

INFORMATION TECHNOLOGY  
DEPARTMENT



CHIEF INFORMATION OFFICER  
JOHN A. MATELSKI

DeKalb County Government  
3630 Camp Circle, Room 201 Decatur, GA 30032 404.371.6210

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**TO:** Phyllis Head, Procurement Manager – Purchasing and Contracting

**THROUGH:** John Matelski, Chief Innovation & Information Officer, Innovation & Technology

**FROM:** Garrett Skelton, IT Business Officer, Innovation & Technology

**SUBJECT:** Microsoft Premier Support 2019 Renewal

**DATE:** May 21, 2019

The Department of Innovation and Technology is requesting Purchasing and Contracting's assistance in preparing an agenda item to utilize Georgia's Statewide Contract #SWC 99999-SPD-MSFTSVCS-031815 to renew our Microsoft Premier Support that expires on July 31, 2019.

Microsoft Premier Support is a vital lifeline of support that must be maintained in the event an issue was to occur. Office 365, SharePoint and the Windows Operating Systems are the core backbone for 90% of the county's enterprise systems and business processes. Without the support renewal, access to patches, security alerts, and support will be non-existent delaying remediation response time and opening the county up to viruses, malware and ransomware attacks.

We are requesting that this renewal be placed on the Purchasing and Contracting BOC Agenda at the earliest date possible to ensure BOC approval by July 31, 2019.

Thank you for your consideration in this matter. If additional information is required, please contact Garrett Skelton at (404)371-7076.

Attachments: Microsoft Quote