




# HAMILTON POLICE SERVICE

## RECOMMENDATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	Sept 26, 2024
<b>SUBJECT:</b>	Reallocation of Remaining Microsoft Outlook Project Funding
<b>REPORT NUMBER:</b>	24-086
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### RECOMMENDATION

That the Hamilton Police Service Board (Board) approve the re-allocation and utilization of Microsoft (MS) Outlook capital funds towards other MS 365 projects, by acquiring external professional services to fully complete this project.

### EXECUTIVE SUMMARY

- Since 2017, a total of \$400,000 of the capital budget has been allocated to support the migration from the FirstClass email system to MS Outlook.
- The MS Outlook migration project was successfully completed in 2023, with \$120,432 remaining in the budget. These funds are currently residing in Capital Project #3761651901.
- Some of the processes using the FirstClass system did not have a functional equivalent in MS Outlook. We propose allocating the remaining Outlook budget to replace those processes using other Microsoft 365 products, such as SharePoint, Teams and Power Automate.

### FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: See below

Staffing: Not applicable

Legal Implications: Not applicable

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**INFORMATION**

The Board approved a total capital budget of \$400,000 toward the replacement of the legacy FirstClass email system with MS Outlook.

During the migration transition, we reviewed the current business processes using FirstClass, and mapped those processes to equivalent functionality in MS Outlook. Not all processes worked as efficiently using Outlook, resulting in FirstClass conferences being replaced with Outlook Shared Mailboxes and Distribution Lists, which placed more responsibility on the end user to manage content.

As we became more familiar with the MS 365 platform, we recognized that other MS 365 products, such as SharePoint, Teams, and Power Apps/Power Automate, are more efficient for information sharing and process automation than MS Outlook.

As a result and due to the level of expertise required, external professional services will need to be engaged to fully achieve the desired outcomes. The remaining \$120,432 residing in Capital Project #3761651901 will be utilized to complete this process, eliminating the need for any additional funding.

**ALTERNATIVES FOR CONSIDERATION**

Not applicable

**APPENDICES AND SCHEDULES ATTACHED**

Not applicable

FB/D. Parnell

- c: Ryan Diodati – Deputy Chief – Operations  
Paul Hamilton – Deputy Chief – Support  
Paul Evans – Superintendent, Business & Strategic Initiatives  
Sanela Dzaferi – Director – Finance  
Dawn Parnell – Manager – IT Services

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