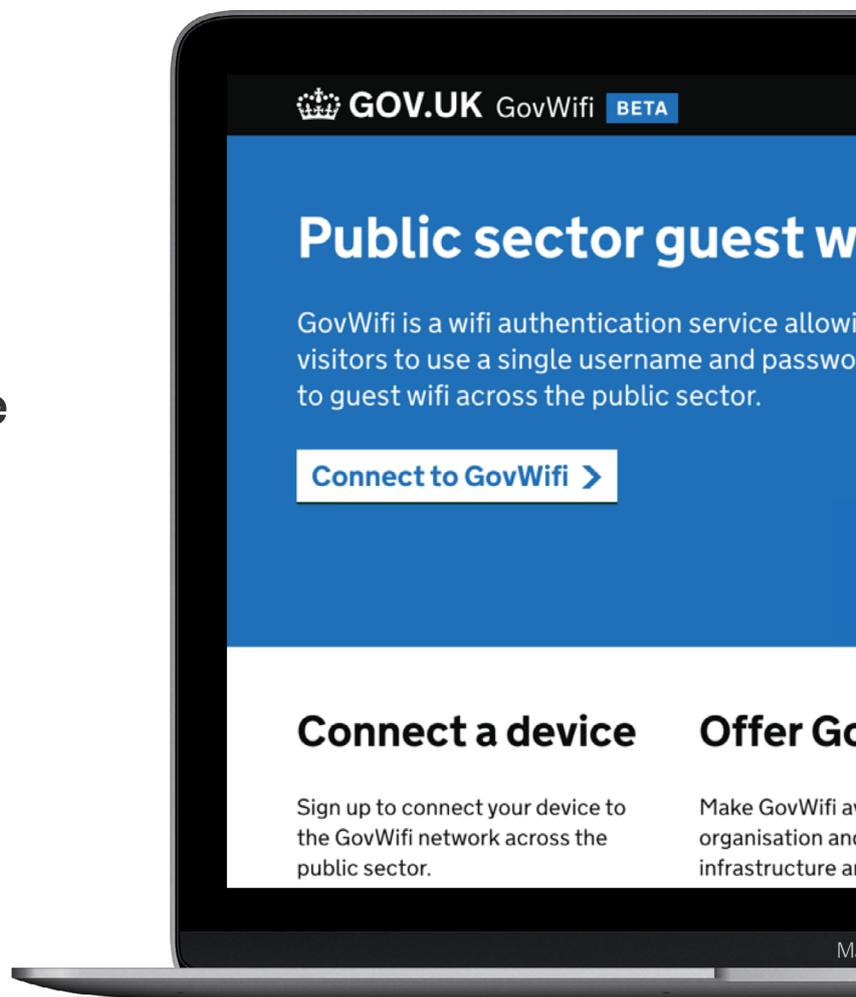


CASE STUDY

# Delivering GovWifi for the Government Digital Service

We delivered GovWifi, a digital service that supports 200,000 active weekly users, for the Government Digital Service (GDS)



## Introduction

In the past, public sector organisations had different wifi networks across different locations and were operating separate guest wifi networks. For civil servants, consultants and visitors, this meant having to deal with multiple username and passwords across different government offices.

The Government Digital Service (GDS) conceived of GovWifi as a way for public sector staff and visitors to sign up once and connect to a single wifi service across locations. They needed help to build a robust, scalable and secure solution in the shortest possible time.

We took over responsibility for GovWiFi at an alpha stage and delivered scalable technology for GDS. It is in over 1,000 public sector buildings, supports around 200,000 active weekly users and has had over 495,000 people registered to use it.

“Made Tech are one of the top two delivery teams in GDS. GovWifi is one of our crown jewels. It’s fantastic.”



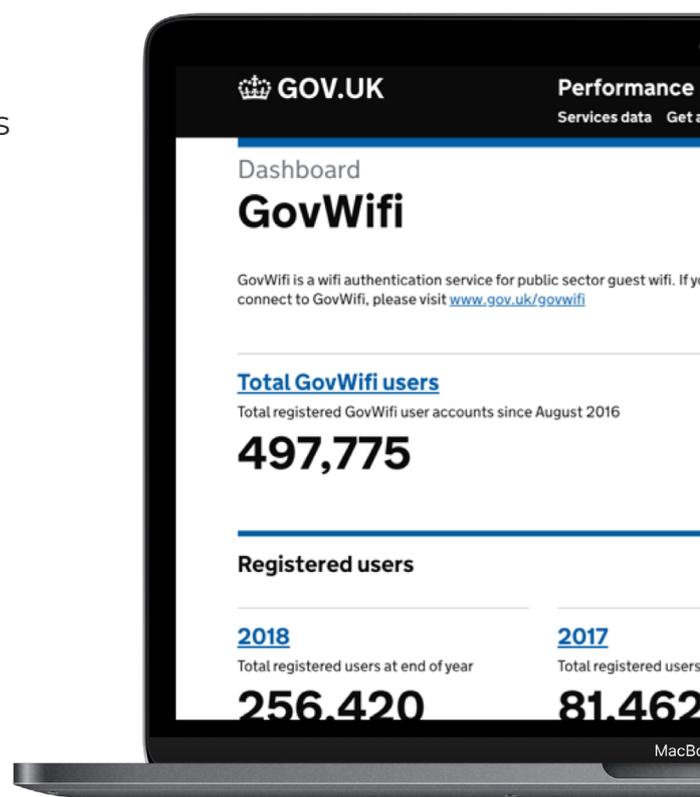
David Lewis, Delivery Director at Government Digital Service

# The need for a single government wifi service

The Government Digital Service (GDS) is part of the Cabinet Office and has responsibility for provisioning online public services. GovWifi was part of the Common Technologies programme within Cabinet Office and GDS, with a goal to improve civil service productivity.

Before GovWifi was conceived, public sector organisations often had several different wifi networks across their various office locations, with each organisation designing, procuring, deploying and operating separate guest wifi networks. For staff and members of the public who visited and worked across these sites, this typically meant managing multiple wifi username/password combinations for each site location.

When you consider the number of public sector organisations and locations, this added up to a lot of similar but unconnected systems and a frustrating experience for users.



# The project to build a single secure wifi

GovWifi is a way for public sector staff and visitors to sign up once and automatically connect to a single wifi service across multiple public sector locations.

The service was aimed at civil servants, consultants and visitors to government departments and designed to replace user and guest wifi with a single secure wifi connection. Ultimately, the aims for GovWifi were to save money and make it easier for civil servants to do their work.

It needed to enable workers and visitors at a public sector location to access the internet on their devices and be able to work efficiently. Also, organisations needed to be able to provide secure wifi for its users and be able to monitor traffic and content that was consumed in specific departments.

GDS engaged us to build a robust, scalable and secure solution in the shortest possible time.

**“The implementation of GovWifi is perhaps the biggest success story in this [tools and processes] section of the transformation plan.”**

**From Public Technology’s “The Government Transformation Strategy - has it stuck?”**

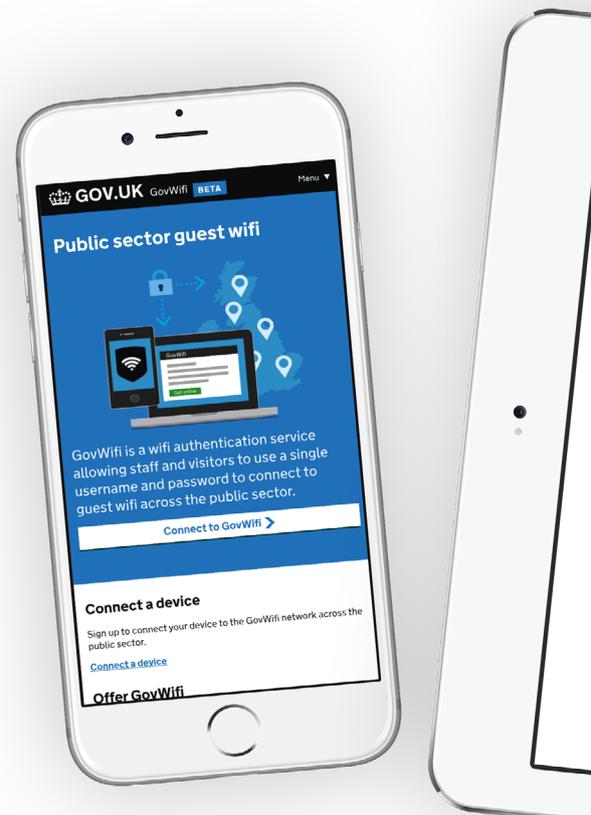
# Our approach to delivering GovWifi for GDS

We took over responsibility for GovWiFi at an alpha stage and followed our digital service delivery process to build the solution. We rewrote the application taking a cloud first and microservices approach, ensuring it would handle security intelligently and perform and scale effortlessly.

Each end user is protected with unique credentials and encryption keys when they log into the wifi and access the internet. These credentials are randomly generated so they can't be used to get into other systems if stolen. Once logged in, users can use GovWifi any time they are in their office or another public sector building.

A key component of our strategy was to focus on a phased implementation rather than one big bang release. We worked closely with GDS staff as we built the service, using weekly iterations to move at pace and showcase progress at the end of each week.

As a result, we were able to deliver scalable technology that was built natively for the public cloud on Amazon's AWS and GovPaaS.



# The technology and tools used

- **PHP** and **Ruby**
- **Amazon AWS**
- **GovPaaS**
- **RADIUS open standard**
- **Agile delivery**

“Another day where I love GovWifi. Makes it so much easier to work across different government sites.”



Stephen McCarthy, Head of Design, Government  
Digital Service

## The results – a secure and scalable solution

GovWifi is in over 1,000 public sector buildings, supports around 200,000 active weekly users and has had over 495,000 registered users since August 2016. Additional **up-to-date data about GovWifi** users is also available.

GovWifi represents a change in the way civil servants work and has significantly improved cross-government collaboration. It allows staff and visitors in government organisations to connect and stay connected to a secure wifi service whilst they move from building to building. It gives them the flexibility to work wherever they need to, with the same wifi experience at every location.

# About Made Tech

Made Tech are public sector technology delivery experts. We provide Digital, Data and Technology services across the UK market.

We help public sector leaders to modernise legacy applications and working practices, accelerate digital service delivery, drive smarter decisions with data and enable improved technology skills within teams.

If you'd like to find out more, you may want to read about some related projects:

- [Building an API platform for Hackney Council](#)
- [Rapid digital service delivery at the Ministry of Justice](#)
- [Technology Capability Building at Ministry of Justice](#)
- [Check out what we do at madetech.com](#)

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