

MEMORANDUM

TO: Information Technology Services (ITS)

FROM: Infrastructure and Systems Support (ISS)

SUBJECT: **NEW SERVICE – MESSAGE ON HOLD**

As part of our continuous improvement philosophy, Infrastructure and Systems Support (ISS) has been working on low cost services that will increase employee and community awareness. ISS is pleased to announce they will be conducting a proof of concept for a new "Message on Hold" service. Essentially, telephone calls placed on hold at the ITS complex will hear a series of short pre-recorded messages with relevant M-DCPS information. ISS will begin testing the "Message on Hold" service at the ITS complex beginning Wednesday, September 28, 2005. ITS staff should exercise caution as placing a conference call on hold will invoke the messages to be played to the remaining conference call participants. If the proof of concept phase is successful deployment of the service is planned for the SBAB Complex.

If you have any questions regarding this memo, please call Support Services at 305-995-3705.