

# Information & Technology Services



## 2024 Bond Program Priorities



# Purpose

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- Review Major Capital Needs for Information & Technology Services
  - Mobile Technology Service Center
  - Data Center
  - Technical Debt Remediation

# Current Mobile Technology Center

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- The current facility, located at 3131 Dawson, needs significant updates. The facility was designed in the 1970s
- Staff at this location provides operational support to customer departments
  - Installation and repair services for handheld, fixed, and mobile radio equipment for customer departments
  - Operates and maintains the City's two-way radio communication networks

# Current Mobile Technology Service Center

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- Current State
  - HVAC is end of life
  - Leaking roof and plumbing
  - Limited storage
  - Service bays are too small for newer DFR fleet
  - Building lacks dedicated space to train staff and test equipment

# New Mobile Technology Service Center

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- **New ITS Facility proposed location - 3102 Oak Lane**
  - **Project Estimate \$85.6M – 2024 Bond Funding Need**
    - ✦ 70,000 SF, 2-story structure
    - ✦ This will include a stockroom, vehicle maintenance shop, office and laboratory space
    - ✦ The location is the site of one of the radio towers which make up the City's public safety radio communication network (P25 Communication System)
    - ✦ Acreage is available for construction

# New Mobile Technology Service Center

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- **Advantages**

- New facility will be designed and constructed with space to safely accommodate and service Dallas Fire-Rescue and Sanitation fleet
- Larger stockroom with modern shelving and space to store the appropriate level of supplies and radio equipment
- Updated physical access and security
- Reception area and office space for staff

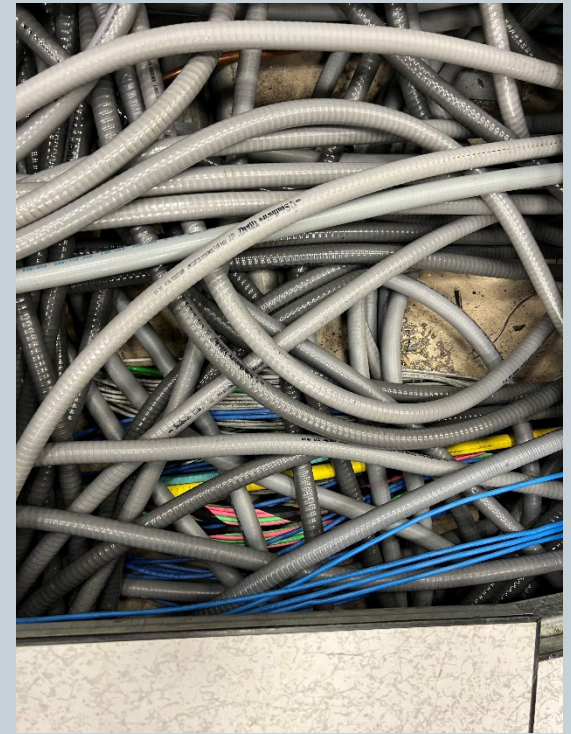
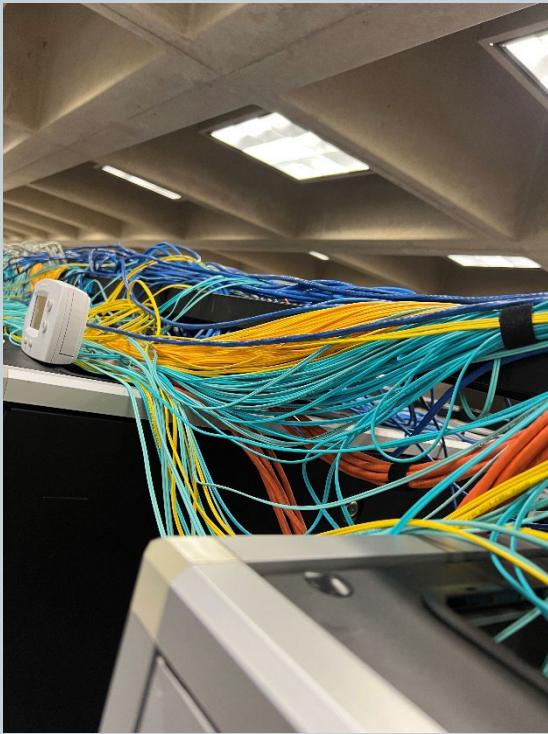
# Current Data Center

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- Originally designed in 1972 and incorporated into City Hall in 1978
  - Uptime Institute Tiering Classification - Tier I (basic capacity)
- Current state & risks Located in City Hall
  - Originally designed as office space; retrofitted for legacy mainframe services
  - Uninterrupted Power Supply only sufficient for ½ of the systems
  - Cooling system not redundant and inadequately designed for modern data center operations
  - No fire suppression
  - Power and cabling needs are not designed to meet architecture of City Hall
- Increasing demand for new technologies and bandwidth, combined with a greater need for IT and physical security make it necessary to invest in a new data center

# Current Data Center

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# New Data Center

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- City has acquired a well-maintained data center facility
  - Uptime Institute Tiering Classification - Tier III+ (comprehensive redundancy)
- Relocating the City's operation to this location dramatically increase security and reliability while reducing overall operating risks
- Advantages
  - Specifically redesigned to be managed as a modern data center
  - Designed and managed for redundancy of 24x7 operations
  - Potential to generate revenue to offset operating costs

# Technical Debt Remediation

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- Program to address the accumulation of risk in the design or implementation of software, applications, or system
- ITS completed a comprehensive inventory of systems and initial assessment of technical debt which must be remediated to improve effectiveness and/or reduce risk
- Funding would be used for services, software, licenses and other items to reduce technical debt

# Needs Inventory

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- Mobile Technology Service Center - \$85.6M
- City Data Center Improvements - \$30M
- Technical Debt Remediation Program - \$20M
- Major Maintenance - \$300K
  
- **Total Need - \$135.9M**