

South Bay Cities Council of Governments

March 14, 2022

TO: SBCCOG Steering Committee

FROM: Jacki Bacharach, SBCCOG Executive Director

SUBJECT: Cybersecurity & Teleworking Updates to SBCCOG Staff's I.T. Systems

Adherence to Strategic Plan:

Goal D: Organizational Stability. Be a high performing organization with a clear path to long-term financial health, staffing continuity, and sustained board commitment.

BACKGROUND

To address potential cybersecurity concerns, as well as support the current I.T. environment and preparations to accommodate office space for ongoing telework (i.e. hoteling), the South Bay Cities Council of Governments (SBCCOG) staff worked with the I.T. managed services provider (SHARP) to identify solutions.

ANALYSIS

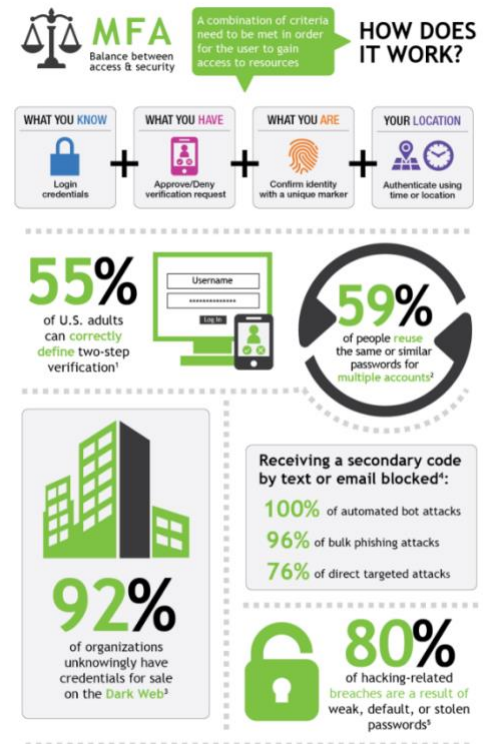
SHARP proposes 2 hours of labor (\$330, see attached for scope of work and quote) to improve the organization's Microsoft Office 365 cybersecurity. Specifically, this work requires staff to perform an additional level of verification when signing into their accounts (i.e. receiving a text message with a code to enter after signing in with their password). Known as multi-factor authentication (MFA, see infographic to the right for more information), this extra layer of cybersecurity is important for the organization as it continues to support teleworking environments.

Additionally, SHARP proposes 4 hours of labor (\$660, see attached for scope of work and quote) to enable all office computers to be logged into by staff with organizational Microsoft Office 365 accounts. This upgrade ensures that staff can access any office computer and maintain their own digital working environment on that device without fear of it being accessed accidentally by other staff, facilitating the office's transition to hoteling spaces (sharing desks) and equipment.

Please note that both of these solutions are not currently included in the budget for SBCCOG's monthly I.T. managed services with SHARP but funding will come from the contract services line item.

RECOMMENDATION

Approve costs in an amount not to exceed \$990 for SHARP to complete I.T. systems' updates.



WORK GROUP TO AZURE AD MIGRATION SCOPE OF WORK

Presented To:

South Bay Environmental
Services

2355 Crenshaw Blvd
Suite 125
Torrance
California, United States
90501

(310) 371-7222

Feb 15, 2022



SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

Prepared by:

SHARP®

SHARP BUSINESS SYSTEMS

6060 W. Manchester Ave. | Suite 215 | Westchester, CA 90045
(424) 789-8208

EXECUTIVE SUMMARY:

The South Bay Environmental Services based in California, needs to migrate from a local workgroup to Azure AD. As such, they have reached out to Sharp Business Systems to assist in this process.

The Sharp Senior Engineer (Vertis) has met South Bay Environmental Services and together have identified the following:

PROJECT SCOPE:

The following summarizes key tasks of the project.

TASKS FOR MIGRATION TO AZURE AD

- Each user will be given instructions to setup a sync profile for their respective browsers (firefox, chrome, edge, ect.). Any issues with initial setup Help Desk or myself will be available to assist.
- Each user will be given instructions to setup OneDrive and enable backup. Any issues with initial setup Help Desk or myself will be available to assist.
- Device limit will be disabled in your Microsoft Tenant so all devices can be connected to Azure AD.
- Each PC on a local group will be enrolled in Azure AD.
- Each user will be given instructions on what to expect when they sign-in using their email.

