

Memorandum



CITY OF DALLAS

DATE December 9, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Planned Call Center System Outage**

On Thursday, December 15th, 2022, the City's 24/7 call centers, 311 and Aviation call centers, will be unavailable from approximately 10 pm to 12 am due to a planned system outage. NOTE: Public Safety Computer-Aided Dispatch (CAD) or 911 systems will not be impacted during this planned outage. The Information & Technology Services (ITS) network team will replace a failed distribution switch and upgrade the failover device to mitigate the risk of unplanned outages due to hardware failures. Due to the nature of the replacement process, it is not possible to perform a non-disruptive transfer to the new devices, requiring a short outage.

The network connection to servers, applications, and other services will be unavailable during the maintenance window until the replacement work is completed.

During the scheduled outage, residents will experience a busy signal when calling the 311 or Aviation call center. 311 customers will be asked to submit service requests through the OurDallas mobile app or the City's online web portal. Alerts will be placed on the OurDallas mobile app, the City's website and social media platforms notifying 311 users of the scheduled outage. The Aviation department has been advised and acknowledge the scheduled work.

Once installed, the new network distribution switches will provide:

- Redundancy between replaced switches and automatic failover in the event of a hardware failures
- Performance improvements of next generation hardware (replacing 10+ year of devices)
- Advanced monitoring to alert of pending issues

Phone calls to the 311 or Aviation call center will be restored after all required system testing is complete, which is expected to be by midnight.

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

If you have any questions or need additional information, please contact Bill Zielinski, Chief Information Officer, or Daisy Fast, Director 311 Customer Service.

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Carl Simpson
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera 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
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors