



Commission Meeting

October 17, 2023

Approve the upgrade of existing cable modem connections to fiber connectivity for remote department access.

Department:	Information Technology
Presenter:	Gary Hewett, Deputy CIO
Caption:	Motion to approve the upgrade of existing cable modem connections to fiber connectivity for remote department access. (Approved by Public Safety Committee October 10, 2023)
Background:	<p>Augusta Information Technology, currently, has Comcast cable modem connections providing internet connectivity for remote sites. Approval of this agenda item will provide the benefits below.</p> <ul style="list-style-type: none">• Upgrading from current broadband service (shared - best effort service without service level agreements) to an Enterprise Service with fully dedicated fiber service from end to end, with priority support and SLA.• Increased performance to the internet at every location, eliminating time of day congestion and slowdowns.• Improved speed of 90/90 Mbps.• 4-hour guaranteed repair times on trouble tickets with an escalation path.• Simplified billing by locations and circuits.
Analysis:	Upgrading these Comcast services will improve Augusta's prioritization during service outage. Additionally, billing and contract management will be centralized.
Financial Impact:	If approved, the cable modem upgrade will be completed without a net increase.
Alternatives:	Continue operating with current environment.
Recommendation:	Approve the upgrade of existing cable modem connections to fiber connectivity for remote department access.
Funds are available in the following accounts:	Funds are available in each Department/Office's Operating Budget.
<u>REVIEWED AND APPROVED BY:</u>	N/A