

Memorandum



CITY OF DALLAS

DATE February 3, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Planned Call Center System Outage**

On Friday, February 10, 2023, the City's 24/7 call centers for 311 and Aviation will be unavailable from approximately 10:00 pm to 2:00 am due to a planned maintenance outage. The ITS Enterprise Network team will be replacing a failed distribution switch as well as upgrading the failover device to mitigate the risk of unplanned outages caused by non-resilient infrastructure. Due to the nature of the replacement process, it is not possible to perform a non-disruptive transfer to the new devices, necessitating this short outage. The previous attempt to replace this switch was not successful and ITS is working diligently with AT&T to ensure completion during this timeframe.

During the maintenance window, network connectivity to servers, applications and services residing on the virtual environment AND connected to the affected network switches will be unreachable until connectivity is re-established. Internet access may also be impacted temporarily during this maintenance period.

Public Safety CAD systems will not be impacted during this planned outage.

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 911 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. The Aviation department has been advised and acknowledged 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 failure
- Performance improvements of next generation hardware (replacing 10+ year old 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 completed by midnight.

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

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



Jack Ireland
Chief Financial Officer

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
Carl Simpson, 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