



MEMO

From the office of the...
VP FINANCE & CFO

TO: MSU Inc.
FROM: Ryan MacDonald & Pauline Taggart
SUBJECT: Office 365 Operating Request
DATE: January 25th, 2017

Members of MSU Inc.

I apologize that I will be unavailable at the time this meeting is called. However I hope that I have provided sufficient time to answer questions as required and equipped the other members of the board with sufficient information to answer any remaining questions.

If you're thinking to yourselves that it seems like we're experiencing more frequent and more serious network issues and downtime, you'd be right. In fact, we've had three serious threats to our network since June.

We have an antivirus system that's administered by UTS and a Managed Services Agreement with Audcomp Computer Systems, that includes monitoring our network 24 hours per day/ 7 days per week. Both systems failed to catch this threat.

In early September we had another Ransom ware outbreak on our network that again was caught by chance, only after the Ransom ware had been opened and had already started to spread. This incident was more serious than the first, impacted twelve computer systems, and a large number of network files. Again, neither UTS antivirus nor Audcomp systems managed to catch the malicious e-mail until the damage had already begun to spread.

The most recent e-mail outage lasted three days, and was likely caused initially by corrupt data from the earlier Ransom ware outbreaks. Audcomp Techs have advised that the hard drive that holds our Exchange e-mail database became full, which was the reason for the initial crash. As was the case with the earlier problems, Audcomp only became aware of an issue when we reported to them that we weren't receiving any external e-mail. When we attempted to restore the database from backup, the corrupted data caused some issues along with lack of available space on the server.

From this information and after extensive consultation and review of our network with other not for profit organizations and specifically student unions in Ontario, it is absolutely clear that we have fallen behind when it comes to investing in our network security and productivity tools for our staff.

Office 365 will be an incredibly useful asset to our team at the MSU, it will take our email server offsite, almost completely eliminating the chance of our email system going down while providing much needed updates to our productivity and workflow tools with updated Microsoft Office and the introduction of new software such as Microsoft Teams. A cloud solution is critically important to the success of our organization as it outsources technical services that we do not have the capacity to manage in house so that our network admin can focus on effective usage, managing the network and training users.

We spend less than nearly every other student union in Ontario when it comes to information technology and while I think it is a testament to our frugal approach to administration in this organization, some things have to give. This is a first step of many to ensuring the success of our network and investing in IT solution that increase productivity for our organization. Student leaders and staff need to be confident in the work that they are able to produce and the effectiveness of our productivity tools, specifically with reference to our email server.

The proposal attached highlights a plan in which if approved could be implemented over reading week 2017, allowing us to have as minimal an impact to operations as possible. Endeavour solutions is a company that we are incredibly comfortable with as they administer the software for our accounting team. They have shown to be very cost effective and professional ensuring a staff team coming from a multi-generational workforce is provided with useful information in an engaging way. They claim that there should be no interruption during the migration period for the email.

We are requesting the full members of MSU Inc. approve a \$21,033.82 operating allocation to administration to cover the costs of the migration and a 3 month subscription to the software covering the remainder of our fiscal year. The presented budget for 2017-2018 will include this ongoing expense as a cost applied to the services and business units based on the number of profiles they require. We expect both the migration costs and the profile costs to be less than is estimated because of attrition with respect to profile users and efficiencies that departments will look for as well as an over-estimation on the labour required to complete the migration.

It's time we invest money into this critically important part of our organizations infrastructure. Attached is the implementation and migration contract between the MSU and Endeavour solutions. If you have any questions please let us know.



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