

MEMORANDUM

TO: All Locations

FROM: Information Technology Services (ITS)

SUBJECT: DISTRICT "995" TELEPHONE SYSTEM UPGRADE

On Saturday, November 13, 2004, Information Technology Services (ITS) will be upgrading the Uninterruptible Power Supply (UPS) system that services the District "995" telephone network. Telephone and voicemail service to the School Board Administration Building (SBAB) complex, South Central Maintenance, Maintenance complex located at 12525 Northwest 28th avenue, ITS, and ITS Annex will be interrupted between 6:00 a.m. and 8:00 a.m. Additional work will be performed throughout the day on Saturday and possibly Sunday; however, telephone service should not be affected. Regardless, ITS staff will be on-site for the duration of the upgrade and testing to ensure restoration of service.

The UPS replacement will provide state-of-the-art technology with remote administration and notification of power irregularities for voice and data systems. ITS anticipates minimal impact to end-users as a result of power interruption during the replacement. Telephone set displays and speakers may require manual resetting by the user. ITS staff will attempt to reset telephone sets, where access is available.

Several temporary telephone numbers have been established in order to maintain limited service continuity for critical operations during the upgrade process:

- District Communications Management Center/Alarm Desk (305-995-1550) may be reached at 305-350-3099 and 305-350-3109 (Principals and Site Administrators should inform staff members of the above numbers in the event of an emergency during the conversion period).
- Information Technology Services may be reached at 305-220-9518 and 305-220-4837

We apologize for any inconvenience this process may cause and appreciate your cooperation as improvements to the District's telecommunications infrastructure are implemented. For additional information, you may contact Support Services at 305-995-3705 (0).