

Memorandum



CITY OF DALLAS

DATE November 17, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Scheduled City Network Maintenance Outage - 11/28/2023**

On Tuesday, November 28, 2023, the Information & Technology Services (ITS) department will perform a planned upgrade to a portion of the City's network. The Enterprise Network team will upgrade network hardware switches for the Security Network switches to upgrade outdated and End of Life hardware that impacts all City security services as well as internet traffic.

In addition, the team will update configurations related to device failover to mitigate the risk of unplanned outages related to aging infrastructure. Due to the nature of the upgrade process, it is not possible to perform a non-disruptive upgrade to the devices, necessitating a short outage. During the upgrade, all City services including GIS, 311 services, Building Services, telephone communication, external & internal internet traffic, and all websites including DallasCityHall.com and DallasPolice.net, will be unavailable from approximately 10 p.m. to 2 a.m. to complete the work.

Alerts will be placed on the OurDallas mobile app, the City's website and social media platforms notifying 311 users of the scheduled outage. This maintenance has been coordinated with impacted departments.

During this outage, the 911 Public Safety Answering Point (PSAP) will **NOT** be impacted. Emergency calls into 911 will still be answered and services dispatched, and the Computer-Aided Dispatch (CAD) system **WILL** continue to be available.

Internal communications will be sent a week prior, the day before, as well as the day of to all city departments.

If you have any questions or need additional information, please contact me or Bill Zielinski, Chief Information Officer at william.zielinski@dallas.gov.

For 
Jack Ireland
Chief Financial Officer

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors