



Council Agenda Item

Meeting Date: July 15th, 2025

Agenda Item: Migration to G3 Email Tenant, O365, and MFA Rollout

Staff Contact (name, email, phone): Tim Neubeck, tneubeck@whitewater-wi.gov, 262-473-1391

BACKGROUND

(Enter the who, what when, where, why)

This project is an amalgam of 3 intertwined projects. First, Office 2019 reaches the end of extended support on October 14, 2025. Second, the City is currently on a commercial email tenant and needs to be moved to a government tenant in order to comply with various standards including that set forth by CJIS (Criminal Justice Information Services). Finally, the City needs additional licensing and applications in order to roll out multifactor authentication which is a CJIS requirement as well as that of the City's cybersecurity insurance provider. Because all 3 of these are intertwined, the City wants one vendor as the use of multiple vendors would require coordination between them for which the City would be paying them to interact with each other.

Office 365 is a subscription services that provides access to a suite of productivity tools and cloud services such as Teams, Word, Excel, and Outlook. As Office 2019 is being deprecated, the City can no longer reliably use it as it is a security issue as it is no longer going to be supported by Microsoft. Along with O365, the City needs additional conditional licensing that evaluates a user's sign in attempt and either grant or block access based on whether the conditions are met. Conditional access policies at their simplest are if-then statements; **if** a user wants to access a resource, **then** they must complete an action. For example: If a user wants to access an application or service like O365, then they must perform multifactor authentication to gain access.

A G3 email tenant is designed specifically for US government entities (federal, state, local, etc.) with strict security and compliance requirements including data being stored within cloud servers within the US. It includes a 100 gigabyte mailbox and other features. This is not as simple as buying different licensing; rather, we need a vendor to assist the City in migrating the City's email account from one tenant to the other while concurrently minimizing downtime.

The City's goal is to roll out all of this before October 14. If it is done too early, we are paying unnecessarily for these services, and if it is too much later, the City opens itself to security compromise. Thus, if this is approved during this meeting, the vendor can begin work on the email tenant migration in August/September and be in time for the October 14 deadline as this is anticipated to take up to 6 weeks.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

O365 and associated licensing are included in the City's 2024/2025 budget and are not a part of this consideration. This request is for the work itself for a vendor to conduct the migrations and to purchase the MFA tokens for potential users who do not want to use their cell phone for MFA.

FINANCIAL IMPACT

(If none, state N/A)

STAFF RECOMMENDATION

Staff recommends selecting Heartland Business Systems' proposal in the amount of \$27,122.20.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

- Heartland Business Systems' Statement of Work and pricing sheet
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