

To: Board of Education

From: Jerri Kemble, assistant superintendent, innovation & technology, ext. 2755  
Jennifer Fessenden, supervisor, technology, ext. 2201

Re: Cisco SmartNet Maintenance Renewal for 2016-2017

Date: July 21, 2016

Background:

For the last several years, USD 497 has utilized Cisco SmartNet Total Care as the warranty, maintenance and support of its network infrastructure. This annual renewal of operational network essentials includes software maintenance, hardware replacement, technical support, access to cisco.com and another level of service provided at no additional cost through automated, proactive management, reporting, and preventive risk assessment for network hardware and services, called Alexander Open Systems (AOS) One.

Rationale:

Warranty maintenance and support is critical to ensure network viability, security and operations. It provides the Information Technology Services team with support tools to most efficiently avoid, pre-empt and minimize downtime, undetected bugs, configuration conflicts and equipment outages. AOS has provided the renewal quote for these services in the amount of \$84,140.83.

Recommendation:

Administration recommends renewal of the Cisco SmartNet Maintenance Contract for the 2016-2017 school year through AOS at a cost of \$84,140.83 to be paid from the Technology General Fund.

Motion:

"I move the Board of Education approve renewal of the Cisco SmartNet Maintenance Contract through AOS at the annual renewal cost of \$84,140.83."