



INFORMATION TECHNOLOGY

Reggie Horne
Chief Information Officer

Gary Hewett
Deputy Chief Information Officer

To: Mr. Andy Penick, Director, Procurement *ap*
From: Mr. Reggie Horne, CIO, Information Technology *09/03/2025*
Date: September 2, 2025 *RH*
Subject: Request for Approval – Emergency Network Support Agreement

The Augusta Information Technology Department supports and maintains an extensive computer network that enables City operations at 70+ physical locations across Augusta-Richmond County. Supporting and maintaining the infrastructure that enables this network requires a very specific set of skills and knowledge.

The IT Department employs four separate Network Administrators to support this infrastructure – one Network Administrator III, one Network Administrator II, and two Network Administrator Is. On August 23rd, 2025, our most senior Network Administrator (Network Admin III) who possessed 30+ years of networking experience passed away. Two days later on August 25th, 2025, our second most senior Network Administrator (Network Admin II) who possesses 25+ years of networking experience unexpectedly resigned for personal reasons. Due to the very quick loss of those employees, the IT Department is left with just two Network Administrator Is who combined possess about 6 years of experience as Network Administrators.

In order to fill this gap, the IT Department is engaging an outside firm (Cross Link Consulting) for the next 16 weeks on an emergency basis to document network operations, support the existing staff, and help handoff knowledge to the new employees that will eventually fill the vacant positions. The cost of this 16-week engagement is \$48,000.00, and it will be funded through both the IT Operating Budget (contract labor line item) and the IT Capital Budget (funds designated for network projects).

We are requesting that this purchase order be processed as quickly as possible once entered so that the engagement may begin without delay. We will then follow the necessary guidelines to notify the Augusta Commission of this emergency purchase as required.

Thank you in advance for your consideration and response. If this requires any further dialogue or communication, please let me know.

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