

# Memorandum



CITY OF DALLAS

DATE November 9, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Scheduled Network DMZ Outage- 11/14/2023**

On Tuesday, November 14, 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 The Enterprise Network team will upgrade network hardware switches for the DMZ (Demilitarized Zone) to upgrade outdated and end of life hardware that impacts City security services. In addition, the team will update configurations related to device failover to mitigate the risk of unplanned outages related to legacy 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, the City's GIS, Building Services, internet, City network external traffic, and websites including DallasCityHall.com and DallasPolice.net, will be unavailable from approximately 10:00 p.m. to 1:00 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.

**NOTE:** 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, however, the Computer-Aided Dispatch (CAD) system will be unavailable and 911 call agents will utilize back-up procedures to dispatch emergency calls during the period of outage.

Internal communication has been sent out a week before, and will be sent the day before and the day of to all departments.

If you have any questions or need additional information, please contact me or Bill Zielinski, Chief Information Officer.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

c: TC Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor 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