

# Memorandum



CITY OF DALLAS

DATE April 28, 2023

TO Honorable Mayor and Members of the City Council

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

On Tuesday, May 9, 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 2:00 a.m. to 3:00 a.m. due to a planned system outage. The Enterprise Network team will upgrade the operating system of core switches to resolve a known issue that is impacting City security services, as well as update configurations related to device failover to mitigate the risk of unplanned outages. 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. Upon completion, future upgrades will not require outages during these maintenance activities. During the maintenance window, network connectivity to external servers, application sites, and services will be unreachable until connectivity is re-established.

\*Public Safety 911 and CAD system will be available, however, communication to and from mobile devices will be impacted.

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

Internal communications will be sent out a week before, a day before, and the day of the maintenance 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 blue 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  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor 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