

13-0239

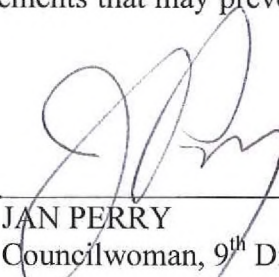
MOTION

On February 12, 2013 at 3:15 pm, the City's data network (Internet) reached capacity and caused an outage. The Information Technology Agency (ITA) staff was able to switch over to its secondary Internet provider location and restore service at approximately 5:00 pm. While ITA verified that police and fire operations were not adversely affected, the outage resulted in serious productivity issues for all City staff.

The City has an aging technology infrastructure with a network that is limited in capacity. ITA should examine the reasons for this recent outage, identify the issues that could contribute to similar problems in the future, and provide recommendations for improving these systems.

I THEREFORE MOVE that City Council instruct the Information Technology Agency (ITA) to report on the City's February 12, 2013 Internet outage, identify the problems that contributed to it, and provide recommendations for improvements that may prevent or minimize similar incidents in the future.

PRESENTED BY: _____


JAN PERRY
Councilwoman, 9th District

SECONDED BY: _____





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ORIGINAL