



# Regular Meeting of the Council of the District of Port Edward

Tuesday, January 23, 2024

7:00 PM

District of Port Edward Council Chambers

Zoom Link Join: <https://us06web.zoom.us/j/83233091493>

Meeting ID: 832 3309 1493

## AGENDA

**We respectfully acknowledge we are meeting on the traditional unceded homeland and territories of the Tsimshian Peoples**

**1. Adoption of Agenda**

**Recommendation:**

THAT the Agenda for the Regular Council Meeting of January 23, 2024 be adopted as presented.

**2. Adoption of Minutes**

**Recommendation:** THAT the minutes of the Regular Council on January 9, 2024 be adopted as presented.

**3. Business Arising**

**4. Petitions & Delegation**

**a) Prince Rupert Port Authority**

**RE:** Ridley Island Noise Complaint

**5. Correspondence**

**a) Port Edward Historical Society**

**Re:** Letter of Support for the North Pacific Cannery

**b) Suicide Crisis Hotline**

**Re:** Municipal/city properties be required to display the 988 information poster.

c) **CN, Public Notice, Notice Under Canadian Navigable Water Act.**

**6. Reports**

a) **Todd Francis, CAO, I.T Systems Review Summary Report**

**Recommendation:** THAT Council receives the following report for information sharing purposes only.

b) **Todd Francis, CAO, I.T Partners Proposal for Management of District of Port Edward I.T. Systems**

**Recommendation:** THAT Council “Single Source” the proposal to IT Partners for Capital and Operational Budget purposes for District of Port Edward I.T. systems maintenance, management and support.

c) **Todd Francis, CAO’s Monthly Report to Council**

**Recommendation:** THAT Council receives the following report for information sharing purposes only.

d) **Todd Francis, CAO Draft 2024 Work Plan**

**Recommendation:** THAT council receive for information purposes and provide input.

**7. Bylaws**

**8. New Business**

**9. Reports on Council Activities**

**10. Questions from Audience – *Regarding Listed Agenda Items Only***

**11. Adjournment**

2a

**MINUTES OF THE REGULAR MEETING OF THE COUNCIL OF THE DISTRICT OF  
PORT EDWARD, HELD IN COUNCIL CHAMBERS ON TUESDAY JANUARY 9, 2024**

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**PRESENT:**

**COUNCIL**

Mayor Knut Bjorndal, Chair  
Councillors: Christine MacKenzie, Dan Franzen and Collen  
McDonald  
**Absent:** James Brown

**ADMINISTRATION:**

Todd Francis, Chief Administrative Officer  
Lorraine Page, Director of Financial Services  
**Absent:** Polly Pereira, Director of Corporate Administrative  
Services and Strategic Projects

**CALL TO ORDER:**

Mayor Knut Bjorndal called the meeting to order at 7:01 pm on Tuesday January 9, 2024.

The Mayor opened the meeting by respectfully acknowledging we are meeting on the traditional unceded homeland and territories of the Tsimshian Peoples.

**AGENDA:**

24-001            Moved by: Councillor Franzen  
                      Seconded by: Councillor MacKenzie

**THAT** the Agenda for the Regular Council Meeting of January 9, 2024 be adopted as presented.

Carried Unanimously

**MINUTES:**

24-002            Moved by: Councillor Franzen  
                      Seconded by: Councillor McDonald

**THAT** the minutes of the Regular Meeting of Council dated December 12, 2023 be adopted as presented.

Carried Unanimously

**BUSINESS ARISING:**

**PETITIONS AND/OR DELEGATION:**

- a)    **Prince Rupert Salmon Enhancement Society**  
      **RE : Fish Hatchery Update**

Colin Masson and Beth Armstrong-Bewick presented Council with an update on the progress of the proposed Fish Hatchery.

**CORRESPONDENCE:**

- a) **Union of British Columbia Municipalities**  
**RE: Canada Community – Building Fund**

24-003 Moved by: Councillor MacKenzie  
Seconded by: Councillor McDonald

**THAT** the letter dated November 28, 2023 advising that the UBCM will be processing the second Community Works Fund for \$41,154.74 in December be received and filed.

Carried Unanimously

- b) **Honourable Ravi Kahlon, Minister of Housing**  
**RE: New legislation to support local government housing initiatives**

24-004 Moved by: Councillor MacKenzie  
Seconded by: Councillor Franzen

**THAT** the letter dated December 8, 2023 advising that the Province has passed three bills that changes the way local governments plan for new housing be received and filed.

Carried Unanimously

- c) **Northern Health, Acropolis Manor**  
**RE: Letter of Support for the Port Authority Grant Application by Acropolis Manor DementiAbility Project 2024**

24-005 Moved by: Councillor Franzen  
Seconded by: Councillor MacKenzie

**THAT** the letter dated December 20, 2023 requesting a letter of support for a grant application from Acropolis Manor to the Prince Rupert Port Authority be received and filed; and

**FURTHER THAT** Council support this project by providing a letter of support.

Carried Unanimously

- d) **Prince Rupert Pickleball**  
**RE: Grant in Aid**

24-006 Moved by: Councillor Franzen  
Seconded by: Councillor MacKenzie

**THAT** the Grant in Aid application to support the Prince Rupert pickleball tournament be received and filed; and

**FURTHER THAT** Council will contribute \$500 towards this event.

Carried Unanimously

**REPORTS:****a) Todd Francis Appointment as CAO**

Council was provided a report dated January 9, 2024 from Polly Pereira, Director of Corporate Administrative Services, regarding the new Chief Administrator Officer (CAO) Todd Francis. As part of his position the District of Port Edward must, as part of his role, appoint him at a Council meeting as the CAO. Council should also authorize Mr. Francis to sign legal documents, contracts and cheques on behalf of the District of Port Edward and appoint Todd Francis as the Approving Officer for the District of Port Edward.

24-007 Moved by: Councillor Franzen  
Seconded by: Councillor MacKenzie

**THAT Council appoints Todd Francis as the District of Port Edward Chief Administrative Officer, the Approving Officer and an authorized signee on behalf of the District of Port Edward.**

Carried Unanimously

**b) 2024 Prince Rupert Port Authority- Community Investment Fund (CIF)**

Council was provided a report dated January 9, 2024 from Polly Pereira, Director of Corporate Administrative Services, regarding an opportunity to apply for funding through the Prince Rupert Port Authority – Community Investment Fund to have our consultants, Hapa Collaborative, present the waterfront plan to the community and First Nation groups in order to gather input and feedback regarding the proposed waterfront park. The funds required will be \$20,290 and matching funding will be provided by the District through funds and in-kind.

24-008 Moved by: Councillor Franzen  
Seconded by: Councillor MacKenzie

**THAT Council approve the grant application to the Prince Rupert Port Authority- CIF and agrees to contribute the matching funding of \$10,145**

Carried Unanimously

**REPORTS FROM  
IN-CAMERA:****BYLAWS:****NEW BUSINESS:**

Councillor Franzen requested staff set up quarterly meetings for Council with PRPA.

24-009 Moved by: Councillor Franzen  
Seconded by: Councillor McDonald

**THAT staff set up quarterly meetings between council and PRPA.**

Carried Unanimously

Councillor Franzen requested staff put out another proposal for the Alder Avenue housing development.

24-010      Moved by: Councillor Franzen  
                  Seconded by: Councillor McDonald

**THAT staff put out another proposal for the Alder Avenue housing development.**

Carried Unanimously

Councillor McDonald suggested talking to the NCRD about signage on the new recycling bins and putting the bins up on blocks.

**REPORTS ON COUNCIL ACTIVITIES:**

**Mayor Knut Bjorndal**

- Attended a meeting on Friday Jan. 5<sup>th</sup> at the hospital with Julia Pemberton
- Attended two meetings with Mayor Herb Pond, one about mutual aid, one about letter to Northern Health.

**QUESTIONS FROM THE AUDIENCE:**

Port Edward resident, Bruce Tessier had questions about in-home nursing, the old trailer court property, seniors housing, Spruce Street sign and burning permits.

**ADJOURNMENT:**

24-011      Moved by: Councillor Franzen  
                  Seconded by: Councillor MacKenzie

**NOW THEREFORE BE IT RESOLVED THAT** at 8:25 pm the January 9, 2024 Regular Meeting of Council was adjourned.

Carried Unanimously

**CERTIFIED CORRECT**

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Knut Bjorndal, Mayor

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Polly Pereira, Director Corporate  
Administrative Services and Strategic  
Projects

## FW: Port Edward Noise Complaints

CAO

Sent: Monday, January 15, 2024 9:21 AM

To: ksankey

4b

Kylene,

Can you send a "Delegation" form to Monica at PRPA, they want to get on agenda for January 23rd meeting. Thanks.

Todd Francis - CAO

District of Port Edward

Tel: 250-628-3667 cao@portedward.ca

Visit us online: <http://www.portedward.ca>

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**From:** Monika Cote [mcote@rupertport.com]

**Sent:** Friday, January 12, 2024 5:15 PM

**To:** CAO

**Cc:** Halie Osmar; Polly Pereira

**Subject:** RE: Port Edward Noise Complaints

Hi Todd,

Thank you for taking the time to meet with us the other day regarding the Ridley Island Export Logistics Project (RIELP).

As promised, we are happy to provide some brief project notes and an avenue for public inquiries to be passed along to members of PRPA's community relations team.

- The construction currently underway on Ridley Island is a large scale export logistics platform which will support future transloading opportunities, and enhance and expand containerized shipping options through the Port of Prince Rupert.
- The preparation of the site, including rail, road and utilities, is being managed by PRPA, with an approximate construction timeline of 2 years.
- The project will be under construction 24 hours a day, with parameters in place to ensure certain activities are limited at night time.
- Any disturbances should be directed to PRPA as they are in contact with the contractor to mitigate issues or concerns as they arise.
- PRPA measures noise on both Ridley Island as well as within the District of Port Edward. To access this information online, please visit: [Prince Rupert \(envcloud.com\)](http://PrinceRupert.envcloud.com)
- Lastly, please feel free to direct all questions and concerns to our Community Relations team via our community comment line: **250-627-5621** or [community@rupertport.com](mailto:community@rupertport.com). We track and respond to all inquiries in a timely manner. Should someone have an observation/concern they'd like to discuss, the more information provided the better, including date, time, approximate location, and what has been observed.

We'd like to take you up on your offer to have a PRPA team member present to Mayor and Council on the 23<sup>rd</sup> of January. In addition, we'd like to work with your team to coordinate a public open house to provide

information and address any concerns in early February, and are looking at our calendars to find a date to propose and will be in touch soon.

Thanks again and have a great weekend!



MONIKA CÔTÉ

DIRECTOR, PUBLIC AFFAIRS & COMMUNICATIONS

OFFICE: 250-627-2550 MOBILE: 250-600-4629



RUPERTPORT.COM

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**From:** CAO <cao@portedward.ca>

**Sent:** Thursday, January 11, 2024 12:36 PM

**To:** Monika Cote <mcote@rupertport.com>

**Cc:** Halie Osmar <hosmar@rupertport.com>

**Subject:** Port Edward Noise Complaints

**WARNING: EXTERNAL EMAIL** This email arrived from outside PRPA. ONLY open attachments, click links, or reply to a message if you are expecting it from a known sender. If you are at all uncertain, please report the message using the "Phish Alert" button in Outlook.

Ladies,

It was a pleasure meeting with you today, I have cc'd Polly (She is away on vacation until January 22). Port Edward appreciates the attention and quick response to this issue.

I look forward to seeing the communication plan and look forward to working with you.

Todd Francis - CAO

District of Port Edward

Tel: 250-628-3667 [cao@portedward.ca](mailto:cao@portedward.ca)

Visit us online: <http://www.portedward.ca>





# District of Port Edward

Clean, Neat & Green

5a

January 15, 2024

Dear Prince Rupert Port Authority,

I am pleased to be submitting this letter to the Community Investment Fund of the Prince Rupert Port Authority for the January 15th, 2024 deadline for the restoration of First Nations housing at Inverness Cannery. We are using this money to rescue 3 First Nations houses located just up from the Inverness Cannery site.

We strongly support this grant application since it is aimed at our recognition of First Nations contribution to establishment of the commercial fishing industry in the region.

We admire your initiatives to fund projects that have greatly benefited our community.

This project is being led by Port Edward Historical Society as it relates to the current projects connected to North Pacific Cannery.

Sincerely,

Knut Bjorndal  
Mayor

RECEIVED  
JAN 09 2024

DISTRICT OF PORT EDWARD

5b

**From:** Lukoni, Mitchell (Doherty, Todd - MP)  
**Sent:** January 9, 2024 9:55 AM  
**To:** Knut Bjorndal  
**Subject:** 988 Poster Display



HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

*Todd Doherty*

Member of Parliament  
Cariboo-Prince George

Dear Mayor Knut Bjorndal,

It's been 3 long years since the government passed my motion to bring 988 to Canada. I'm pleased to report that the easy to remember, 3-digit suicide prevention hotline is live and you can call or text 988 anywhere in Canada.

While I'm extremely proud of this common-sense Conservative policy that will save lives, our work is not done.

I'm hoping your council will pass a motion requiring all municipal/city properties to display the 988 information poster. You can find the electronic version of the poster at: <https://988.ca/get-involved>

I will be forever grateful of the collaborative work that municipalities have done in assisting me in getting this message out. This assistance ultimately resulted in this historic accomplishment that has, and will, continue to help save countless lives each and every day.

There is a draft resolution below, but please feel free to change it to whatever works best for your council.

Thank you for continuing to prioritize the mental health of those within your community.

Sincerely,

Todd Doherty, MP  
Cariboo-Prince George  
Shadow Minister for Mental Health and Suicide Prevention

**Draft motion:**

Display of 988 Crisis Line Information Poster

WHEREAS Canada has adopted 988, a National three-digit suicide and crisis hotline;

AND WHEREAS \_\_\_\_\_ Town Council/Municipality/City recognizes that it is a significant and important initiative to ensure critical barriers are removed to those in a crisis and seeking help;

NOW THEREFORE BE IT RESOLVED THAT \_\_\_\_\_ Town Council/Municipality/City continues to endorse the 988 crisis line initiative; and will display the 988 information poster in all municipal/City buildings.

# Thinking of suicide?

Help is available.



**9-8-8**

toll free, 24/7



**9-8-8**

Suicide Crisis  
Helpline



Canada

# PUBLIC NOTICE

## NOTICE UNDER CANADIAN NAVIGABLE WATERS ACT



As it continues on its path to growth, CN endeavours to run its operation safely, efficiently and sustainably, while ensuring that this growth also benefits the communities along its network. As such, and in accordance with paragraph 7(3) of the *Canadian Navigable Waters Act*, notice is hereby given that the Canadian National Railway Company (CN) has filed four applications with the Minister of Transport as CN intends to expand the railway crossing of the Zanardi Rapids which requires constructing a new rail bridge, building a temporary trestle bridge, removing derelict wooden structures from the shoreline and proceeding with marine infilling at the following location subject to approval of the Minister:

### **Mile 87.2 Skeena Subdivision**

in / on / over / under / through / across: Zanardi Rapids  
near Prince Rupert in the Province of British Columbia  
(approximately at 54° 14' 38.12 N, 130° 18' 10.21 W, in Port Edward)

CN has deposited information with the Minister of Transport, on the on-line Common Project Search Registry (online Registry available at <http://cps.canada.ca/>) under NPP file Number: 2019-500293, 2022-506820, 2001-500813 and 2022-506792.

Comments regarding the effect of this work on marine navigation can be sent through the Common Project Search site mentioned above under the Comment section (search by the above referenced number). If you do not have access to the internet, comments may be provided in writing (electronic means preferable) not later than 30 days after the publication of this notice directly to:

### **Transport Canada Navigation Protection Program**

820-800 Burrard Street  
Vancouver, BC, V6Z 2J8

Although all comments conforming to the above will be considered, no individual response will be sent.

CN carries more than 300 million tons annually of natural resources, manufactured products and finished goods. Its extensive reach across North America is due to its fully integrated rail and other transportation services, involving unique supply chain partnerships. CN also contributes to social and environmental advancement through distinctive public action and programs. It enables global trade by helping customers win in their markets.



# DISTRICT OF PORT EDWARD

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## REGULAR COUNCIL REPORT FOR DECISION

**Date:** January 23, 2024  
**To:** Mayor and Council  
**From:** Todd Francis, Chief Administrative Officer  
**Subject:** District of Port Edward I.T. Systems Review Summary Report

6a

### **Recommendation:**

**That Council receives the following report for information purposes only.**

### **Background:**

This is a summary of the findings from a recent review of the District of Port Edward I.T. systems by IT Partners, see attached full report.

The assessment was conducted based on the request of Acting CAO Elsie Lemke.

This report is not a reflection or audit of any individual or lack of attention from management. The current setup for I.T. is a typical setup for a municipality of Port Edwards size and the challenges a municipality faces based on level of staffing, education and training in this specific area.

It should be noted that it is unrealistic and unfair to expect that staff have the expertise, knowledge and understanding to effectively and professionally manage the I.T. system needs for the District of Port Edward.

### **Deficiencies Identified in Report**

**1. Weak Privacy and Security Posture:** Our findings reveal significant vulnerabilities in the privacy and security posture of Port Edward's IT systems. Key issues include:

i. **Ex-employees with Active System Logins:** The Full Detail Report.pdf highlights the presence of ex-employees with active system logins, posing a potential security risk.

ii. **End of Life (EOL) Operating Systems:** The Server Aging Infographic Report.pdf identifies EOL operating systems on the network, such as "Port Edward" running Server 2008 and "ACCT" using Win7, exposing the district to critical security flaws.

iii. **EOL Hardware for Server 2016:** The server "Port Edward" is running on hardware that is EOL, presenting both operational and security risks.

iv. **Lack of a Firewall:** The observation indicates that the district is relying on a home-grade router, lacking the essential protection provided by a dedicated firewall.

**Recommendation:** It is imperative to upgrade end-of-life and insecure systems promptly. We strongly advise professional management of the firewall, domain, and user accounts by certified technicians to ensure compliance with industry security frameworks.

**2. Neglected Network Management:** The network management practices within the district exhibit neglect in terms of enforcing standard best practices, lack of documentation, and absence of regular reporting. Key issues include:

i. **Lack of Best Practice Policies:** The Full Detail Report.pdf highlights the absence of standard best practice policies, such as passwords set to expire "Never" and no timely disabling of user access upon departure.

ii. **Inefficient Setup:** The network environment is not set up to industry best practices, leading to unpredictability and a lack of comprehensibility.

iii. **Absence of Documentation:** Lack of documentation and reporting makes it challenging for new personnel to navigate the IT environment efficiently.

**Recommendation:** Establish and implement network management practices adhering to industry best practices, including the enforcement of policies, regular reporting, and comprehensive documentation.

**3. No Clear Disaster Recovery Plan:** Our review identified a lack of a clear Disaster Recovery (DR) plan within the district, with concerns about unverified backups and potential challenges in the event of server failure. Key issues include:

i. **Unverified Backups:** The absence of verified backups and uncertainty about their replication in the cloud.

ii. **Inadequate Backup Capacity:** The Vadim Finance database is not backed up separately, and the backup drive is limited to 500GB.

**Recommendation:** Virtualize all server roles, distribute them across several virtual servers (VMs), establish robust backup practices, and document the DR process. Supervise and report on the DR plan daily to ensure preparedness.

### Approved for Submission to Council:

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**Todd Francis, CAO**

Attachment:

- Well Planned Finances
- Well Planned, Maintained, Financed Public Works & Infrastructure
- Growing & Progressive Economic Development
- High Quality of Life & Community Development
- Excellent Organization



# DISTRICT OF PORT EDWARD

## REGULAR COUNCIL REPORT FOR DECISION

**Date:** January 23<sup>rd</sup>, 2024  
**To:** Mayor and Council  
**From:** Todd Francis, Chief Administrative Officer  
**Subject:** IT Partners Proposal for Management of District of Port Edward I.T. Systems

6b

### Recommendation:

That Council “Single Source” the proposal to IT Partners for Capital and Operational Budget purposes for District of Port Edward I.T. systems maintenance, management and support.

That Council approves \$70,000 for I.T. infrastructure improvements in the 2024 Capital Budget funding from the Covid 19 Relief Fund.

That Council approves \$30,000 to the 2024 Operational Budget for annual I.T. maintenance, management and support.

### Background:

As per the District of Port Edward Purchasing Policy #2019-1 (FIN # 504) “Sole Sourcing” requirements for Technological Advancement and Standardization is an allowable option. Specifically, Port Edwards current situation there is no I.T. service provider.

IT Partners has conducted the review and is very familiar with the Port Edward needs as per the report and proposal, it makes sense to proceed with IT Partners proposal.

IT Partners has been vetted by Elsie Lemke (Acting CAO) and has an excellent reputation in providing high quality service and understanding the unique needs of municipalities.

It is also fair and safe to say based on past experience that the budgets that IT Partners has submitted are very competitive in the I.T. management industry.

IT Partners have several Municipal Clients as well as clients in Prince Rupert.

IT Partners is scheduled to be in the area once per month to service heir contract commitments to these clients therefore can service the District of Port Edward consistently in a timely manner as a result.

Utilizing the Covid 19 Relief Fund is an excellent option for allocation of these dollars, there is approximately \$262,000 remaining in this fund.

The rationale for implementing an I.T. security system in a municipal government office in British Columbia, Canada, is rooted in several key considerations:



## **1. Protection of Sensitive Citizen Information:**

- Municipal government offices handle a vast amount of sensitive citizen information, including personal details, financial records, and other confidential data.  
Implementing robust I.T. security measures ensure the protection of this information from unauthorized access, data breaches, or identity theft.

## **2. Compliance with Privacy Regulations:**

- Compliance with Canadian and provincial privacy regulations, such as the Personal Information Protection Act (PIPA) in British Columbia, is mandatory for government entities.  
A comprehensive I.T. security system helps ensure adherence to these regulations, avoiding legal consequences and maintaining public trust.

## **3. Prevention of Cyber Threats:**

- The increasing frequency and sophistication of cyber threats, including ransomware attacks, phishing attempts, and malware, pose a significant risk to municipal government systems.  
A well-implemented I.T. security system acts as a defense mechanism, detecting and preventing such threats to safeguard critical infrastructure and operations.

## **4. Maintenance of Operational Continuity:**

- Municipal government offices play a crucial role in providing essential services to the community.  
A security breach or cyber attack could disrupt operations, leading to service interruptions, financial losses, and damage to the municipality's reputation. I.T. security measures help maintain operational continuity and resilience against potential disruptions.

## **5. Prevention of Unauthorized Access:**

- Municipal systems often contain sensitive data and critical infrastructure components.  
Ensuring that only authorized personnel have access to these systems is essential for preventing unauthorized individuals from tampering with data, causing disruptions, or engaging in malicious activities.

## **6. Mitigation of Legal and Financial Risks:**

- Inadequate I.T. security can result in legal and financial repercussions for a municipal government office.  
Data breaches may lead to legal action, fines, and the potential loss of public trust. By investing in robust I.T. security measures, municipalities can mitigate these risks and demonstrate a commitment to responsible data management.

