



SPECIAL REPORT

To: Board of Directors, CCRD

From: Courtney Kirk, CAO

Meeting Date: September 9 & 10, 2020

Subject: Technology costs to move CCRD Administration & Board to Office 365, Teams

Recommendation:

THAT the Board of Directors of the Central Coast Regional District receive the report.

Summary:

Administration has for some time been considering moving our email system over to Microsoft 365.

Microsoft 365 includes an email system (for both office and web-based usage) and includes a range of other bundled software including an upgraded version of Teams which delivers an information hub and repository for documents, project tracking, task management and calendars which can be used by all staff members. Teams offer the highest security for team calling and is compliant as the data is stored in Canada.

Since the Pandemic the need for effective remote working has increased significantly. Administration has therefore been experimenting with virtual working options and has found the free version of Teams to work well to enhance virtual collaboration and productivity. Full functionality of Teams is only available through integration of Microsoft 365.

Administration anticipates integration of Microsoft 365 will enhance productivity even further, providing for more efficient collaboration both internally and externally with consulting service providers, other government agencies and commissions and committees familiar with or utilizing the software.

Furthermore, Teams will allow Directors to conduct board meetings in a more secure data environment (than Zoom) particularly important for in-camera meetings, as Microsoft 365 is compliant with data hosting regulations.

Administration anticipates executing integration of Microsoft 365 and moving the organization's email system through the month of September 2020, with October as the goal month to test the governance transition with the first Teams Board meeting. This timeline may require modification according to the advice of transition consultants assisting Administration in ensuring a smooth transition for Board and Staff. A priority consideration is observance of scheduling requirements embedded in CCRD's procedures bylaw.

The expenses associated with the software, transition, and training may be accommodated in CCRD's Five Year Financial Plan, and it is anticipated will be moderated through an enhanced service agreement with existing communications provider Telus providing a cost savings. However, in the case where hardware is considered necessary to enhance the software's performance and utility, particularly for Board members and in consideration of continuing virtual meetings post pandemic, further Board review and consideration will be required.

Administration will continue to apprise the Board of progress.

A handwritten signature in black ink that reads "Courtney Kirk". The signature is written in a cursive, flowing style.

Respectfully Submitted by:

Courtney Kirk, Chief Administrative Officer