is offered either at no or little cost to Units and Units have been drawn to act independently in establishing local arrangements with these companies in their 'non-public' capacity.
4. In putting the arrangements in place, the companies have been provided with accommodation and facilities for installations of their equipment needed to enable the Internet service. However, in facilitating this, a number of reported incidents of poor practice by the companies in standards of installation and workmanship, health and safety, security and issues of a legal and commercial nature have led to the need to ensure this activity is controlled and managed coherently.

Co-ordination

5. Any Unit or Establishment considering the provision of 'welfare' Internet services must first seek advice from their regional IT requirements staff. Early engagement with local DIO Land Management Services (LMS), DIO Site Estate Team Leaders (SETL) and the Site Configuration & Installation Design Authority (SCIDA) must also be established. By working closely together, the right outcomes can be provided in accordance with policy and best practice.

Fixtures and Installations of Equipment

6. Where ISPs selected by Units request to fix or install equipment correct procedures are to be followed regarding the estate and SCIDA assurance:

Estate Work – DIO is responsible for the development and maintenance of the MOD estate and Units/Establishments must not procure or otherwise agree to installations or alteration works being carried out to Defence estate infrastructure outside of established DIO processes and procedures. Where installation requests go beyond equipment that simply 'plug in' and involve any repositioning, replacement or alterations to wiring and ducting, the erection of aerials or dishes fixed to walls and roofs or works damaging to the integrity of the fabric of a building, the scope of works must be agreed and approved through the DIO SETL **before** commencement.

¹ Examples include: Wifinity, MediaForce, SoldierNet, MessWeb, Tricomms, Javelin, Keycom

Configuration Management and Standards - To accord with JSP 480, all wireless Internet installations on MOD sites are subject to SCIDA control. The ISS SCIDA Helpdesk is to be contacted by calling the Defence CIS SPOC on Mil: 96 600 8910 and uttering "SKEEDA" to determine if:

- A SCIDA (Ajilon, Fleet, MOD ISS, Other MOD or Atkins) has been nominated for the site
- To explain the use of JSP 480 Supplement 003 (self certification) if no SCIDA has been nominated for the site

Any unauthorised engineering changes to MOD Communication and Information Systems infrastructure present a significant risk to Data Assurance & Communication Security. All proposed changes must therefore be documented following Engineering Change Request (ECR) procedures including receipt of prior installation approval from CIDA (or delegated authority of CIDA) through the issue of design endorsement form ECR3 and be issued a Certificate of Installation Conformance (ECR5) upon completion of the work.

Funding

7. Current MOD scaling in respect of Internet provision requires that wiring and ducting to telephone points shall be provided to each bed-space in SLA as a cost to public funds to facilitate private internet broadband connection.

8. The use of public funds to meet costs of 'welfare' Internet services should be restricted only to those services to be delivered into communal areas.

9. Any costs arising in respect of enabling works to support the provision of wireless 'welfare' Internet services such as the installation of additional power sockets or fused spurs should be met using 'non-public' funds and the works delivered only by Prime Contractors through the raising of DIO Change Control Approval Form 5410. Under no circumstances should public Virtual Bank Account funds be used for this purpose.

Contracting

10. When considering contracts with ISPs for the provision of 'welfare' Internet services and to cover installations of their equipment on MOD sites, the following requirements are to be complied with:

Internet service

- Where Units/Establishments require Internet services delivered into communal areas to support 'core' business needs, the service should be procured via DES ISS under the DFTS/BT contract. Alternatively, a competition should be conducted by relevant TLB Commercial staff to establish a public service concession contract in accordance with the Public Procurement Regulations 2006.
- Under NO CIRCUMSTANCES are Units to confer any guarantee of site exclusivity to commercial ISPs or to contract with ISPs on behalf of the Secretary of State for Defence.

- Where a PFI provider owns or manages the Establishment, Units should consider asking the PFI provider to procure the service on the Units behalf as an ad-hoc tasking under the main contract.
- Units procuring the provision of 'welfare' Internet services using 'non-public' funds are not subject to public procurement rules but common sense should dictate that the services are still competed so best value for money is obtained. Where non-public funds are used to meet the service provision costs, Units must take care to ensure suppliers are aware that they are not dealing with the MOD but acting independently in relation to the services being procured.

Occupation of Installations

- A Tenancy agreement (and easement for any associated cabling) 'contracted-out' of the security of tenure provisions of the Landlord & Tenant Act 1954 together with Licence to Alter (authorising any approved enabling works associated with the provision of the service) is to be completed to cover any equipment installed and alterations agreed to be made to the Department's property.
- The tenancy shall include clear arrangements for termination of the agreement at short notice, for removal of the equipment and reinstatement of the property. Where the ISP proposes to use MOD IT infrastructure the tenancy should be for a period agreeable to local ISS staff subject to 6 months notice to break at any time throughout the term. Where the ISP is to install its own enabling equipment and cabling, an initial term not exceeding 2 years subject to 6 months notice to break at any time thereafter may be granted.
- The ISP shall be charged a rent of £100 per annum and for annual service charges (utilities, etc) reasonably calculated in respect of the tenancy, and for the Department's legal costs arising in respect of the transaction.
- The tenancy shall incorporate a non-exclusivity clause to the effect nothing in the Agreement provides exclusivity to the Tenant to provide Internet services to the Establishment.

11. It is acknowledged ISPs already have fixed equipment installed at a number of MOD sites. Nevertheless, such locations should still satisfy themselves that the arrangements they have put in place meet with the aforementioned requirements.