Agenda – Standing Policy Committee on Innovation and Economic Development – July 7, 2022

REPORTS

Item No. 1 Innovation Spotlight – Microsoft Office 365

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

That the Standing Policy Committee on Innovation and Economic Development receive this report as information.

ADMINISTRATIVE REPORT

Title: Innovation Spotlight - Microsoft Office 365

Critical Path: Standing Policy Committee on Innovation and Economic Development

AUTHORIZATION

Author	Department Head	CFO	CAO
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EXECUTIVE SUMMARY

The City of Winnipeg is implementing Microsoft Office 365, a subscription-based platform to provide email, file, and collaboration services for all City staff (other than Winnipeg Police Services). This will improve collaboration for a distributed workforce and allow for services and information to be accessed from any location by City staff. Secure sharing of information with external stakeholders will also be simplified with this implementation.

RECOMMENDATIONS

That the Standing Policy Committee on Innovation and Economic Development receive this report as information.

REASON FOR THE REPORT

This spotlight report describes a core innovation that the Public Service is currently implementing.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications to receiving this report as information.

HISTORY/DISCUSSION

Background

Approximately six thousand City staff use the current Microsoft Exchange email environment (in addition to Winnipeg Police Services, which uses a separate Exchange email environment). The possibility of migrating to subscription-based cloud email offerings has been analyzed several times but, while cloud offerings provided additional functionality, it came at a higher monetary cost.

In 2020, the COVID pandemic response required approximately 1,800 City staff to work remotely to protect both the staff and the services being provided. This temporary shift to remote work required digital communication and collaboration capabilities which the City did not possess. The City acquired Microsoft Teams, a tool within the Office 365 suite of integrated collaboration tools, which provided web-conferencing, call, and chat functions. Microsoft Teams was initially made available as a mitigation to the service impacts of remote work, and has since become an integral tool supporting communications, digital record management, and digital workflows for the City.

The increasing need for enhanced collaboration capabilities and the benefits of email and file services that are accessible from anywhere led to the submission of a capital business case for 2022. The business case called for the implementation of Microsoft Office 365 for email, files, and collaboration for all City staff who currently have email access, other than Winnipeg Police Services, and described the anticipated benefits of implementation.

Benefits

The capital project was approved through the budget process and the project is now in the initiation stage. The project will provide transformative benefits, including:

- Teams communication functions (meetings, calls, chat, etc.) for all staff with an email address
- Improved collaboration with shared real-time editing of documents
- Automatic version control and self-service recovery of past versions of files
- Files accessible from any location and device without connecting to the City network
- Enhanced digital record management and workflow features, enabling digitalization and improvement of processes
- Industry-leading security measures, which provide access to the latest security protections as they are developed to address new threats
- Improved availability and resiliency of services with fewer and shorter service disruptions
- Easy secure file sharing and collaboration with business partners
- Access to larger amounts of email storage and archival space
- Integration between email, Teams, and file storage for easy sharing of files
- Access to the latest email, file, and Teams features as they become available
- Reduced costs for on-premise infrastructure and support
- Procurement efficiencies with other public sector organizations. Office365 is procured through a buying group including, the Province of Manitoba and provincial Crown Corporations that have already implemented this platform.

The Public Service anticipates that these benefits will have a significant cumulative effect in improving staff effectiveness, efficiency, and their experience in serving the citizens. City-wide improved collaboration, communication, and information sharing are powerful enablers for performance.

Deploying improved communication tools and collaboration capabilities to over 6,000 staff is a significant change to how City knowledge workers deliver services. Training and organizational change management are a primary focus of the project to ensure that the new capabilities offered by this platform are used to their full potential.

Next Steps

The project was initiated in March 2022 and is now in the detailed planning stage, using the information gathered from smaller-scale pilots that have been performed. The expectation is that email, email archives, and home drives will be migrated, first with shared network drives and SharePoint migrated in a subsequent phase. The entire project is expected to be completed before the end of 2023.

Once the project is complete, we will look for opportunities to further leverage the functionality that is made available within the Microsoft Office 365 environment to drive further service delivery efficiency and effectiveness. This includes the possible use of the web productivity tools rather than the desktop versions for some staff and use of Teams functionality for telephony services.

FINANCIAL IMPACT

Financial Impact Statement **Date:** June 1, 2022

Project Name:

Innovation Spotlight - Microsoft Office 365

COMMENTS:

There are no financial implications in receiving this report as information.

Jocelyn Peters - June 1, 2022

Jocelyn Peters, CPA, CGA
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Corporate Finance Department

CONSULTATION

This Report has been prepared in consultation with: N/A

OURWINNIPEG POLICY ALIGNMENT

1.4 Integrated Knowledge and Resources - Coordinate inter-departmental systems, projects, and resources, making the best use of internal and external expertise to better understand service needs, find the most appropriate solutions, optimize resources, and maximize community outcomes

1.5 Evidence-Informed Decisions - Invest in data and technology in order to support objective, evidence-informed decision-making; support open government and open data principles for collection and sharing; help coordinate records and information management; and improve process efficiency, results-based service delivery and accountability

1.21 Strategic Procurement - Utilize coordinated procurement strategies across government bodies including Indigenous, Federal, and Provincial governments, that support and enable the scaling up of community economic development opportunities to deliver on this Plan's goals.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

N/A

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

N/A

SUBMITTED BY

Department: Innovation and Technology
Division: Service and Infrastructure
Prepared by: G. Cottick
Date: June 1, 2022
File No: N/A

Attachments: N/A