



CITY OF BELLE ISLE, FLORIDA COVER SHEET

Meeting Date: October 15, 2019

To: City Manager

From: Chief Laura Houston and City Clerk Yolanda Quiceno

Subject: Gmail vs. Microsoft Outlook

Background:

Several members of the City of Belle Isle City Council recently discussed whether Gmail was the optimal email solution for the City. After researching options available for changing the email provider for the City of Belle Isle, Chief Houston, and I think it is in the best interest of the City as a whole to stay with Gmail.

A problem is about email stacking and therefore, it being difficult to search for the information. Gmail has a setting that once activated will alleviate this issue. Another area of concern is whether Gmail is a secure email provider for the police department to utilize. After consultation with the Florida Department of Law Enforcement Criminal Justice Information Security Officer, it has been determined that there are no restrictions on email providers provided, Criminal Justice Information is not transmitted via email. The Belle Isle Police Department has strict policies in place to prohibit this.

Microsoft Office 365 is an email solution, but it is expensive and is still resolving minor glitches in the software. Reverting to our in-house COBI email is also an option; however, we gained reliability and security compared to our prior configuration of Microsoft Exchange servers, which required extensive upkeep, upgrades, and patches. In addition, Gmail does not have additional costs of IT staff for programming, upgrading, or managing the backend of the system. It's already done for you.

Staff Recommendation:

After further research Chief Houston and the Agency will remain with their Gmail service. They have received a JAG grant and have been able to upgrade all Officer Laptops and will continue to be in compliance with FDLE regulations.

We believe the City should utilize one email provider to maintain continuity within the City. Before moving forward with a transition we recommend and are available to provide training with the Gmail system to any City employee or Council member as needed. Current Cost for G-mail accounts for staff (9), council (7) and mayor (1) utilizing same equipment: 17 Users at 204/monthly x 12 = 2448

Alternatives: See attached I.T. – Response Exhibit A and March 2017 Change-over Exhibit B

Fiscal Impact: TBD – Installation, setup and total cost of upgrades

TO CITY OF BELLE ISLE
FROM ALLAN CHOW – EXETER SYSTEMS
DATE OCTOBER 15, 2019
RE GAMIL VS OUTLOOK TRANSITION

Microsoft is closing support for any operating Systems prior to Windows 10 and Server 2012. Several of the City computers, as well as the server, will need to be updated and replaced. The deadline for this is approximately the end of the year. Cost to replace the server and associated software licenses would be about \$7k to \$8k. Not all the City computers would have to be replaced – some could be upgraded, I will have a look and give you an estimate.

The City operates two domains, @cobifl.com, and @belleislefl.gov. Please be aware that either or both of these domains could be handled internally, using an Exchange server, or hosted externally with an external provider like Gmail, Office 365, etc. – the choice is ours. You could also consolidate down to one domain if you wish.

If we upgrade to Exchange 2016, it has a MUCH better Outlook Web interface than the version the City currently has (Exchange 2007). The tablet/iPad users could install Outlook, but it is not necessary, I can demonstrate.

Moving the @belleislefl.gov email domain to our own internal Exchange server would not be difficult, it would be the reverse of what we did last time – create the new accounts, and import the email from Gmail to Exchange; all done behind the scenes.

Other than the cost of performing the Server and Exchange software upgrade, there is no additional cost from a month maintenance standpoint, if that is what you mean. The cost related directly to the Exchange software and the user licenses are as follows:

- Exchange Server 2016 Standard - \$799
- Exchange Server CALs (client access licenses) \$88 x 7 users = \$616
- Replace Server: \$7k to \$8k
- Installation and Setup costs: TBD

Since you already will be upgrading your server hardware and software anyways, it would be cost-effective to move to Exchange and migrate from Gmail around the same time, if you so decide.

We already have redundant backups on site, and yes, part of the upgrade will be to back everything up to a cloud backup provider (not just email, everything – files, applications, etc.).



Exeter Systems

SMALL BUSINESS I.T. SOLUTIONS

Quick Proposal for City of Belle Isle

Allan Chow, Exeter Systems LLC – March 1, 2017

Purpose

- a. City of Belle Isle, Florida (COBI, "the City") wants to transition their email to Google Mail, under a separately domain name, from their existing on-site Exchange 2007 email system, under the current cobifl.com domain name. Project will include exporting and importing of exiting Exchange mailboxes, forwarding existing addresses, and ongoing administration of Google Mail for the City. This project does not include any changes to the existing server/Active Directory infrastructure for logins, file storage, or applications (Laserfiche, etc.)

Installation Overview

- b. Exchange to Google Mail
 - i. Forward Existing cobifl.com email addresses to new domain (21)
 - ii. Bulk export/import of email history to new accounts (21)
 - iii. Configure devices/desktop Outlook for new email
 - iv. Archive inactive Exchange accounts in place
 - v. Perform ongoing administration of Google Mail system on behalf of the City

Other

- c. Note: Some accounts will take longer than others to export/import due to size
- d. Train all users in all stores on new systems, procedures, and best security practices
- e. Document entire system

Costs

- f. Installation and Setup = estimated 18 hours x \$95/hour
- g. Total Installation Costs before tax and shipping = \$1,710
- h. Earliest installation window is March 27, 2017

Acceptance of Proposal

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Estimated prices are noted as such and are subject to change, with prior customer approval.

Owner Signature _____ Date of Acceptance _____
Installer Signature _____ Date of Acceptance _____

EXETERED 3/07/2017