

Memorandum



CITY OF DALLAS

DATE July 28, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Planned Citywide Internet and Network Maintenance Outage**

On Tuesday, August 1, the Information and Technology Services department will perform a planned upgrade to a portion of the City's network. The Enterprise Network team will upgrade the operating system of core hardware switches and update configurations related to device failover. 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. After completion of this change, future upgrades will be concurrent and will not require outages during these maintenance activities.

During the upgrade, the City's 24/7 call centers (311 and Aviation), Internet, City Network external traffic, and websites including DallasCityHall.com and DallasPolice.net, will be unavailable from approximately 1:00 a.m. to 2:00 a.m. to complete the work. During the scheduled outage, residents will experience a busy signal when calling the 311 or Aviation call center. Residents experiencing urgent 311 requests related to water main breaks or pipe breaks will be directed to call back during the outage. 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**, however, the computer-aided dispatch (CAD) system will be unavailable during this period of outage, and 911 call agents will utilize back-up procedures to dispatch emergency calls.

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 black ink that reads "Jack Ireland".

Jack Ireland
Chief Financial Officer

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney (I)
Mark Swann, City Auditor
Billerae 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
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors