

Dear Kootenai Pets for Life Board Members,

I am writing this letter to bring attention to some critical IT infrastructure concerns that need immediate consideration and action. As your organization's technology partner, we have identified several issues that may impact the efficiency and professionalism of KPFL's operations, especially regarding communication and security.

It has come to our attention that personal Gmail accounts are being used for administrative purposes within the shelter, despite M365 licenses being provided at no cost by Microsoft. This practice is highly unconventional and carries significant risks. For example, a staff member had to visit another's home after hours just to reset their password, a simple task that could have been done remotely with an enterprise-grade account. No reputable organization should rely on personal email accounts for such critical tasks as it leaves you vulnerable to security breaches and loss of important communications.

Using the M365 licenses would allow KPFL to monitor these accounts, apply specific filters, and ensure important emails are not lost among subscription emails initiated by members. Furthermore, it provides a more professional image to the public when communicating with the shelter's domain-encrypted email addresses (@Kootenaipetsforlife.com). The ability to forward the actually desired emails manually from the personal Gmail accounts (which would be the only way to get them to the new M365 addresses) pales in comparison to the simplicity of converting these accounts into enterprise workspace accounts within Google Workspace for Nonprofits, which also offers excellent features; Including 100 TB of storage for the organization as well as Google Docs, for document needs and Meets for virtual attendees at meetings.

By linking your organization's domain with either Microsoft 365 or Google Workspace, you can ensure a professional front while benefiting from increased security and efficiency in communication. These suites offer many advantages over personal email accounts, such as improved collaboration tools, data protection, and centralized account management. It is important to note that both Microsoft and Google provide these licenses to non-profit organizations like KPFL at no cost, making the decision not to utilize them a missed opportunity for your organization's growth and security.

We strongly believe that adopting these enterprise-grade solutions will greatly benefit Kootenai Pets for Life in the long run.

Should this transition prove difficult or impossible for Kootenai Pets for Life, we at Libby Tech would regretfully need to reconsider our relationship with KPFL. As a technology partner committed to supporting organizations like yours, it is important that we align on fundamental practices that ensure the security and professionalism of all parties involved.

We hope you will take these recommendations seriously and see the value in adopting professional email solutions like Microsoft 365 or Google Workspace. We stand ready to assist KPFL in making this transition as smooth as possible, ensuring your organization can focus on its core mission without technological barriers.

Sincerely,

Andrew Dlask,

IT Committee Member

Libby Tech by Andrew