## 7. Protection Against Insider Threats:

- Municipal government offices need to guard against insider threats, including accidental data leaks or intentional misconduct by employees. I.T. security systems with access controls, monitoring, and auditing capabilities help detect and prevent insider threats, ensuring the integrity of sensitive information.

## 8. Public Trust and Reputation:

- Maintaining public trust is paramount for municipal governments. A security breach can erode public confidence and damage the reputation of the government office. Implementing effective I.T. security measures communicate a commitment to safeguarding citizens' information, reinforcing trust in the government's ability to protect sensitive data.

In summary, the implementation of a robust I.T. security system in a municipal government office in British Columbia is a proactive and necessary measure to protect sensitive data, ensure regulatory compliance, prevent cyber threats, and maintain the trust and confidence of the public.

## Approved for Submission to Council:

- Well Planned Finances
- Well Planned, Maintained, Financed Public Works & Infrastructure
- Growing & Progressive Economic Development
- High Quality of Life & Community Development
- Excellent Organization

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**Todd Francis, CAO**

Attachment:



15 January 2024

Todd Francis

CAO

District of Port Edward, BC

Dear Todd

**Version 2: DISTRICT OF PORT EDWARD IT MONTHLY SUPPORT ESTIMATE**

This estimate is for monthly Complete Care support for the district office at 770 Pacific Ave.

It assumes the district computer fleet has 7 PCs and 2 Servers.

For what is included in the Complete Care service please see the attached PDF called "WHATS INCLUDED COMPLETE CARE~".

Estimate:

$\$1,535.00 + *\$146.70 = \$1,681.70$

\*Microsoft 365 subscriptions for District Management, Employees and Council, with 1 year commitment.

All per month, excluding taxes.

IT Partners is ranked #1 in Western Canada and #52 in the world on the authoritative MSP501 list.

Our clients include The Crest Hotel, Prince Rupert and at the District of Hudson's Hope.

We are proud to bring the best IT support anywhere in Canada to your neighbourhood.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Garth Wardle', written over a white background.

**Garth Wardle**

**IT Partners Inc.**



15 January 2024

**PORT EDWARD IT SYSTEMS REFRESH PROJECT ESTIMATE V2**

**BUDGET YEAR 1:**

- |   |  |
|---|--|
| 1. New server host setup and installed with 3 x Server Virtual Machines, enough to run all existing server roles to best practice.  | x1   |
| 2. NAS (local backup storage + note: backups will also save in the cloud)   | x1   |
| 3. Backup software  | yes incl in monthly Complete Care support rate |
| 4. Sophos Firewall 10 users 300 mbs, incl setup for 2 VPN users   | x1   |
| 5. New server rack. Existing unit does not hold rack mounted servers.   | x1   |
| 6. UPS System refresh/replacement   | x1   |
| 7. Server Power-on over network configured  | yes  |
| 8. Research and quote for IIS upgrade to best practice.   | yes  |
| 9. Hypervisor on new server hardware  | yes  |
| 10. Purchase replacements for EOL (end of life) PCs   | x5   |
| 11. Join PCs to domain that are not currently domain joined. Research "Mayor's PC" situation  | x2   |
| 12. Configure server backups based on application or role. Set Backup Retention rules   | yes  |
| 13. Firewall configuration with SSLVPN,   | yes  |
| 14. UPS configuration for Virtual Machine & Host shutdown automation  | yes  |
| 15. DNS cleanup   | yes  |
| 16. DHCP Address Space, Options and device reservations   | yes  |
| 17. Network Design and rebuild to best practice: (min requirements for stable computing, redundancy, recovery and ability to scale) | yes  |
| 18. Network setup including change default IP Subnet (192.168.0.0/24), default causes IP conflicts and other complications          | yes  |



19. Basic DR Disaster Recovery Plan in place for critical services, using redundant backups and new server warranty	yes
20. Transfer roles & Retire 2008 server	yes
21. Transfer roles & Retire 2016 server	yes
22. Replace router	yes
23. DNS: clean up of duplicate A records	yes
24. Existing switches have performance mismatch, and are EOL. Replace	yes
25. Note: No credentials for existing Router.	
26. Note: No credentials for existing switches.	
27. Note: File shares include copies of copies (wasted space).	
28. Setup folder structure to best practice. Existing file shares are one open share. No permissions or hierarchies set or proper security applied on files/folders	yes
29. Backups setup to best practice.	yes
30. Note: previously no separate backups for SQL (the Vadim Finance database) or IIS (webserver). These will now be included.	
31. Note: Existing backup is set as a single, once daily, file level backup for c: drive's only for both servers	
32. Email migration to o365	x10
33. Setup council meeting room for live streaming	Later phase
34. Entry level tablets for council	x5
35. Surface PRO spec for mgt	x3
36. Docking station	x3
37. Dell 34 Inch Monitor - S3422DW	x6
<b>TOTAL - PRIORITY ITEMS FOR THIS YEAR</b>	<b>\$69,988.83</b>

ESTIMATE ONLY. EXCLUDES TAX, TRAVEL & SHIPPING



**BUDGET YEAR 2:**

38. 24 port POE Switch rather than 1 x 48 pt for redundancy	x2
39. Front office staff PC	x1
TOTAL - ITEMS FOR YEAR 2 BUDGET (assumes moderate risk)	\$5,920.00
ESTIMATE ONLY. EXCLUDES TAX, TRAVEL & SHIPPING	



9 January 2024

Todd Francis

CAO

District of Port Edward, BC

Dear Todd

**PORT EDWARD IT SYSTEMS REVIEW SUMMARY REPORT**

Thank you for our call on Wednesday last week.

On the call we discussed the main findings of our review of your IT.

The findings are based on the attached documents (Full Detail Report.pdf, Server Aging Infographic Report.pdf), interviews and our reviewer's own observations. The findings show:

**1. Weak Privacy and Security Posture. Main evidence of this is:**

- i. Ex-employees with active system logins. All ex-employees but one still have valid credentials. (Full Detail Report.pdf, pg 15-19)
- ii. End of Life (EOL) Operating Systems (OS's) on the network. These OS's have critical security flaws and no patches. (Server Aging Infographic Report.pdf "PortedwardNT" – Server2008, "ACCT" -Win7)
- iii. The Server 2016 machine is running on hardware that is EOL. This is also a security risk. ("Portedwardicity" - Server 2016 on HP ML 150 Gen 9 series, 2-xeon cpu's. EOL 31/07/2023).
- iv. The District has no firewall, just a home grade router.

Any one of 1.i-iv above would fail standard industry security frameworks. With all four, the District is not compliant under any data privacy regime.

**RECOMMENDATION:** Upgrade end of life and insecure systems immediately. Professionally manage the firewall, domain and users with Certified technicians.

**2. Neglected network management: Main evidence of this is:**

- i. no standard best practice policies enforced eg. Passwords set to expire "Never". No user accesses disabled when they leave. (Full Detail Report.pdf, pg 11, 19)



ii. Not setup to best practice. Not predictable, reliable nor easily comprehensible. (Observation)

iii. No documentation, regular reporting, no published policies. When a new person tries to work in the environment, they need to “discover the IT” from scratch. This takes longer than the work itself. Environments like this can be “stuck with” using one IT person only – the person that built it. This means the organization can be ‘held hostage’ by the same techs that first caused the problems. (Observation)

Besides the above efficiencies, having policies, reporting and documentation is a way to show that the District routinely exercises “due care” of its IT.

**RECOMMENDATION:** Setup and run the IT environment to industry best practice.

3. No clear Disaster Recovery (DR): the district has no disaster recovery plan that we could find. The backups could not be verified. We could not establish if they replicate in the cloud. We have a previous report that states that the Vadim Finance database is not backed up separately, and the backup drive is only 500GB, meaning it likely fills up, among other problems. (Observation, interviews)

We estimate a server failure would take 3 to 8+ weeks to restore. This is because of your remote location and the usually low server stocks in Calgary and Vancouver. This assumes the backups work.

**RECOMMENDATION:** Virtualize all server roles and distribute them across several virtual servers (server VMs). Setup backups to best practice and save them locally on a new NAS, and in the cloud. Maintain onsite warranties with the server manufacturers. Document the DR process. Supervise & report daily.

We have several branches across Western Canada. Most of our work is done remotely, but we regularly operate on-site in your area. For example, we have technicians in Prince Rupert all week next week.

I have attached estimates for the recommended work. (PORT EDWARD IT REFRESH PROJECT ESTIMATE.pdf and PORT EDWARD IT MONTHLY SUPPORT ESTIMATE.pdf)

If you have any questions, please don't hesitate to ask.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Garth Wardle'.

**Garth Wardle** cell: 778-678-9449

**IT Partners Inc.**

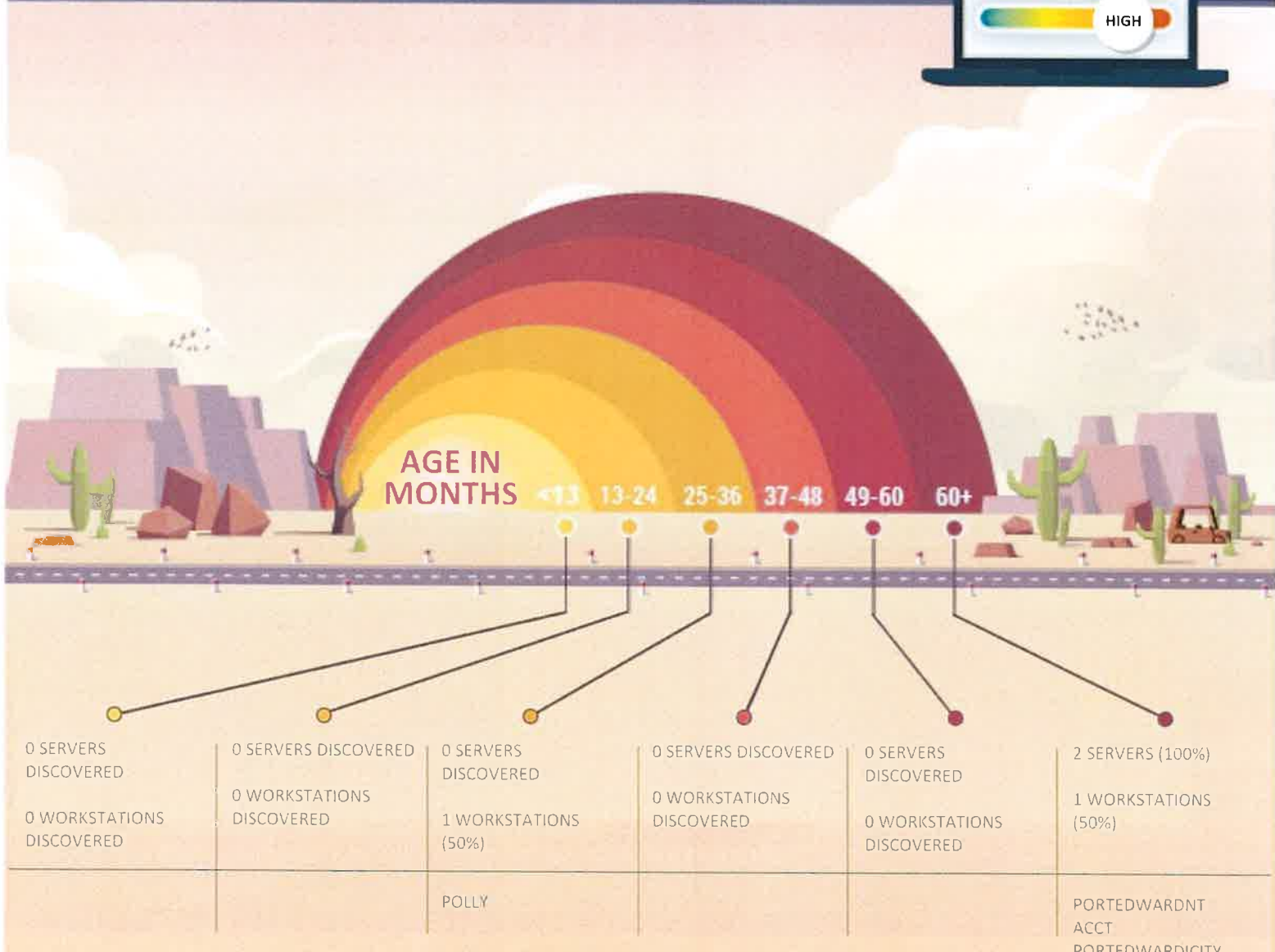


# Port Edward

## Server & Workstations Aging Report

The age of hardware in your environment can directly affect your availability and performance. As hardware gets older, the risk of failure increases. During our assessment of your environment, we analyzed the age of servers in the environment based on the OS install date.

**Your Risk**  
HIGH



**Note:** Only 2 out of 7 workstations were detected by this tool. Others were powered off, or not joined to the domain. Remaining 5 were discovered in the manual review.

We recommend replacing these systems to avoid downtime





## COMPLETE CARE FOR A FLAT FEE – WHATS INCLUDED?

The IT Partners model is a true team approach; comprised of 4 teams, and together these teams deliver Support, Infrastructure Management, Cyber Security and IT Strategy that aligns with the business.

1. **On-Demand IT Support** is designed to deal with reactive issues as they arise. Both onsite and remotely.
2. **Proactive Services** ensures the tools (cybersecurity, ransomsecure, antivirus, antispam, etc) are performing to the best of their ability in the environment and provides reports for senior personnel to review.
3. **Cyber Security Resiliency** creates a risk governance and risk management strategy for your firm. IT Partners utilizes a Cyber Security Operations Center for analyzing, protecting and educating your entire staff on cyber awareness.
4. **vCIO** analyzes technical data and meets with the client to review the business risk and business opportunities that exists with technology on a 60 day schedule. This meeting is focused on opportunities for improved efficiencies and implementation of Technology developments and/or enhancements that will provide cost savings. Additionally, the vCIO develops a roadmap and maintains both a short term and long term business strategy with the client. These meetings will be conducted via conference call or online video conferencing.

In more depth, each team performs the following functions:

### IT Support 24/7

Provides onsite service as needed per the agreement scope\*.

Provides remote support as needed per the agreement scope\*.

\*After hours support is for emergencies only. An emergency is a system-wide outage that stops the business from earning revenue or servicing clients.

It is the Support team's goal to provide a 1 hour response on all tickets/calls.

It is the Support team's goal to provide same day resolution on 75%+ tickets.

Every issue is tracked via a ticket.

Every closed ticket has a simple 1 click satisfaction survey to indicate how we did.

The Help Desk is expected to:

1. Capture issue info in a ticket
2. Set expectations
3. Resolve or escalate the issue
4. Ensure customer satisfaction

### Proactive Services

IT Partners uses a set of cyber security technologies and tools designed for protection, risk mitigation, effectiveness and efficiency. Most of these tools have a centralized console that allows this team to monitor hundreds of devices at once – easily seeing alerts or problems that need to be dealt with in a timely fashion.

All computers and servers on the domain receive the following maintained automated services:

#### **Daily**

1. Remote reporting agent reports errors as they occur (installed on all computers and servers)
2. Anti-virus scan protection on each computer and server
3. Backup verification reporting & monitoring of backups
4. S.M.A.R.T. hard drive checkup
5. Disk defrag (as required)
6. Ransomsecure crypto blocker

#### **Weekly**

1. Deep anti-virus scan on all computers

#### **Monthly**

2. Security patches installed on server/computers
3. OS updates installed on server/computers
4. Java, Adobe, and browser updates installed on server/computers
5. Inventory report produced and sent to Net Admin (can be supplied to client upon request)

### Cyber Security Resiliency

IT Partners provides an extensive Cyber Security Operations Center for your firm;

1. Develop, document and maintain Cyber Awareness knowledge of the client environment
2. Work to ensure regulatory compliance where applicable
3. Perform simple implementations of our cyber security set of tools as prescribed and required
4. Continually Train all staff on Cyber Security Awareness. (new hires as well)
5. Set standardizations through best practices and identify areas of security risks
6. Minimize impact of cyber incidents.

### vCIO

Regular 60 day on site/virtual meeting with client. Meetings may include:

1. Client Strategy with Activity Tracking
  - a. Identify risks
  - b. Create and maintain long term goals and strategy
  - c. Understand the clients business to help make better technology decisions
  - d. Prioritize areas of need and improvement
  - e. Budgeting & planning
  - f. Summary of lower priority items
  
2. Leverage Network Admin
  - a. Regular scheduled meetings discussing and reviewing established client goals and strategy
  - b. Discuss priorities of need
  - c. Discuss issues & escalations
  - d. Priority plans and implementation
  
3. Vendor Management
  - a. Review/assess or work with vendors as required
  
4. Develop IT policies and procedures as required
  - a. Disaster recovery plan
  
5. Think Tank Team Meetings
  - a. Regular monthly meeting with entire tech team to review client strategy, issues and generate business solutions for client goals
  
6. Cyber Security Program
  - a. Controlled Phishing training program
  - b. Ransomware crypto-blocker file share protection
  
7. Develop Roadmap work Roadmap
  
8. Provides consulting as required

## Summary of Services





# DISTRICT OF PORT EDWARD

6c

## COUNCIL REPORT FOR INFORMATION

**Date:** January 23<sup>rd</sup>, 2024  
**To:** Mayor and Council  
**From:** Todd Francis, Chief Administrative Officer  
**Subject:** CAO's Monthly Report to Council

### **Recommendation:**

**That Council receive for information sharing purposes only.**

### **Projects**

**Firehall Project** has begun, met with Marcan for project launch meeting. Marcan will present a project schedule and provide a quote on the upstairs Washroom/Shower. This scope change may impact budget on the project. Budget is \$100,000 and the proposal from Marcan was \$88,000. Once price for additional work has been submitted and reviewed, staff will submit a report for additional funds for project via report to a Council.

