



**AUGUSTA, GEORGIA
INFORMATION TECHNOLOGY DEPARTMENT**

STRATEGIC PLAN



2026 -2028



TABLE OF CONTENTS

CIO'S MESSAGE	3
UPDATE ON 2023-2025 PLAN	4
PURPOSE & SWOT ANALYSIS.....	6
MISSION, VISION & PRIORITIES.....	8
ORGANIZATIONAL STRUCTURE	10
STRATEGIC INITIATIVES.....	12
APPENDIX: ANTICIPATED PROJECTS	23

CIO'S MESSAGE

I am honored to present the Information Technology (IT) Department Strategic Plan for 2026-2028. This plan lays out our department's mission, vision, priorities, and strategic initiatives. Please keep in mind that this is a living document that will be updated regularly to address the city's changing technology needs.

This strategic plan is not meant to be a list of every project Information Technology will undertake over the next three years. Rather, it is a road map that articulates the strategies IT will use to anticipate and meet the organization's emerging technology needs, pending available funding and staffing.

Augusta is constantly being challenged to meet the need for public services in innovative and efficient ways. As a department, IT plays a critical role in assisting our leaders in making informed technology decisions for our government. These decisions must be conducive to improving service delivery, ensuring data security, and—most of all—empowering our customers, both internal and external. This strategic plan provides a framework to guide those recommendations.

As the IT Department looks ahead to the next three years, we **recommit** ourselves to our departmental priorities with renewed determination. The development of this plan would not have been possible without the work and input of the IT Department staff. I continue to be grateful for their commitment, expertise, suggestions, and dedication to meeting the needs of our customers.

Sincerely,



Mr. Reggie Horne
CIO, Information Technology Department

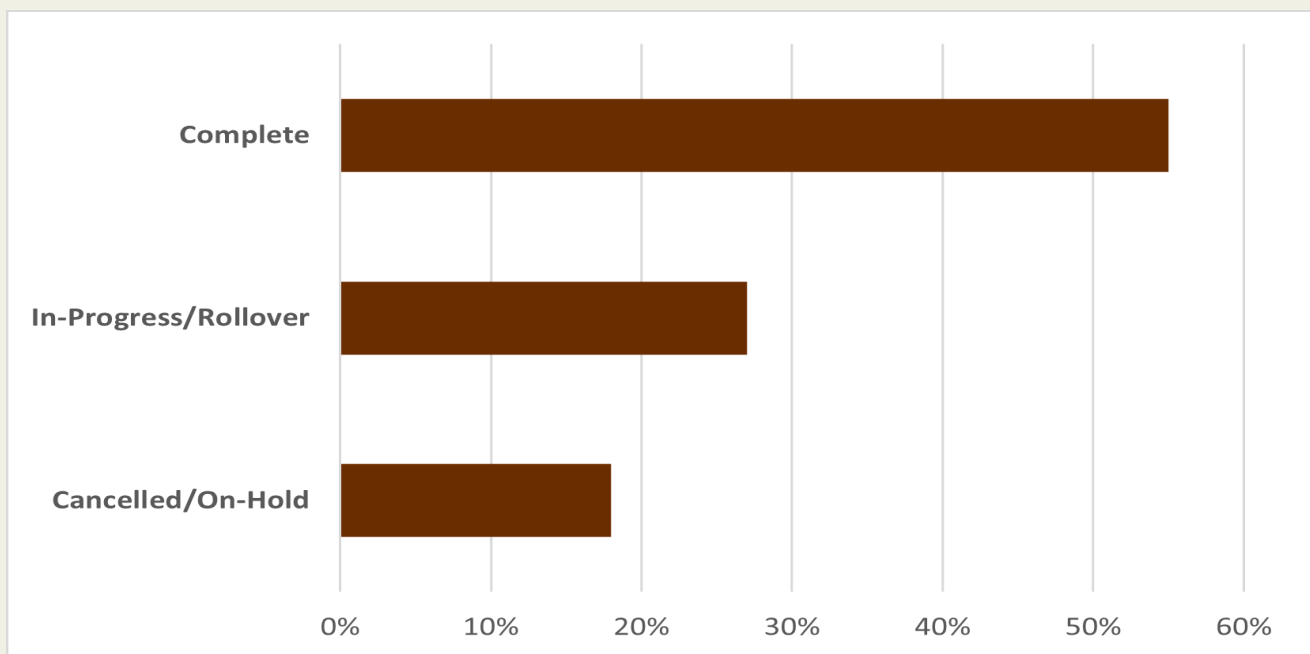


Mr. Reggie Horne
Chief Information Officer

THE STRATEGIC PLAN IS
OUR ROADMAP - IT
OUTLINES HOW
TECHNOLOGY SUPPORTS
OUR GOVERNMENT'S
OPERATIONS AND HELPS
MEET THE NEEDS OF OUR
CITIZENS.

UPDATE ON 2023-2025 PLAN

The 2023-2025 Information Technology Strategic Plan included 65 projects. Despite the challenges of Hurricane Helene and the necessity of shifting a major portion of our resources towards security concerns, over 50% of those projects were fully completed. Around a dozen were cancelled or put on hold, often due to funding availability. The remaining projects were extended or rescope during implementation and were still in progress as of 2026. These projects rolled forward into the project list for 2026-2028.



COMPLETED PROJECT HIGHLIGHTS

- Expanded Business Continuity and Disaster Recovery Systems
- Expansion of the Asset Management and GIS systems into a variety of Offices and Departments
- Continued focus on Citizen-facing and 311 tools for better government engagement
- Major upgrades of the Judicial Center AV capabilities in conjunction with the Court Systems
- Upgrade of infrastructure in the IT Data Centers
- Transition to new Payroll and HRIS systems across the government
- Renewed focus on security
- Technology expansion and support across our Public Safety Offices and Departments
- Expansion of the Open Data catalog for transparency, accountability, and public data access





PURPOSE

The fundamental purpose of the Information Technology Strategic Plan is to **create a roadmap** for technology innovation that will improve service delivery and organizational efficiency.

To fulfill our departmental mission, Information Technology must have:

- Clearly defined priorities
- Compelling, long-term business goals (our “strategic initiatives”)
- A coherent, thoughtful, and realistic plan to achieve our goals with limited expenditure of tax revenue

This strategic plan defines our goals and the strategies we will use to pursue them. This document reflects what we have learned from collaboration with our customer departments, best practice research from other organizations, and many discussions at all levels of our department.

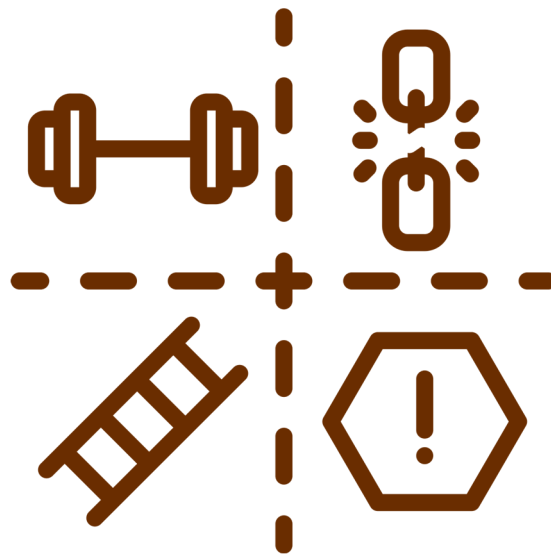
As we turn goals into completed projects, Information Technology will continue to use performance measures and continuous improvement practices to ensure we stay in alignment with this roadmap.

STRENGTHS

- Dedicated & skilled team
- Support from Commission & Administration for IT initiatives
- Customer service ratings
- Alignment between department structure & needed functions
- Augusta radio system performance
- Use of GIS tools and platforms

WEAKNESSES

- Limited funding availability
- Large application portfolio
- Departments relying on paper-based processes
- End-of-life equipment and infrastructure in some areas
- Technology training for employees (other than cybersecurity)



- Expanded use of mobile & digital tools/forms
- Expanded transparency tools
- AI and smart city technologies
- Improved data sharing & management
- Transition to cloud-based platforms

OPPORTUNITIES

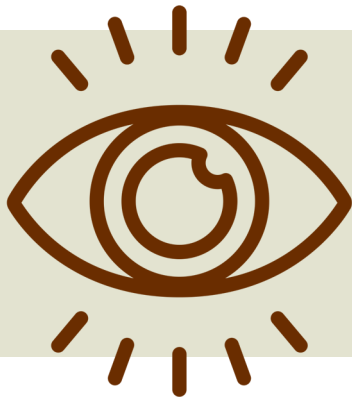
- Cyberattacks/ ransomware
- Competition with private sector for recruitment
- Disaster recovery (for example, unexpected equipment failures, natural disasters, cyber/terrorist attacks)

THREATS



MISSION

Deliver quality technology services that empower our customers.



VISION

As Augusta invests in information technology, IT leads the organization in providing careful planning, collaborative business process design, and technical execution to deliver a return on investment in the form of improved services. The department enthusiastically explores and delivers new technology solutions while never losing focus on our critical role of maintaining the current technical infrastructure and providing exceptional customer service to all.

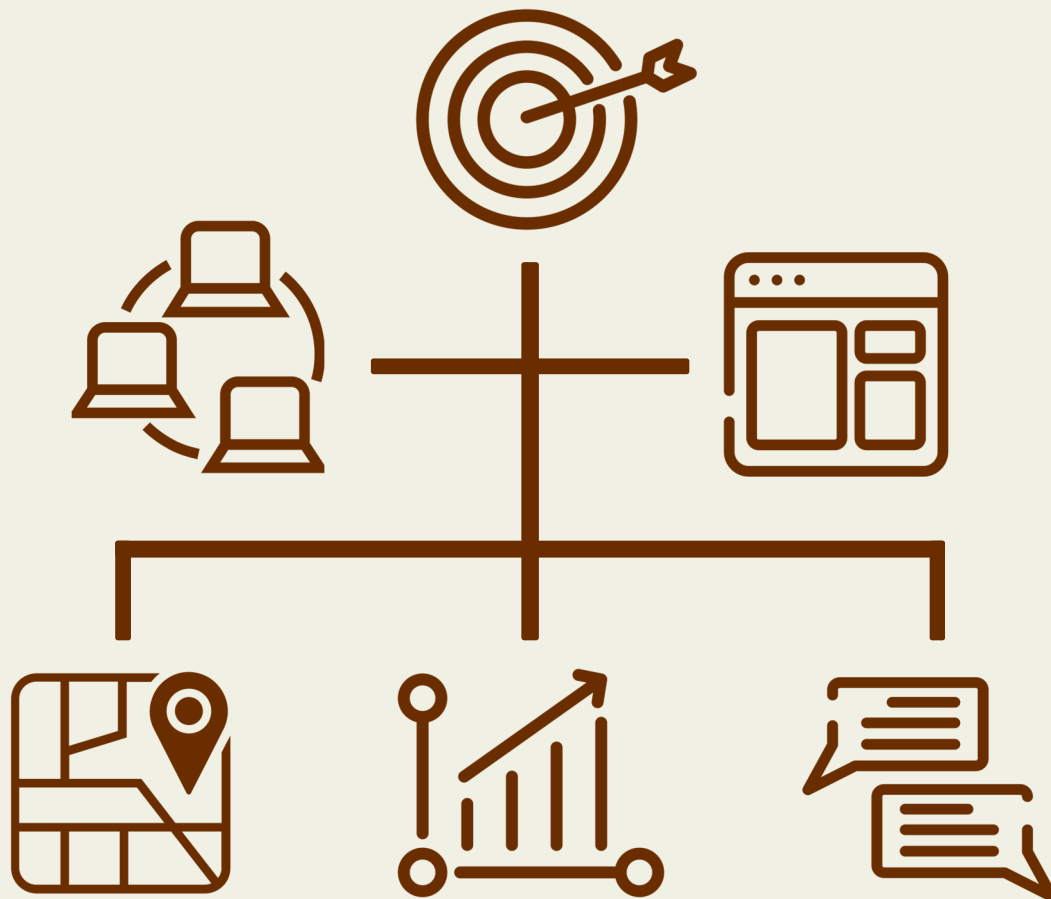
PRIORITIES

Information Technology's priorities shape and guide the work of the department. These priorities articulate how IT carries out our mission on a daily basis. Consistently keeping these priorities in focus enables the department to fulfill our vision.

1. Manage the department's operations, resources, projects, and contracts with **technical excellence** and **fiscal responsibility**.
2. Provide **exceptional support** to all our customers.
3. Deliver a final product that **meets our customers' needs** and enhances their productivity.
4. Work with customers to **improve business operations** by thoroughly understanding their processes and by planning, implementing, and managing the best information technology solutions.
5. Provide **vision, leadership, and a framework** for evaluating emerging technologies and implementing innovative solutions.
6. Provide all customers with **convenient access** to appropriate information and services through technology.
7. **Effectively communicate** information about plans, projects, and achievements to all affected stakeholders.
8. Develop and maintain a **reliable communications and security infrastructure** which operates today and in the future with minimal downtime.
9. Provide **adequate training** and documentation to all customers.



ORGANIZATIONAL STRUCTURE



The Information Technology Department, led by the Chief Information Officer (CIO), provides technology solutions for Augusta departments and agencies. The department includes five functional groups. Each group's primary responsibilities are highlighted here.



CHIEF INFORMATION OFFICER

Strategic Direction | Collaboration with Partner Departments |
Continuous Improvement & Innovation

INFRASTRUCTURE & COMMUNICATIONS

Network Services | Telecommunications & Mobile Devices | Radio System
Management | Security | System Administration | Disaster Recovery



BUSINESS APPLICATION SERVICES

Project Management | Application Support & Integration | Web
Management | Development | Business Process Reengineering

GEOGRAPHIC INFORMATION SYSTEMS

Geodatabase Management | Data Analysis & Public Engagement |
Addressing / Master Road & Address Database

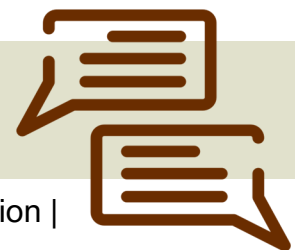


BUSINESS & INNOVATION

Financial & Budget Management | Performance Measurement |
Innovation & Process Improvement | Policy Management

CLIENT SUPPORT SERVICES

Help Desk | Customer Service | Desktop Support | Technology Acquisition |
Inventory/Asset Management | Training





STRATEGIC INITIATIVES

1 Software Consolidation

Consolidate, optimize, and integrate software applications for increased efficiency and standardization.

2 GIS

Leverage Geographic Information Systems (GIS) to empower the organization to make informed, data-driven decisions.

3 Public Safety

Enhance public safety communication systems to ensure effective delivery of emergency services.

4 Security

Maintain a robust cybersecurity framework which includes training and awareness.

5 Open Government

Enhance transparency, accessibility, and openness through online solutions that empower the public.

6 Mobility & Efficiency

Develop and provide efficient and available solutions for public services and Augusta employees, including support for remote work.

7 Infrastructure

Improve data center operations, voice/data communications and infrastructure.

8 Data Integrity

Continuously improve our Disaster Recovery/ Business Continuity procedures for critical systems.

9 Digital Transformation

Incorporate artificial intelligence, smart technologies, digital tools, and data analytics into city services and Augusta's built environment to improve service delivery.

10 IT Organization

Plan for, acquire, develop, and sustain a strong and diverse Information Technology team that follows industry best practices.

SOFTWARE CONSOLIDATION

Consolidate, optimize, and integrate software applications for increased efficiency and standardization.



Augusta's business operations require the use of hundreds of software applications and tools. Such a large application portfolio is challenging and expensive for IT to maintain. The goal of software consolidation is to streamline business processes and merge or integrate software systems whenever possible.

Successful consolidation results in improved workforce productivity – users need to interact with fewer systems and can use them more effectively. Data is easily shared between integrated applications, which saves time and reduces errors. Consolidation can also save money for Augusta by reducing costs for server hardware, licensing fees, and administrative overhead.



GEOGRAPHIC INFORMATION SYSTEMS



Leverage GIS to empower the organization to make informed, data-driven decisions.

Geographic Information Systems (GIS) enable Augusta's departments to build databases of geographically referenced information and then analyze that information. GIS tools are much more than maps: they provide rich data in real time, enabling staff in the office or in the field to easily locate, monitor, and update information about key assets like roads, traffic signals, fire hydrants, sewer systems and County buildings.

Augusta GIS staff also maintain the Master Road & Addressing Database (MRAD), which is the authoritative source of addressing data for the entire County. Keeping MRAD up-to-date and integrated with other systems is essential for smooth operations.



PUBLIC SAFETY



Enhance public safety communication systems to ensure effective delivery of emergency services.

To respond rapidly and effectively in life-threatening situations, first responders and law enforcement officers must be able to communicate seamlessly with E911 Dispatch and with each other. Radios and in-vehicle computers—Mobile Data Terminals, or MDTs—are the fundamental communication tools for many public safety functions.

IT manages Augusta's 800 MHz radio system, which is the primary radio provider across the County. Radio customers currently include 16 Augusta departments and 7 external agencies (including Augusta University, Richmond County School System, and Augusta Technical Community College). IT also services and manages replacements for the MDTs used by Augusta agencies.

Looking ahead, Augusta faces a major challenge in finding sustainable, long-term storage solutions for body camera video and digital evidence. The volume of this data continues to grow exponentially, making storage very expensive. IT will support each public safety agency as they determine how to best ensure their data is stored securely, efficiently, and accessibly.





SECURITY

Maintain a robust security framework which includes training and awareness.

Cyberattacks hit governments across the United States every day. In the face of this constant threat, Augusta IT must be as proactive as possible in helping the organization prevent, detect, respond to, and recover from targeted attacks.

A robust security framework for Augusta includes both technology-centered and human-centered strategies. Firewalls, traffic encryption, endpoint protection, and many other tools must be deployed and regularly updated to help keep Augusta's network secure. External testing helps to identify new vulnerabilities. IT staff must stay abreast of national trends and emerging threats to adapt Augusta's security posture as needed.

Augusta's biggest vulnerability is also its most valuable resource: its employees. Experience-based training and testing are essential to help all employees identify security threats targeting sensitive data. Strong security policies must be implemented and consistently enforced to keep access points secure. Multi-factor authentication will soon offer an essential additional layer of defense.



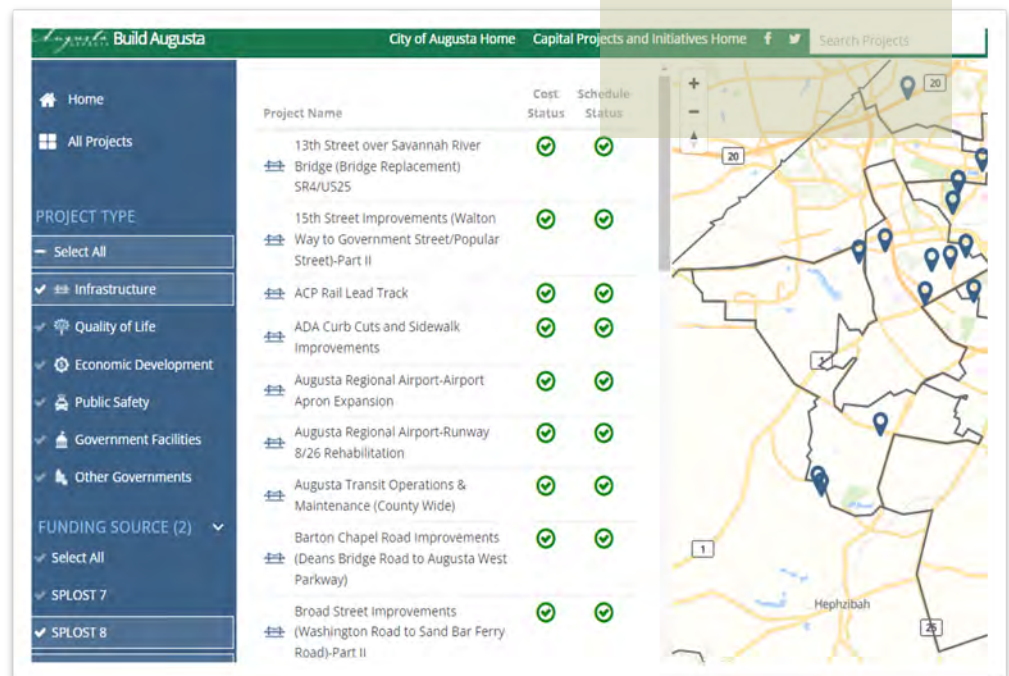
OPEN GOVERNMENT

Enhance transparency, accessibility, and openness through online solutions that empower the public.



Whether it's viewing a dashboard of construction projects in progress, looking up a tax record, or watching a livestream of an Augusta Commission meeting, the public expects and deserves open online access to information about their government.

Information Technology continues to promote data-sharing and open government tools for the public. IT also partners closely with Augusta's leadership and other City departments to support and enhance their transparency initiatives.



GIS is also becoming an essential tool for digital citizen engagement as it transforms government data into visual, easy-to-understand maps and graphics. New GIS web tools allow the public to not only view but also analyze data on their own, empowering residents and businesses with the information that matters most to them.

MOBILITY & EFFICIENCY



Develop and provide efficient solutions for public services and Augusta employees, including support for remote work.



Augusta's employees work throughout the community to provide services and maintain public spaces and infrastructure. It is essential that employees can communicate and access their information and operate efficiently wherever they are—whether sitting at a desk, using equipment out in the field, or working remotely. This mobile technology also enables staff to take advantage of location-based applications for asset management and work order tracking.

Citizens expect to be able to access needed government resources, submit 311 service requests, and pay bills directly from their smartphones. Secure, convenient mobile services are required for Augusta to provide excellent customer service to the public.

INFRASTRUCTURE



Improve data center operations, voice/data communications and infrastructure.

While emerging technologies and new applications are moving the organization forward, IT recognizes that reliably maintaining our network, data center, telephone system, and other infrastructure is at the very heart of our departmental mission. These systems provide the foundation for all of Augusta's operations and require constant monitoring, proactive maintenance, and optimization.

IT must work closely with City leadership to carefully prioritize our technology resources, ensuring that Augusta can sustainably replace end-of-life hardware, maintain redundancy, and provide adequate server capacity to accommodate new software systems.



DATA INTEGRITY



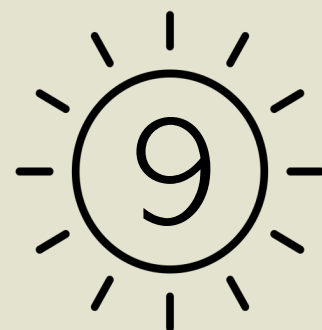
Continuously improve our Disaster Recovery/Business Continuity procedures for critical systems.

IT systems are vulnerable to a variety of disruptions, ranging from minor short-term power outages to severe natural disasters or man-made events. Without the flow of electronic information, critical government functions can come to a standstill. IT must carefully prepare for extended service outages with the goal of restoring services to the widest extent possible in a minimum time frame. Backups preserve Augusta's information assets and are performed on a regular basis for all materials that are irreplaceable or are considered critical. IT's business continuity plans and procedures lay out a framework for prioritizing, mitigating, and recovering from adverse events as quickly as possible.



DIGITAL TRANS- FORMATION

Incorporate AI, smart technologies, digital tools, and data analytics into city services and built environments to improve service delivery.

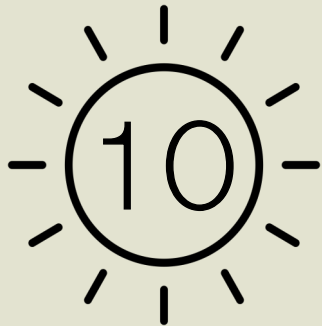


Digital transformation is the integration of modern digital technology into all areas of the government, fundamentally changing how we operate and deliver value to our customers. It requires shifting culture, updating business models, and continuously deploying cloud, AI, and automation tools to improve efficiency and customer experience.

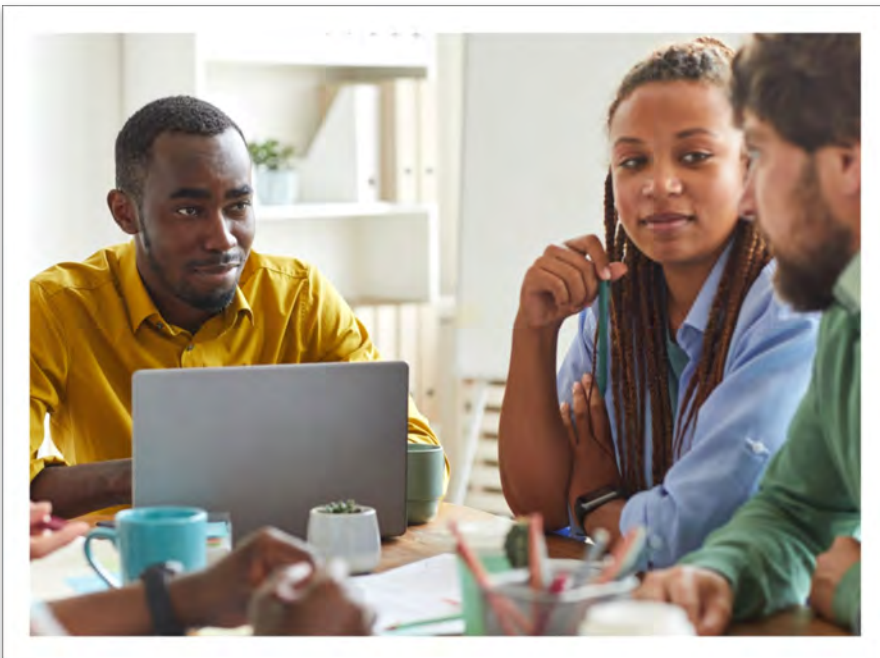
More broadly, data analytics can enable departments to flag operating issues, predict future usage patterns for public infrastructure, and plan for equipment replacement more proactively. IT will continue to support Augusta departments in exploring how to most effectively bring about digital transformation.



INFORMATION TECHNOLOGY ORGANIZATION



Plan for, acquire, develop, and sustain a strong and diverse Information Technology team that follows industry best practices.



IT benefits from a strong team that brings enthusiasm and diverse expertise to the department's work. The CIO and IT leadership must continue to work closely with Human Resources and Administration to conduct efficient recruitment processes, develop attractive offers, and regularly check for alignment between IT's structure and Augusta's needs.

Internal and external technology policies define clear standards and shared technology practices. IT staff are also encouraged to participate in regular, meaningful training and professional development to keep their skillset sharp.



APPENDIX

Anticipated Projects
Listed by Department
2026 - 2028

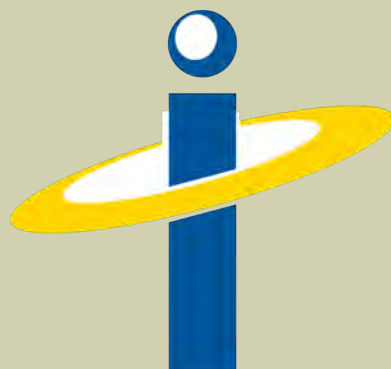
Department	Project	Description	Estimated Completion Year
311	311 Software Consolidation	Explore options for upgrading and/or replacing the current CSR system used by 311.	2028
Citywide	Digital Services Plan	Develop and implement plan to improve digital services for the public (e.g., online payments, request forms, etc.).	2028
Citywide	Departmental Websites Refresh	Work with customer departments to refresh their City websites, including implementation of improved digital services as needed.	2028
Citywide	Reevaluate ERP Financial System	Reevaluate business processes and potential software solutions for the Citywide enterprise resource planning system.	2027
Citywide	Implement & Maintain Enhanced Online Transparency Tools for Augusta Government	Leverage online tools to provide additional transparency and public access to data.	2028
Citywide	Training Catalog Update	Identify technology training needs across customer departments and create regular training opportunities as well as enhance the ongoing required security and artificial intelligence (AI) training.	2027
Citywide	Capital Improvement Project for Endpoint Replacements	Manage the ongoing replacements of endpoint hardware to ensure success of the Capital Improvement Project for endpoint devices.	2026, 2027, 2028
Citywide	Assess Management & Tracking	Implement new ways of tracking location, usage, and resource utilization for all endpoint devices.	2027
Citywide	Augusta Business Systems Data Accessibility and Operations Dashboards	Work with business system vendors to ensure data accessibility to support internal customer processes and citizen transparency.	2026-2028
Citywide	Clean City Initiative Support	Support Clean City Initiative by deploying solutions for data collection, department collaboration, and communication. ArcGIS cloud solutions including WebApps, Dashboards, Collector, Survey123 will be deployed for multiple departments (Public Safety (RCMO/RCSO), Environmental Services, Engineering, P&D Code Enforcement, etc.).	2026-2028
Citywide	Commission Homeless Task Force Support	Work within the Homeless Task Forces' Mission and Vision to support Homeless Management Information System (HMIS) and RCSO data sharing initiatives. Coordinate IT work group to determine the data needs, tools and solutions to support internal and outside partners.	2026-2028
Citywide	Integrate Master Road and Addressing Database with all internal systems for address validation	Integrate MRAD with county systems to ensure consistency of addressing and data quality across platforms.	2026-2028

Department	Project	Description	Estimated Completion Year
Citywide	Enterprise GIS System	Deploy a true enterprise GIS system with comprehensive capabilities built for full control, compliance, and meeting regulatory requirements for data sovereignty and security to support mission-critical systems. Creating a hybrid GIS Data Model Leveraging AGOL Cloud and ArcGIS Portal.	2027
Citywide	Asset Management Application migration to cloud-based solution.	Upgrade existing asset management application to cloud solution.	2028
Citywide	GIS as a Solution	Complete a comprehensive inventory and assessment of GIS solutions across all departments and identify implementation opportunities that improve operational effectiveness and support departmental missions.	2028
Citywide	AI Roadmap	Provide an artificial intelligence system along with policies for acceptable use, guardrails for data integrity, and appropriate security policies.	2027
Citywide	Upgrade VOIP Gateways	Replace and upgrade virtual hardware that is end-of-support to provide business continuity and redundancy.	2027
Citywide	Upgrade Desk Phones to Soft Phones	Replace and upgrade desk phones to soft phones where it makes sense to do so.	2027
Citywide	Replace VoIP Phones	With a tentative 5-year replacement cycle, replace and upgrade end-of-life VOIP phones.	ongoing
Citywide	Audit for cost savings	Conduct a comprehensive audit of land lines & cellular lines and services to identify inactive, duplicate, and underutilized accounts, reducing recurring telecommunications expenses through service optimization.	ongoing
Citywide	FatPipe Replacement	Replace FatPipe appliance with newer appliance to maintain and enhance security for network traffic. Current appliance will be end of support 2028.	2027
Citywide	Internal & External Security Audit	Engage consultant to perform an internal security audit, conduct external penetration testing and web application test.	2026
Citywide	Multi-factor Authentication	Expand deployment of multi-factor authentication Citywide to improve endpoint security. Currently ongoing.	2027
Citywide	PII Compliance and Encryption	Identify all PII we currently store on our servers. Investigate encryption options for data stored and in transit.	2026-2027
Citywide	Disaster Recovery Live Failover	Perform live-failover for testing business continuity procedures of each application service and establish recurring failover program.	2027
Citywide	Switch Replacements	Pending funding availability, replace old and unsupported switches.	2026-2027
Citywide	MDT Replacement	Replace in-use MDTs that are at end-of-life.	2027

Department	Project	Description	Estimated Completion Year
Civil & Magistrate Court	Implement Online Payments for Local Ordinance Tickets	Online payment option will allow citizens another convenient way to pay their local ordinance tickets.	2027
Clerk of Commission	Agenda Management System Upgrade	Implement an updated version of the Agenda Management System used by the Clerk of Commission.	2027
Clerk of Court	Migrate Court Management System to the Cloud	Migrate the Court Management System from an on-premise solution to a cloud-based solution.	2028
Clerk of Court	Digitize Real Estate Microfilm Historical Records	Resume multi-year effort to digitize historical documents, enabling abstractors, the public, and employees to quickly locate deeds and plats of the past.	2028
Clerk of Court	Implement a Call Center	Implement call center software currently in use across the City to improve customer service, streamline and better manage phone calls, and make best use of staff.	2028
Clerk of Court	Migrate Real Estate Recording System to the Cloud	Migrate the Real Estate Recording System from an on-premise solution to a cloud-based solution.	2028
Commission	Assess A/V Equipment in Commission Chambers	Assess the existing audio/visual equipment in the Commission Chambers and determine if replacements or additional equipment should be implemented.	2027
Court Administration	Smart Mobile Jury Management	Provide a seamless, remote process for individual juror qualification, orientation, processing, payment, and reporting to courtrooms (without the need for jurors to pre-gather or be processed as a group). Allow jurors to check-in and be assigned reporting times through mobile devices.	2026
E911	Provide Guidance to E911 on Broadband Initiatives	Support 911 Dispatch in taking advantage of new Next Generation 911 capabilities. Assist with broadband initiatives to deliver world-class capabilities to first responders.	2028
EMA	GIS-Based Solutions for Disaster Preparedness, Response, and Recovery	Collaborate with Emergency Management Department to provide GIS solutions for emergency response for EMA, other departments, and the general public.	2026-2028
Engineering & Environmental Services	Waste Management System Migration to Cloud	Migrate the waste management system to the cloud to remain current with the software's latest version.	2026
Engineering & Environmental Services	Scalehouse Software Replacement	Implement new cloud software for Scalehouse management and accounting software.	2026
Fire Department	Fire Station 3	Support the AFD as they build a new Fire Station #3.	2026
Human Resources	Implement HRIS System	Implement new Human Resources Information System.	2026

Department	Project	Description	Estimated Completion Year
Human Resources	Learning Management System for Training	Explore new Learning Management System for training, certification, etc. of employees (ideally as a component of existing HRIS systems).	2026
Information Technology	Replace Computer Room Sprinkler System with Dry Fire Suppression System	Pending funding availability, install a dry fire suppression system to avoid potential water damage to equipment in the event of a fire.	2027
Information Technology	Server Room HVAC units Replacements	Pending funding availability, replace old and unsupported HVAC units to minimize data center environmental impacts & outages.	2027
Information Technology	Server Replacements	Pending funding availability, accommodate supplemental resources for production environment to help troubleshoot incidents & outages.	2027
Information Technology	Backup & Replication Compliance	Optimize system backups & replication to incorporate air-gapped immutability & data retention lock cohesively with applicable protection group recovery points objectives while enhancing recovery time objectives.	2027
Information Technology	Hypervisor Optimization	Pending funding availability, optimize the virtual environment.	2026-2027
Information Technology	Southside School Conversion	Add infrastructure and connection back to the office for the old Southside school to be utilized by Fire Admin, Sheriff's Office and EMA.	2026
Information Technology	Juvenile Court Relocation	Add infrastructure and connection back to the office for the old Craig-Houghton school to be utilized by the Juvenile Court.	2027
Information Technology	New Fire Station #3	Add infrastructure and connection back to the office for new Fire Station #3.	2027
Juvenile Court	New Juvenile Court Building	Support Juvenile Court as it seeks to establish a new location at the former Craig-Houghton Elementary School.	2027
Planning & Development	Expand Community and Business Engagement through Online Forms, Feedback, and Business Processes	Expand public portal functions to include submitting gross revenue reports, scheduling building inspections, reporting closed businesses, etc.	2028
Planning & Development	Enterprise Permitting & Licensing Software Implementation	Planning & Development would like to improve how they operate internally and enhance public interactions related to planning, permitting, licensing, code enforcement, land management, and plan review processes.	2028
Probate Court	Assist Probate Court with Office Modernization	Assist Probate Court with Office Modernization to create a more efficient and up-to-date environment.	2027
Procurement	Implement E-Bid System	Implement a new E-Bid system for Procurement where vendors can bid on projects electronically from start to finish.	2027

Department	Project	Description	Estimated Completion Year
Public Safety	Public Safety Analytics	Implement Public Safety Analytics program to better inform decision making across the public safety offices and departments.	2028
Radio System	SmartConnect Upgrade	Upgrade the radio system to use the "NEXT" series of radios on the existing architecture.	2026
Radio System	Radio over Wireless Networks	Enhance Radio Functionality to allow Radio over LTE/5G.	2026
Radio System	Radio Outage Testing	Implement program of annual outage testing in accordance with Radio System Standard Operating Procedures.	2026
RCSO	Public Safety Software Conversion	Transition New World Records & Corrections modules to web-based platform.	2028
RCSO	Radio - CAD GPS interface	Implement the Radio GPS into CAD so that Officer locations can be better tracked for both officer-safety and dispatch purposes.	2026
RCSO/Fire	New Southside Sub/Fire Training Center	Support the RCSO, AFD, and EMA as they are working together to renovate the former Southside Elementary School and use it as the new Southside Substation, Fire Training Center, and EMA Offices.	2027
Recreation	Payment Modernization Deployment	Expand the usage of contactless payment terminals at recreational locations to provide secure, convenient and contactless payment options.	2027
Recreation	Recreation Facility Availability Portal	An online portal that allows the public to access recreation facility information, amenities, availability, and reservation details.	2027
TAO/TCO	Migrate CAMA and Tax Systems to the Cloud	Migrate the joint CAMA and Tax Systems from an on-premise solution to a cloud-based solution.	2028
Utilities	CIS Replacement	Assist Augusta Utilities with the implementation of its chosen Customer Information System as needed.	2030
Utilities	Advanced Metering Infrastructure for Utilities	Assist Augusta Utilities with the implementation of its Advanced Metering Infrastructure as needed.	2030
Utilities	Integrate Master Road and Addressing Database with Utilities Billing System	Integrate MRAD with AUD's CIS platform to ensure consistency of addressing and data quality across platforms.	2030



**Information
Technology**
Augusta, Georgia

535 Telfair Street, Building 2000
Augusta, Georgia 30901
www.augustaga.gov