

FOI Reference Number: FOI/147/1920

Date: 14 August 2019

Request:

I would appreciate if you are able to answer the following questions:-

1. Who is responsible for selecting / managing and operating your WiFi network?
 - a. Please provide contact telephone number(s) and email address(es).
2. Please list existing WiFi vendor(s) that are currently deployed?
3. Please confirm when the WiFi networks were first installed?
4. Please state the number of access points deployed by each vendor?
5. Do you have any planned works or projects to update your Fixed / WiFi network or Data Center?
6. How do you manage your WiFi users quality experience currently? Are you able to remotely diagnose WiFi issues prior to any complaints being raised?

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 22 July 2019.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to WiFi.

1. Who is responsible for selecting / managing and operating your WiFi network?

[REDACTED]
- a. Please provide contact telephone number(s) and email address(es).

[REDACTED]
2. Please list existing WiFi vendor(s) that are currently deployed?

Please note, we have been unable to provide the wifi vendor due to Section 31(1) of the Freedom of Information Act. *Section 31(1) states, Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime.*

MEABC believe that providing a list of wifi vendors would increase the potential for fraudulent activity as supplier detail can be linked to contracts and their value. This could lead to the creation of false invoices. In addition it could lead to potential security issues surrounding our network.

3. Please confirm when the WiFi networks were first installed?
2012 and improved since
4. Please state the number of access points deployed by each vendor?
52
5. Do you have any planned works or projects to update your Fixed / WiFi network or Data Center?
Continual improvements and expansion where required
6. How do you manage your Wi-Fi users quality experience currently? Are you able to remotely diagnose Wi-Fi issues prior to any complaints being raised?
All access points are tested for speed and coverage on install and on regular site visits. We have an online portal where we view weekly reports and volumes of data and users on all sites separately.

Yes we can remotely see any faults on any access points and get notified automatically if any become unreachable.

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/147/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.