INVESTMENT (ESTIMATED):

Based upon the information provided, we estimate that completion of all phases as outlined above would require a labor investment of two (4) labor-hours or \$660 at our current standard labor rates (attached). This includes labor for all onsite work, including meetings, as well as off-site research, where applicable. Travel and any other expenses will be invoiced separately as Time and Materials. ***Note that we only bill for time actually used.***

THANK YOU FOR CHOOSING SHARP BUSINESS SYSTEMS!



SHARP BUSINESS SYSTEMS

We appreciate the opportunity to provide you with these services. Please contact Vertis if you have any questions. To move forward with this project, please sign and return the Acceptance below.

The quotation contained in the **Proposal**, is valid for **30 (thirty) days** commencing on the date of this document. Following the expiry period of thirty **days**, and before the Agreement is accepted and signed by the client, prices are subject to change upon prior notification to the Client.

SIGNATURE OF ACCEPTANCE:

Please acknowledge acceptance of this entire document, and authorize Sharp Business Systems to commence services, by signing and returning to us. We will then sign and return a fully-executed original to you.

Agreed and accepted:
Sharp Electronics Corporation
through its Sharp Business Systems division

Agreed and accepted:
South Bay Environmental Services

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date

STANDARD LABOR RATES

(Effective September 1, 2017)

<i>Prices are subject to change without notification.</i>	Regular Business Day 8:00 am – 5:00 pm (USCT) Monday - Friday (excluding Holidays*)	After Hours 5:00 pm – 8:00 am (USCT) Saturday, Sunday & Holidays*
	Desktop Support	\$165.00 per/hour
Engineer Support	\$165.00 per/hour	\$247.50 per/hour
Project Manager	\$165.00 per/hour	\$247.50 per/hour
Network Cabling	\$165.00 per/hour	\$247.50 per/hour
Expedite Fee	\$165.00	\$165.00
<i>All expedited onsite support visits will have a minimum of two (2) hours billable plus the expedite fee.</i>		
Trip Charge Fee	\$50.00	\$50.00
<i>A trip charge service fee (one per visit) will be assessed for all onsite support provided at a location in downtown Chicago and may be applicable to other locations beyond our general service area, which includes distances greater than 30 miles (one way) from our Los Angeles office.</i>		
Other	<i>All onsite work carries a two (2) hour minimum.</i>	

Labor Definitions	
Desktop Support	Focus on workstation and printer-related issues
Engineer Support	Concentration on all other LAN/WAN network infrastructure (e.g. servers and server implementations and configurations, LAN hubs, switches, WAN routers, firewalls, design, planning, technical documentation, etc.)
Project Manager	Traditionally perform all functions related to the overall project and their activities are identified either in project scope documents or invoice details
Network Cabling	Wiring, voice, and data

* Sharp Holidays – Office Closed	
New Year's Day	Thanksgiving Day
President's Day	Day following Thanksgiving
Good Friday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve
Labor Day	
Note: <i>If any of the aforementioned holidays fall on a Saturday, we are closed the Friday before; if it falls on a Sunday, we are closed the Monday after.</i>	

EMAIL SECURITY UPGRADE SCOPE OF WORK

Presented To:

South Bay Environmental
Services

2355 Crenshaw Blvd
Suite 125
Torrance
California, United States
90501

(310) 371-7222

Feb 2, 2022



SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

Prepared by:

SHARP®

SHARP BUSINESS SYSTEMS

6060 W. Manchester Ave. | Suite 215 | Westchester, CA 90045
(424) 789-8208

EXECUTIVE SUMMARY:

The South Bay Environmental Services based in California, needs to upgrade their email security. As such, they have reached out to Sharp Business Systems to assist in this process.

The Sharp Senior Engineer (Vertis) has met South Bay Environmental Services and together have identified the following:

PROJECT SCOPE:

The following summarizes key tasks of the project.

TASKS FOR UPGRADING EMAIL SECURITY

- Obtain a list of users.
- Disclaimers will be added to emails that aren't internal with wording that reminds end users to correspond with caution.
- Update the length from 6 to 16 characters on any global administrator accounts in the Microsoft tenant.
- Send the setup email to each end user so they can associate their cell number with their email.
- Enable MFA.

Prerequisites

- Send a link to users onsite that outlines what email security measures will be enabled. When they will be enabled.
- Instructions will be sent to users prior to enabling MFA so they can register their cell number with their Microsoft account.

INVESTMENT (ESTIMATED):

Based upon the information provided, we estimate that completion of all phases as outlined above would require a labor investment of two (2) labor-hours or \$330 at our current standard labor rates (attached). This includes labor for all onsite work, including meetings, as well as off-site research, where applicable. Travel and any other expenses will be invoiced separately as Time and Materials. **Note that we only bill for time actually used.**

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