**5-2 Milestone Two**

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1. **Internet Service Provider**
   1. **Key Considerations**
      1. Some key factors to consider when choosing an Internet Service Provider (ISP) for the new office in Fayetteville, NC, include internet speed, security, and service reliability. Fast internet speeds are important to ensure that daily tasks run smoothly, such as accessing company websites, sending and receiving emails, and joining video meetings. Having reliable internet will help avoid frequent outages while minimizing total downtime. Secure internet ensures that personal and company data is protected from malicious threats using best practices such as firewalls and encryption.
   2. **Compare Two ISP**
      1. Spectrum and Metronet are the two available internet providers in Fayetteville, NC. According to HighSpeedInternet.com (n.d.), Spectrum has 60% availability in Fayetteville, NC, and offers speeds up to 1 Gbps. Metronet has 80% availability in Fayetteville, NC, and uses fiber with speeds up to 5 Gbps. Both companies provide reliable plans with consistent performance that include top security features such as encryption and backups.
   3. **Determine ISP**
      1. Metronet service provider is the best option to use for the new office in Fayetteville, NC. In milestone one, I decided that fiber optic internet was the best option for the new office, and Metronet offers high-speed fiber internet. Metronet also has the highest availability throughout Fayetteville at 80%, which makes it more accessible. This ISP offers high internet speeds to sustain daily business operations such as video calls, downloading software, and communication. This makes Metronet the best ISP choice because it is faster, more reliable, and secure and can grow or move with the company.
2. **Additional Configurations**
   1. **Hardware and Software Solutions**
      1. The hardware needed to support the new office includes a router with firewalls to protect the network, switches to help control internet traffic, and wireless access points to allow employees reliable access throughout the office. Software needed is network monitoring tools that allow IT to track and fix any issues on the network. Another software that must be included is Microsoft 365 to allow employees to create documents, send emails, file share, and video conference to support daily work needs. There needs to be a print management software included that helps track the printer, controls access, and automates driver distribution.
   2. **Printer Configuration**
      1. To handle printing from different parts of the office, we will use Print Manager Plus software. This software lets employees print from anywhere in the office and can automatically install printer drivers for each user, making setup quick and easy. Print Manager Plus will also help us track the usage of who is printing, which can save time and money. This will also allow us to set access controls for who is allowed to use the printer to enhance security and keep important documents safe. (Print Manager, n.d.). This configuration will make printing in the office secure, reliable, and efficient for everyone.
   3. **Bandwidth and Device Solutions**
      1. To meet the teleconferencing needs, the new location should have internet speeds of at least 300 Mbps of bandwidth to support multiple people on video calls for meetings without experiencing freezing or lagging. Since the software we are using is Microsoft Office 365, we will use Microsoft Teams as the primary choice for teleconferencing. Any desktops in the office will need webcams installed to ensure employees can access team meetings with video on. The office should have a room specifically for conferences that comes with a screen, camera, microphone, and speakers that support teleconferencing meetings for all employees.
3. **Network Diagram**

A screenshot of a computer

AI-generated content may be incorrect.

**References**

HighSpeedInternet.com. (n.d.). *Top 5 Internet Providers in Fayetteville, NC*. Retrieved April 08, 2025, from <https://www.highspeedinternet.com/nc/fayetteville>

Print Manager. (n.d.). *Print Manager Plus: Control and manage your printing*. Retrieved April 08, 2025, from <https://www.printmanager.com/index.htm>