



London
CANADA



Appendix C - Project Definition Statement

Project Title: A/V and SIRE Software Upgrades for Meeting Rooms 4, 5 & Council Chambers

Date Submitted: 14-Oct-2011

Date Required: 1-March-2012

Business	TSD
Division/Dept: Clerks Department	
Business Lead: Barb Westlake-Power	Project Lead: Jiri Malec – Audio Visual Project Lead: John Taylor - SIRE
Project Manager: Cathy Saunders	Project Manager: Tom Vlasic
Project Sponsor: Jeff Fielding	Project Sponsor: Joseph Edward

Project Objective/Description/Scope:

Overview;

Council Chambers has recently been reconfigured and equipped with new technology. This PDS proposes to install a permanent robotic camera system in Council Chambers to capture the proceedings of meetings. The proceedings can be webcast externally or videocast directly to Rooms 4 & 5.

Renovations to Committee Rooms 4 & 5 have an anticipated completion date of October 31, 2011. This PDS proposes the supply and installation of audio / video, room automation (see A/V scope below) as well as robotic camera systems in Committee Rooms 4 & 5.

Software features common to Council Chambers and Rooms 4 & 5 include:

- Introduce Agenda To Go
- Introduce Video Plus to webcast meeting events
- Expand the use of Voting Plus
- Expand the use of Workflow
- Expand the use of Minutes Plus
- Utilize the meeting Action Summary

Objectives;

- 1) Increase public access to chamber council meetings by providing overflow seating in rooms 4 & 5.
- 2) Increase transparency through recording audio and video of proceedings.
- 3) To comply with the AODA (Accessibility Ontario Disability Act) standard as it relates to technology (i.e. hearing assist devices but excludes items like facility access / furniture).
- 4) Enable Council and Committee meeting participants with technology (i.e. desktops) to interact more effectively and efficiently through defined workflows (i.e. agendas, voting).
- 5) Enable Clerks to prepare consistent meeting materials, manage workflows and outcomes (i.e. agenda modifications, voting) broadcast proceedings (webcasting) and record proceedings (i.e. recording audio / video).
- 6) Clerks can process the work more efficiently, translating to cost savings (i.e. paper reduction, consistent process)

Outcomes;

- Council and Committee meeting participants will have access to the same A/V technology in all in scope rooms
- the ability to feed audio and video from the Council Chambers to the Committee rooms 4&5 to provide overflow seating
- assist devices for hearing impaired (not vision)
- an open & shared wireless connection to the internet for the public
- a secure wireless connection to the corporate network for City staff
- Council and Committee meeting participants can add notes to the electronic agenda while in council chambers / committee rooms
- webcast meetings as they occur in Council Chambers or Committee rooms
- webcast is recorded (does not include in camera sessions) and published to the web together with the meeting minutes, supporting materials and the meeting agenda, all accessible by the public.
- Provide media audio feed in committee rooms.

In Scope:

- 1) Wireless Internet and Corporate Network accessibility in Rooms 4&5 – the public can connect wirelessly to the internet. City staff can connect securely to the existing corporate wireless network.

Audio / Video Specific;

- 1) Audio/Video equipment in Room 4 and Room 5 - provide fully functional A/V equipment in each room. Projector, microphones, sound amplification, room automation, podium with document camera and integrated telephone conference system.
- 2) Computer equipment in Room 4 and Room 5 – provide 8 computers in each room, 7 at desks and 1 at the podium. These will have the ability to log into corporate network to access corporate resources.
- 3) Camera equipment in Room 4 and Room 5 – 2 cameras per room; cameras will be integrated with the microphone system and controllable via Crestron interface. Each camera will have several saved presets that are automatically selected when microphones are activated. Manual control for switching and adjustments will be available
- 4) Camera equipment in Council Chambers – 4 cameras; Cameras will be integrated with the microphone system and controllable via Crestron interface. Each camera will have several saved presets that are automatically selected when microphones are activated. Manual control for switching and adjustments will be available.
- 5) Council Chambers overflow - program signal (audio / video generated in Council Chambers) will be fed to Committee Room 4 and/or Committee Room 5. The control system will have a feature that will “mute” (audio & video) the program signal to Room 4 or Room 5.
- 6) Transition to support. Knowledge transfer to and training of support staff (Clerks, TSD).

SIRE Software specific;

- 1) Upgrade to SIRE application server v6
- 2) SIRE Agenda To Go web configuration & training to select participants – this will allow the Councillors to add notes to the electronic agenda.

- 3) SIRE Video Plus (webcasting) setup & training
 - a) Stream meetings as they occur
 - b) Record video stream and publish to the web together with the meeting minutes, supporting materials and the meeting agenda if desired – all in a searchable format
- 4) SIRE Voting Plus expansion to the committee rooms 4&5
 - a) Voting Plus configuration & training to select participants in Council Chambers and Committee rooms
- 5) Expand Workflow to other groups beyond the Finance Committee
- 6) Expand the use of Minutes Plus to other committee rooms 4&5
- 7) Further utilizing Meeting Summary
- 8) Transition to support, knowledge transfer to and training of support staff (Clerks, TSD).

Out of Scope:

- Interim use of SIRE software solution in Committee Rooms prior to project completion
- Video Streaming available for only Council & Standing Committees (not general meetings)
- On-going support & new user training post project
- Physical changes / upgrades to facility (i.e. general construction)
- Furniture acquisition, installation (will coordinate with Facilities)
- Other devices (i.e. iPad, Blackberry)

Project Budget Estimate		Cost \$
Capital		
	Audio Visual - Hardware	\$183,772
	Audio Visual - Installation & Training	\$24,250
	Meeting Room Network & misc hardware	\$5,500
US\$	Video Plus - Stream Software	\$3,000
US\$	Video Plus - Encoder Hardware Server x3	\$7,500
US\$	Video Plus - Consulting, Training & Travel	\$10,775
	5% Contingency (currency, misc hardware)	\$11,740
	subtotal capital	\$246,537
Operating – Year 1		
lease	Meeting Room Computers (14)	\$6,067
lease	Voting Plus - Image Servers x2	\$1,267
lease	Voting Plus - Servers x3	\$4,650
US\$	Video Plus - Stream Hosting & Archive	\$14,400
	US\$ Currency Contingency (10%)	\$1,440
	subtotal year 1	\$27,823
Project Total Year 1 (net of applicable taxes)		\$274,360
Operating - Year 2 ongoing		
	Year 1 items (above)	\$27,823
	Audio Visual – Maintenance (15%)	\$31,203
US\$	Video Plus – Maintenance	\$600
	US\$ Currency Contingency (10%)	\$60
	subtotal year 2	\$59,687

#	Deliverables
1	Audio/Video equipment in rooms 4 & 5
2	Computer equipment in rooms 4 & 5
3	Camera equipment in council chambers
4	Wireless internet and corporate network in Rooms 4 & 5
5	New SIRE features (i.e. Agenda2Go, Video+)
6	SIRE v6 clients and server upgrades
8	Training for SIRE v6 features
9	Service Level Agreement between TSD & Clerks
10	Operational Level Agreement between TSD Groups
11	Underpinning Contract with AV Vendor, SIRE

#	Major Milestones	
1.	PDS approved by Clerks	
2.	A/V Tender Closed (12-Oct)	
3.	SIRE Contract / Statement of Work approved	
4.	Site handover from Facilities to TSD signoff (31-Oct)	
5.	Council Approval for A/V Award and SIRE Contract (7-Nov)	
6.	SIRE Stream of Work	
6.1.	Upgrade existing products to v6 of on all servers and desktops (Sire application, Sire Pub, Minutes Plus, Voting server, Voting client, Agenda, Forms and Workflow) – data centre and in-room	
6.2.	Implementation of voting to rooms 4&5 (Voting servers and clients)	
6.3.	Agenda To Go implementation	
6.4.	Video Plus implementation	
6.5.	Feature & function user training	
6.6.	User Acceptance Test (UAT)	
6.7.	SIRE signoff by Clerks	
7.	A/V Stream of Work	
7.1.	System AV design & installation completed	
7.2.	Equipment order & installation completed	
7.3.	Voting capability design & installation completed	
7.4.	Testing of meeting rooms AV, Microphone and Equipment	
7.5.	Feature & function user training	
7.6.	User Acceptance Test (UAT)	
7.7.	A/V Signoff by Clerks	
8.	Establish go live date (available to public)	
9.	Agreements complete – SLA, OLA, UC	
10.	Transition to support complete	
11.	Project Signoff by Clerks	
Total Project Elapsed Time (in Days)		120

Name	Role	Key Responsibilities
Jeff Fielding Joseph Edward	Project Sponsor (Business) Project Sponsor (TSD)	<ul style="list-style-type: none"> • Provides funding approval for the project • Provides resources for the project • Approves major scope change and accepts associated impact of change • Provides Project signoff
Cathy Saunders	Project Manager (Business)	<ul style="list-style-type: none"> • Provides guidance and decision support to TSD Project Manager • Supports requests for business resources • Recommends approval to changes to scope • Provides Signoff on major deliverables
Barb Westlake-Power	Project Lead (Business)	<ul style="list-style-type: none"> • Coordinates schedule with the TSD Project Manager • Escalates business problems, and potential solutions, to the TSD Project Manager • Provides Status updates to the Business Project Manager • An active member of the project team
Tom Vlastic	Project Manager (TSD)	<ul style="list-style-type: none"> • Develops PDS • Coordinates tools and resources • Communicates with the business Project Manager / Leads • Mentors and coaches TSD project and team leads • Works with project leads in establishing schedules, etc. • Provides Status Updates to the PMO and Sponsors • Submits scope changes to PMO for review, acceptance or escalation • Manages Schedule, Scope and Risk • Delivery of Project Objectives
Jiri Malec John Taylor	Project Lead – Audio Visual Project Lead – SIRE Software	<ul style="list-style-type: none"> • Scheduling and resource planning for assigned vendor • Coordinates work effort and information with Project Manager • Provides regular Status updates • Reviews and escalates project team issues • Project communication to project team • Delivery of project objectives for assigned vendor • Follows project management process as identified by PMO • Coordinates Lessons Learned process
<ul style="list-style-type: none"> • Clerks (all other departments) • Web Services • Business Enabling • Infrastructure • Security 	Key Project Stakeholders	<p>Business Members</p> <ul style="list-style-type: none"> • Performs business tasks within performance/quality and time parameters • Provides status updates to the Business Project Manager • Conduct User Acceptance Testing (UAT) <p>TSD Members</p> <ul style="list-style-type: none"> • Performs TSD tasks within performance/quality and time parameters • Provides status updates to TSD Project Manager / Project Leads
<ul style="list-style-type: none"> • Council Members • Committee Members • Public 	Other Project Stakeholders	<ul style="list-style-type: none"> • Participate in Training

<p>Constraints:</p> <ul style="list-style-type: none"> • Budget • Schedule • Vendor availability • Staff Time <p>Assumptions:</p> <ul style="list-style-type: none"> • Facilities meets its renovation schedule • Vendors meet their schedule and provide deliverables on time • Software and hardware solutions are well tested and production ready
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<p>Affected Groups in the Organization:</p> <ul style="list-style-type: none"> • Clerks • Council • Committees
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High Impact Risks – Description	Trigger/Symptom	Mitigation Strategy
SIRE software (upgrade, agendas, streaming) are not stable	Application / feature failures during testing	Back out suspect application or feature
AV vendors require long lead times for procurement	Vendor advises of delays	Ensure tender has appropriate penalty clause to obligate vendor
Facilities does not complete its renovations on time	The agreed date is not met	Work closely with facilities to ensure early indications of delay can be dealt with quickly
Required budget is not approved	No approval by council	Ensure budget is all-inclusive, that items are not missed Reschedule project when budget is available

Acceptance Signatures:

Business		TSD	
_____	_____	_____	_____
Project Lead	Date	Project Lead	Date
_____	_____	_____	_____
Business Manager	Date	Project Manager	Date
_____	_____	_____	_____
Project Sponsor	Date	Project Sponsor	Date