**Asset Management Project** has begun, a project launch meeting with to discuss schedule. I proposed a change to the schedule to better reflect the needs of the District of Port Edward in the development of the 2024 Capital Budget submission for the 5-year Financial Plan for the District. This is a Grant funded project.

**Climate Action Plan**, preliminary work has been done to locate a consultant to expedite this project. 2024 is the final year to receive the funds (\$43,000 for three years) for a total of \$129,000. The Climate Cation Plan will make recommendations on how to spend the remaining funds based on the criteria from the funding agreement.

**I.T. Upgrades**, See Council agenda for report to Council.

**Building/Permit Inspections Agreement Prince Rupert**, we are currently reviewing the agreement details with the intent to submit a report at the February 13<sup>th</sup> Council meeting for approval.

**Truth and Reconciliation**, I have reached out to a couple of firms to discuss funding for a Strategic Plan on building a relationship and partnership with our First Nations groups. Once funding source has been identified, a report to Council on next steps.

**Water Meter Issue with Port Authority**, we are looking at the option of engaging a "Technician" to confirm that the Port Edward meter is functioning properly so we can move forward with the proposed "Water Agreement" with Port Authority.

**Sewage/Waste Dumping**, there have been several requests from Rupert Disposal and Norco from Terrace to dump in Port Edward.

Although, it appears capacity is not an issue, we have decided that we will continue with our agreement with Port Authority to monitor that impact before we commit to taking on additional dumping's at this time.

**Ocean View Road Project**, there will be a walk through the week of January 22<sup>nd</sup> to compile a deficiency list to work towards completion of this project.

**White House Demo/Reno**, the plan is to submit a report at February 13<sup>th</sup> Council meeting a with a recommendation to move forward on this project.

The demolition cost estimate came in at \$209,000.

The intent at this point is to look at options and prices to renovate, a contractor will be in site in the near future to give an evaluation and price.

**Lot #1 Wildwood Avenue**, an offer came in for the property.

I am working with the realtor to adjust the covenants and get them registered against the property with the intent to encourage and promote the sale and building of a new residence.





## REGULAR COUNCIL REPORT FOR DECISION

**Date:** January 23<sup>rd</sup>, 2024  
**To:** Mayor and Council  
**From:** Todd Francis, Chief Administrative Officer  
**Subject:** CAO Draft 2024 Work Plan

### Recommendation:

That Council receive for information purposes and provide input.

### Background:

### DISTRICT OF PORT EDWARD CAO Work Plan 2024

Utilizing the District of Port Edward Official Community Plan and Strategic Plan is a great way to ensure that the CAO's work is aligned with the community's goals and objectives. This is a high-level Work Plan that can be used as a guiding document.

### 3-Month Work Plan

- Review the Port Edward Official Community Plan and Strategic Plan to identify areas of focus.
- Review assessment of the current IT infrastructure and identify areas that need upgrading (High Priority).
- Implement the IT upgrades identified in the 3-month work plan.
- Research options for funding to develop a plan to implement strategy for First Nation Relationships.
- Review the Emergency Plan and identify areas that need improvement.
- Review and launch the Asset Management project and expedite the long-range Capital Forecast to utilize for the 2024 Financial Plan.
- Review options for Financial Assessment Plan developing a financial process review to ensure that the community's finances are being managed effectively, with a focus on Capital and Infrastructure Planning, fees associated with utilities (Water/Sewer/Garbage), review Council Remuneration, per diems, travel expenses, Management salaries and Fire Department stipends.
- Assess employee training program to ensure that employees have the necessary skills to perform their jobs effectively.
- Review options for a Work Order System to improve the efficiency of work and tracking of assessment maintenance.



## 6-Month Work Plan

- Review and update the Emergency Plan based on the findings of the review conducted in the 3-month work plan.
- Implement the GIS mapping infrastructure plan developed in the 3-month work plan.
- Implement the Financial Assessment Plan developed in the 3-month work plan.
- Implement the Workhub Employee Training program developed in the 3-month work plan.
- Review options and develop a plan for Work Order Management to improve the efficiency of Asset Management Program
- Develop a plan to improve the efficiency of work order processing.

## 12-Month Work Plan

- Evaluate the effectiveness of the IT upgrades implemented in the 6-month work plan.
- Evaluate the effectiveness of the Emergency Plan updates implemented in the 6-month work plan.
- Evaluate the effectiveness of the Financial Assessment Plan implemented in the 6-month work plan.
- Evaluate the effectiveness of the Workhub Employee Training program implemented in the 6-month work plan.
- Implement the plan to improve the efficiency of asset management developed in the 6-month work plan.
- Implement the plan to improve the efficiency of work order processing developed in the 6-month work plan.

Please note that this is a high-level work plan and additional details may need to be added based on the specific needs of the community.

This work plan is evolving document with additions and updates on a regular basis.

The intent of the document is to be reviewed with comments and input from Council for the purpose of having it approved by Council.

It is the intent to report back to Council at the 3-month, 6-month and 12-month time frames on 2024 Work Plan progress.

### **Approved for Submission to Council:**

- Well Planned Finances
- Well Planned, Maintained, Financed Public Works & Infrastructure
- Growing & Progressive Economic Development
- High Quality of Life & Community Development
- Excellent Organization

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**Todd Francis, CAO**

Attachment: