



CityLAB Project Agreement 2020-2021	
<p>The role of the project agreement is to document the expectations for the project, define objectives, clarify constraints or limitations, and outline responsibilities to ensure clarity for the project. CityLAB can help you and your partner complete this document, feel free to reach out for help! Email us at Patrick.Byrne@hamilton.ca</p>	
<p>Project Title: Enhancing Wi-Fi at HPL Is this project continuing from a previous CityLAB project? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, what was the project title:</p>	
City staff details	City staff name: Sukh Jatana City staff email: City staff phone number:
Instructor and student details	Instructor name: Lisa Pegg Instructor email: Instructor phone number: Course name: Business Analysis - 334 Number of students: ~ 3 Student names (if known): TBD
Project Description (what is the problem you are trying to solve and what is the context?) If applicable, use the original challenge description found on www.citylabhamilton.com/challenges . Please make any changes as needed or simply leave as is.	HPL provides free Internet access at all branches via their wireless guest network (HPL_Guest), enabling members to use online resources and the Internet with their own wireless-enabled equipment. Library members depend on this free access to the Internet; we want to know how this service can be improved across the system.
Challenge summary (summarize the challenge in plain language) If applicable, use the original challenge summary found on www.citylabhamilton.com/challenges .	Research Hamilton Public Library's public Wi-Fi service across all branches, including public spaces and bookmobiles. Examine the service in terms of coverage, signal strength, capacity and user experience. Report on findings and provide recommendations to improve the service across all branches and public spaces.

<p>Please make any changes as needed or simply leave as is.</p>	
<p>In Scope (from original project description)</p> <p>Clarify the particular elements that you will be taking on in this project. The more particular the better!</p>	<p>The scope of this challenge is to:</p> <ul style="list-style-type: none"> Analyze HPL's public Wi-Fi service across all 22 branches and public spaces, including bookmobiles. Test the public Wi-Fi network for coverage, signal strength, capacity and connectivity. Research the user experience with accessing the public Wi-Fi service. Recommend improvements to the public Wi-Fi service in terms of technology, connectivity and the overall user experience.
<p>Out of Scope (from original project description)</p> <p>Clarify the particular elements that this project won't take on. Be explicit, even if it might seem obvious!</p>	<p>This challenge does not include:</p> <ul style="list-style-type: none"> Recommending Internet solution providers Highly technical recommendations such as network equipment or configurations <p>Sukh – Mark Yendt's software dev students could take this on in Winter 2021</p>
<p>Background Research (what research will be required to pursue the challenge?)</p>	<p>Known challenges with Wi-Fi:</p> <ul style="list-style-type: none"> Members must agree to terms & conditions every time they connect. Insufficient coverage in public spaces across all library branches. Session timeout compromises the user experience. Usage data and reports are difficult to customize and analyze. Current implementation is inflexible and cannot be configured to offer a separate Wi-Fi channel (limited ports, Internet only) to external users at HPL for a set duration.

<p>Goals (what are the objectives you aim to achieve within the timeframe?)</p>	<p>This project will give HPL a clear understanding of the HPL public Wi-Fi network in terms of coverage, signal strength, capacity, connectivity and user experience, noting inconsistencies and opportunities for improvement.</p>
<p>Timelines (Planning, Implementation, Installation, Report, Presentation, Reflection)</p>	<ul style="list-style-type: none"> • Kick-off meeting with students in mid-October • 1 or 2 consultations with students as required • Report and presentation in mid-December
<p>Learning Objectives</p>	<ul style="list-style-type: none"> • Apply business analysis techniques to change at the enterprise level. • Evaluate enterprise goals and align Business Analysis activities through strategic enterprise analysis. • Organize and coordinate the efforts of business analysts and stakeholders. • Gather and document user requirements. • Prepare professional documentation for client and present results.
<p>How we will work together</p>	<p>Meeting Frequency: Monthly and as-needed via email</p> <hr/> <p>Communication: Email and Zoom virtual meetings</p> <hr/> <p>Conflict Resolution: Through discussion with Mohawk faculty and HPL staff.</p>
<p>Roles</p>	<p>Students: Research, analysis, writing report and recommendations</p> <hr/> <p>City Staff: Responding to student questions in terms of technology, library branches, etc.</p>

	<p>Instructors: Providing guidance to students in terms of project planning, client interactions and working in a professional environment</p>
	<p>Stakeholders: HPL staff, senior administrators and the Board will benefit from understanding the public Wi-Fi network's current conditions which will inform their decisions as to how to improve it.</p>
Project Deliverable for the City of Hamilton	<p>Alignment with City of Hamilton Strategic Priorities:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Community Engagement and Participation <input checked="" type="checkbox"/> Economic Prosperity and Growth <input type="checkbox"/> Healthy and Safe Communities <input type="checkbox"/> Clean and Green <input type="checkbox"/> Built Environment and Infrastructure <input checked="" type="checkbox"/> Culture and Diversity <input checked="" type="checkbox"/> Our People and Performance
	<p>Deliverable(s) (e.g. size and type):</p> <p>The final report will describe HPL's public Wi-Fi network across all branches in terms of coverage, signal strength, capacity, connectivity and user experience, noting inconsistencies and opportunities for improvement. The report may include maps, diagrams and tables to ensure it is easy to read and understand.</p>
	<p>Where will the work go and what will it be used for:</p> <p>The report and its recommendations will inform an action plan for improving HPL's public Wi-Fi network.</p> <p>The action plan may include working with software development students at Mohawk.</p>



Please submit your project agreement to CityLAB by emailing to Patrick.Byrne@hamilton.ca before September 1, 2020 for Fall semester projects.