

To: Board of Education

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

Re: AOS-Cisco SmartNet Maintenance Renewal

Date: July 20, 2017

Background:

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

Rationale:

Warranty maintenance and support is critical to ensure network viability, security, and operations. It allows the Information Technology Services team 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:

The administration recommends the renewal of the Cisco SmartNet Maintenance Contract through AOS at the cost of \$84,140.83 to be paid from the Technology General Fund for the 2017-18 school year.

Motion:

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