

Memorandum



CITY OF DALLAS

DATE February 16, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Salesforce CRM Planned System Outage**

Salesforce CRM, the City's customer relationship management software used to process and route 311 service requests, will be unavailable nightly from approximately 9 pm to 4 am, starting on **Wednesday, February 21 through Saturday, February 24, 2024**, for a planned outage to conduct a data migration. Salesforce CRM as well as its associated Dallas 311 mobile app and the web portal for service requests must be taken offline to allow for the data migration.

During the scheduled outage, residents will not be able to use the Dallas 311 mobile app or web portal to submit or check the status of service requests. However, residents will still be able to call 311 to submit a service request. Alerts will be placed on the Dallas 311 mobile app, the 311 website, and social media platforms notifying residents of the scheduled outage. Access to Salesforce CRM, Dallas 311 mobile app, and the web portal will be restored by 4 am.

If you have any questions or need additional information, please contact Daisy Fast, Director of 311 Customer Service, at daisy.fast@dallas.gov or 214-670-3550.

A handwritten signature in black ink, appearing to read 'G. Gavino', written over a large, stylized 'G' that serves as a background for the signature.

Genesis D. Gavino
Chief of Staff to the City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billierae 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
Jack Ireland, Chief Financial Officer
Directors and Assistant Directors