

## MEMORANDUM

TO: All Locations

FROM: Information Technology Services (ITS)

SUBJECT: **995 TELEPHONE EXCHANGE UPGRADE**

Information Technology Services (ITS) will be conducting hardware and software upgrades to the 995 AVAYA telephone system network and BellSouth transmission facilities between 7:00 a.m. on Saturday, August 28 and midnight Sunday, August 29, 2004. Interruption of telephone and voicemail service to the School Board Administration Building (SBAB) complex, South Central Maintenance, Maintenance and Operations (TOYs) compound, Information Technology Services, and Information Technology Services Annex is expected. AVAYA, BellSouth, and ITS staff will be on hand at all locations for the duration of the upgrades to ensure restoration of service. ITS will be coordinating access to all facilities.

The upgrades will provide "State of the Art" solutions setting the stage for new service offerings that provide increased flexibility, functionality, reliability, and lower operating costs. Impact on end users will be minimal. With minor exception, present day features and functionality will be preserved and existing telephone stations will continue to function normally. Among notable changes, feature access codes including SUNCOM access have been modified to provide uniformity across the 995 network. A listing of the new feature codes is attached.

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

- District Emergency Communication Center at the School Board Administration Building (SBAB) complex (305) 350-3099 and (305) 350-3109
- Information Technology Services (305) 220-9518 and (305) 220-4837

Notification will be sent as soon as the upgrade process is completed. A temporary help desk has been established to resolve upgrade related issues. Scheduled hours of operation are from 6:30 a.m. to 6:30 p.m. beginning Monday, August 30 through Friday, September 3. The number to call for assistance with upgrade related support issues is (305) 995-7575. Starting Tuesday, September 7, concerns should be reported in the usual manner to Support Services at (305) 995-3705. Adds, moves, and change processes will remain unchanged. You may submit requests via [amc.dadeschools.net](http://amc.dadeschools.net).

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