

Municipality of Lakeshore

Special Council Meeting Addendum



Thursday, September 16, 2021, 6:30 PM

Electronically hosted from Council Chambers, 419 Notre Dame Street, Belle River

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Recommendation:

Authorize Administration to spend up to \$100,000 from the Working Funds Reserve to undertake the emergency migration of the Exchange Server to Office 365 and the requisite Cloud Strategy to support the work.

Municipality of Lakeshore – Report to Council

Chief Administrative Officer

Information Management & Technology Solutions



To: Mayor & Members of Council

From: Truper McBride, CAO

Date: September 16, 2021

Subject: Exchange Server Migration

Recommendation

Authorize Administration to spend up to \$100,000 from the Working Funds Reserve to undertake the emergency migration of the Exchange Server to Office 365 and the requisite Cloud Strategy to support the work.

Background

On September 14th 2021 the Microsoft Exchange Server supporting the Municipality's email service failed as a result of one of the three databases supporting the email service crashing. Administration engaged external IT support to assist Lakeshore IT staff in working to resolve the issue since the morning of September 15th 2021.

A new data backup solution was recently implemented as a trial service in August after the failure of the Laserfiche internal service that stores the Municipality's corporate records in the Civic Affairs Division. Prior to this backup, both the Exchange Server and Laserfiche were not being backed up. If it not for this new backup solution being in place Lakeshore would have incurred an even more significant disaster event with wide spread data loss. Administration will be bringing a report to the September 28th 2021 Regular Meeting of Council to request annualized funding to sustain this backup service going forward.

On September 15th a restore was done to the Exchange Server from the September 13th backup that was completed in the hopes to stabilize the server and bring it back online. The restore was unsuccessful and the database continues to corrupt.

As of now, the Exchange server has been deemed unrecoverable by both Lakeshore IT staff and the external third party IT provider. At the time of writing this report, email service is intermittent for some staff and Council while others are entirely without email.

Email is a core service the Municipality relies upon to communicate internally and externally.

Comments

In order to resolve the issue and re-launch the Municipality's email server, Administration is requesting \$100,000 to be approved from Working Funds. This upward limit is being requested in order to begin the migration of the data still on the Exchange Server to Microsoft's current email platform, Office 365.

Administration was intending to propose this migration to Office 365 in 2022 and 2023. The disaster event experienced with the Exchange Server has required all of this work to be expedited.

The transition to Office 365 requires a movement from a licensing based approach to an annualized subscription based system which will have an annual operating commitment of \$95,000.

As part of this work, Administration will undertake a Corporate Cloud Strategy go guide further restructuring to Lakeshore's Information Management and Technology Environment and inform future business planning.

Others Consulted

Optimus SBR

Optimus Technology Solutions

Financial Impacts

\$100,000 is required to fund the migration to Office 365. This amount includes subscription costs to the new service and labour.

An increase to the annual operating budget of \$95,000 will also be required for the annual subscription fees (user licenses).

The current balance of the Working Funds Reserve is \$2,855,000.