

RESOLUTION NO. 49 - 2016

Moved by: Mark R. D. Williams

A Resolution authorizing the submission of a grant application to Impact Harrisburg for an amount up to Two Hundred Fifty Thousand Dollars (\$250,000) to assist funding technology upgrades and improvements to correct systemic interruptions and failures of the technology infrastructure of the City of Harrisburg.

WHEREAS, June 10, 2016 through June 24, 2016, the City of Harrisburg (the “City”) experienced an information technology system outage, with a full loss of access to the primary document server and personal drives of employees, and a separate loss of system-wide access to the City email server; and

WHEREAS, the duration and severity of this system outage hobbled internal and external communications and interfered with departmental operations throughout City government; and

WHEREAS, this system outage was not an isolated incident, as the City regularly experiences server crashes as a result of decades-old neglect of the City’s information technology infrastructure; and

WHEREAS, in efforts to properly address the technology shortfalls in government operations, Harrisburg University recently completed a cooperative assessment of the City’s information technology systems at no cost to the City; and

WHEREAS, the assessment identified dire, high-risk deficiencies with the City’s information technology structure, including long-overdue replacement of software and hardware systems, and, critically the migration of information and services to cloud-based applications and file storage, enhancing security and otherwise preventing exactly the type of down time and loss of data that just occurred; and

WHEREAS, the City has determined that immediate action is required to avoid another communications catastrophe; and

WHEREAS, the City, as one component of the systems solutions, proposes the purchase Microsoft Office 365 products so it can convert to securely hosting email on redundant cloud-based servers; and

WHEREAS, the City desires to fund the cost of purchasing Microsoft Office 365 through one or more Contingency fund grants administered through Impact Harrisburg; and

WHEREAS, while the estimated total cost for Microsoft Office 365 is still being determined at this time, a project description prepared by the City is attached and incorporated as "Exhibit A;" and

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED BY THE COUNCIL OF THE CITY OF HARRISBURG, that the City is authorized to apply for up to Two Hundred Fifty Thousand Dollars (\$250,000) through one or more applications to the Impact Harrisburg Contingency funds for the cost of purchasing Microsoft Office 365 and related software or system licenses, service agreements or other resources that will be required to implement a transition of City email functions and storage for the City of Harrisburg.

BE IT FURTHER RESOLVED that the Mayor, City Controller and other appropriate City officials are authorized and directed to take all steps necessary to further effectuate the purpose of this resolution.

I second this resolution Maureen J. Davis

June 29, 2016
Date
Wanda R. Williams
President

Attest [Signature]

Years	NAVS
<input checked="" type="checkbox"/>	MR. ARLATT
<input checked="" type="checkbox"/>	MR. BALTIMORE
<input checked="" type="checkbox"/>	MS DANIELS
<input checked="" type="checkbox"/>	MS HODGES
<input checked="" type="checkbox"/>	MR. JOHNSON
<input checked="" type="checkbox"/>	MR. MAJORS
<input checked="" type="checkbox"/>	MS WILLIAMS
Years	6
NAVS	0

Exhibit A

Needs Statement

During the weeks of June 13-June 24th the City of Harrisburg experienced an IT crisis that caused the City to lose access to e-mail and the shared server. This has hardly been an isolated incident. The City regularly experiences a crash in the server. This is largely due to decades of not updating the IT Infrastructure of the City. For the weeks of June 13-June 24, the server crash was particularly troubling because of the length and severity of the crash. Employees were not able to access their e-mail accounts or shared files during this time. Since communications is a mission-critical function, the server crash led to a serious rupture in the service delivery of the City. Sadly, this server failure was an example of what is to come for the future of the City if we do not act immediately. In order to prevent another catastrophe, the City must begin the process of updating its IT infrastructure.

Scope of Work

The IT Infrastructure at the City is so vast, that it will take years to both purchase and move data onto a new platform. In the meantime, something must be done immediately to avoid another communications crisis. The City is proposing that an Impact Harrisburg grant be used to purchase Microsoft Office 365 for the City. Microsoft Office 365 would allow the City to host its e-mail on a secure cloud-based server. This would allow City employees to retain access to their e-mail accounts and other files in the event of a server crash. Therefore, with Microsoft Office 365, the City will still retain a large portion of its functionality and service delivery in the event of a server crash. The City proposes to apply for up to \$250,000 through the Impact Harrisburg Economic Development Contingency Fund.

INTER

OFFICE

MEMO

To: HARRISBURG CITY COUNCIL
From: Kirk Petroski, City Clerk
LEGISLATIVE APPROVAL FORM

Date: 6/29/16

LEGISLATIVE APPROVAL FORM/CERTIFICATE OF ACCEPTANCE

BILL NO. -2016 RESOLUTION NO. -2016

THE ABOVE LISTED ITEM WAS WRITTEN AND PREPARED FOR FINAL INTRODUCTION AT THE HARRISBURG CITY SOLICITOR'S OFFICE ON:

 _____ Date: 6/29/16
Deputy City Solicitor

Requested by Department/Bureau: Mayor's Office
Department/Bureau Contact Person: Cathy Hall / Joyce Davis

For Action on or before:

The attached was received in the Office of the City Clerk for introduction on

Received by: _____ Date: _____