

Memorandum



CITY OF DALLAS

DATE June 30, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Development Services Department Continues to experience IT Connectivity issues**

Development Services Department (DSD) continues to experience ITS connectivity issues. DSD staff is sending notifications to customers via the Department's website and social media and is actively working with the ITS Team for a resolution.

In addition, the May 2023 Ransomware Attack impacted and limited staff's ability to access internal shared drives and GIS Zoning maps which are fundamental tools in the plan review process. These limitations caused major delays in the issuance of permits. The total number of permit applications for single-trade permits (re-roofs, fence permits, foundation repairs, demolition) in the queue is 870. The team is strategically implementing overtime and weekend schedules to reduce these permit types in the current queue.

The GIS Zoning maps were restored on June 7, 2023, in a limited capacity, and on June 27, 2023, in a more ample capacity. The team is progressively working to meet pre-Ransomware permitting performance goals.

Staff will provide weekly updates on the progress of this effort to internal and external stakeholders. Should you have any questions please contact Andrew Espinoza, Director/Chief Building Official of Development Services at (214) 542-1227 or andres.espinoza@dallas.gov.

A handwritten signature in blue ink, appearing to read 'Majed A. Al-Ghafry'.

Majed A. Al-Ghafry, P.E.
Assistant City Manager

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

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors