

COUNTY OF YORK

MEMORANDUM

DATE: June 27, 2025
TO: York County Board of Supervisors
FROM: Mark L. Bellamy, Jr., County Administrator 
SUBJECT: Microsoft Office 365 Implementation Update

At your December 3, 2024, meeting, the Board approved a three-year Enterprise Agreement with Microsoft that laid the foundation for modernizing the County's productivity, security, and collaboration services. Once the purchase order was issued to CDW on February 24, 2025, the Information Technology Department immediately began configuring the identity, security, and compliance architecture essential for a seamless cloud migration. Those first weeks focused on establishing security baselines, designing FOIA-compliant email archiving, planning voicemail-to-email integration, and configuring advanced anti-phishing protections.

In April, every County employee was notified of the upcoming change and guided through enrollment in Multi-Factor Authentication. Establishing this second layer of verification—via mobile phone, desk phone, or hardware token—was a prerequisite for secure cloud access. Additionally, department “champions” were identified to provide early feedback and peer support.

May marked the large-scale transition. Twice each week roughly two hundred employees were moved to Office 365. Their mailboxes were cut over to the cloud, their personal files migrated into new OneDrive folders, and each workstation's Office installation was upgraded overnight. By May 28 every County user was operating entirely in Microsoft's cloud environment. Over the following weeks the team completed migration of the legacy email archive, converted shared and system mailboxes, changed routing so email now flows directly to the cloud, and enabled Microsoft's enterprise-grade spam and phishing defenses. Last week the telephone system was upgraded, restoring voicemail-to-email functionality. Summer will bring live and recorded training on Planner, Bookings, Stream, Forms, Power Apps, Power Automate, and other services so staff can quickly translate these new capabilities into higher productivity.

With the employee migration complete, we can now turn to two complementary initiatives. First, publicly accessible locations like the Library and Senior Center will be outfitted with cost-effective Microsoft Office LTSC (perpetual) licenses in place of subscription-based Office 365. This ensures they remain on a supported, secure version of Office ahead of the October end-of-support date for Office 2016. Second, the flexibility of the cloud now allows us to migrate large portions of the County's shared file system to the Microsoft Azure platform, improving collaboration in Teams and strengthening document governance. Planning for the shared-drive migration is already under way.

Thanks to the competitive pricing negotiated through the County's Enterprise Agreement with Microsoft, we anticipate presenting a consolidated Microsoft EA renewal for the Board's review this winter. This renewal will incorporate the previously approved Office 365 employee licenses, the upcoming shared file system migration to Azure, and a range of additional small services the County has adopted to enhance productivity and streamline operations. Together, these elements represent a cohesive and cost-effective investment in the County's long-term operating efficiency.

The successful completion of the County-wide employee migration—and a clear, cost-effective plan for our public computing sites—now positions York County to capture the full benefits of the Microsoft platform: stronger security, seamless collaboration, and better service to residents. We appreciate the Board's confidence and support as we turn this technology investment into tangible daily value for County employees and the community they serve.

TDW/aer

Copy to: Susan Goodwin, Assistant County Administrator