



Information Technology
Blount County Government
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Maryville, TN 37804
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4/3/2018

TO: Anjanae Brueland, Deputy Director Financial Services

FROM: Michael Caffrey, Project Manager, Lead Architect Blount County Technology

SUBJECT: Blount County Library Network/Phone Upgrades

Dear Anjanae,

This is a summary of the Countywide Network/Phone Upgrade project and how I as the new IT Project Manager placed a hold on all network upgrades in the County until Blount County IT could put together a detailed and comprehensive plan for upgrading ALL buildings in Blount County Government. ALL County IT was consolidated under me on August 7th, 2017.

Once control was established, the following tasks took place:

- A. Reviewed material related to past implementations including the eRate filing from 1/xx/2017
- B. Immediately kicked off a re-evaluation of all projects including Blount County Library's for network/IP phones - looping in outside network and phone experts.
- C. Site inspections took place in November/December 2017 leading to multiple orders for network product in excess of \$60,000. The orders began the week of December 6th. The last order took place the week of Jan 4, 2018.
- D. The network-ONLY installation took place on Sunday, Jan. 14th. Although we completed it in a little over 12 hours using 4 people, the Library continued to experience issues related to installation and product for the next 2 weeks. We've had faulty equipment from our vendor (Meraki) in the past and we wanted to make sure
- E. System stabilization related to the network-ONLY piece of this project was achieved by Monday, Feb. 5th.
- F. With upgraded Network resources in place, we advanced to our next phase, Phone Implementation beginning with a test with site review on Thursday February 15th. (We reviewed the results as a team with Exec Leadership at BC Library on Monday February 20th).

As always, should you have any questions or concerns, please feel free to give me a call.

A handwritten signature in black ink, appearing to read "Mike Caffrey".
Mike