## Memorandum



DATE December 6, 2019

<sup>TO</sup> Honorable Mayor and Members of the City Council

## SUBJECT Salesforce CRM Planned System Outage

On Sunday, December 8<sup>th</sup>, 2019, Salesforce CRM, the City's software used to process and route service requests, will be unavailable from approximately 10 am to 12 am due to a planned system upgrade. Salesforce CRM as well as its associated *OurDallas* mobile app and the City's online web portal for service requests must be taken offline to allow for the installation of the new Code Case Management System (CCMS) – Field Services module.

Once installed, CCMS will provide Code Compliance with a comprehensive case management system, allowing Code Compliance to more efficiently:

- provide residents with additional service request details and increased transparency
- track inspections and attempted inspections
- manage liens related to Nuisance Abatement
- utilize City resources

During the scheduled outage, residents will not be able to access the *OurDallas* mobile app or web portal to submit or check the status of service requests, however residents will still be able to call 311 to submit a service request and all priority service requests will be dispatched. Alerts will be placed on the *OurDallas* mobile app and the City's service request website notifying users of the scheduled outage. Access to Salesforce CRM, *OurDallas* mobile app, and the City's service request website will be restored after all required system testing is complete, which is expected to be completed by midnight.

If you have any questions or need additional information, please contact Laila Alequresh, Chief Innovation Officer, or John Johnson, Director 311 Customer Service.

Laila Alequresh Chief Innovation Officer

c: Chris Caso, City Attorney (Interim) Mark Swann, City Auditor Bilierae Johnson, City Secretary Preston Robinson, Administrative Judge Kimberly Bizor Tolbert, Chief of Staff to the City Manager Majed A. Al-Ghafry, Assistant City Manager Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer Michael Mendoza, Chief of Economic Development and Neighborhood Services M. Elizabeth Reich, Chief Financial Officer M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion Directors and Assistant Directors Public Affairs and Outreach

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