



# MEMORANDUM

AGENDA ITEM #VI.D

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DATE: MARCH 27, 2017  
TO: COUNCIL MEMBERS  
FROM: STAFF  
SUBJECT: SFRPC TECHNOLOGY UPDATE

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## Background

At the August 8, 2016 Council Meeting, staff made a verbal presentation to the Board regarding the Council's aging technology infrastructure and the urgent need to upgrade the systems. The Board instructed staff to present a more detailed plan at the September 12, 2016 Meeting.

## Status Before Upgrades

The Council used one file server to provide storage for user files and printing services and a second server to handle email (aged 11 and 10 years respectively). Most Council staff worked on PCs running Windows XP purchased more than ten years ago.

## Phase I Upgrades

Phase I Upgrades are complete. Twelve new PCs were purchased and installed. Office365 was installed on all staff PCs. The email system was migrated to the "cloud" with a new cloud-based backup system. The approximate cost of the Phase I Upgrades was under \$14,000 (\$15,875 estimate). Recurring costs for cloud-based email and backup plus the latest Office365 software are just under the \$350 estimate.

The firewall keeping intruders out and helping filter Internet traffic could no longer be upgraded and had to be replaced. The one-time \$1,400 charge was not expected. Internet fiber service was renegotiated at a reduced monthly cost but significantly increased speed (20Mbps@\$399 vs. 50Mbps@\$375).

## Phase 2 Upgrades

Phase 2 Upgrades will include migration of the file server to cloud-based storage. The migration has an expected one-time cost of \$2,200 plus approximate recurring charges of \$350. Storage for over-sized files and print services will be provided via a small onsite unit with an expected one-time cost of \$3,000.



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### Telephone System Replacement

The Council's Nortel PBX phone system used for the last eight years began failing over the December to January time period, including during the January 23 Council meeting. As a discontinued unit, repairs using refurbished parts were estimated to cost \$3,260. As a mission-critical system, the Agency could not afford the increasingly frequent outages. Instead of repairing the old system, it was replaced with a new NEC system for only \$6,750 including installation, training and 5-year parts warranty.

### Conference Room Technology Upgrade

Council staff is researching the use of videoconferencing and other technology upgrades to the Conference Room. Skype for Business, already available as part of Office365, can be leveraged to provide the software necessary for communications. Multiple choices are available for video cameras as well as flat-screen displays. Cost estimates with options will be provided in the near future.

The conference room is considered "shared space" under our current lease agreement. Negotiations will be undertaken with the new landlord before permanent upgrades are undertaken.

### Recommendation

For information only.