

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
"Bromley, Malcolm" <Malcolm.Bromley@vancouver.ca>
Date: 5/7/2019 11:10:30 AM
Subject: Re: Contact centre - service disruption

Hello Mayor and Council,

I am happy to confirm that the technology is back on line and our contact centres are operating as per usual.

Paul

> On May 7, 2019, at 09:35, Mochrie, Paul <Paul.Mochrie@vancouver.ca> wrote:

>

> Good morning Mayor and Council,

>

> I am writing to advise that we are currently experiencing a telephony application outage that is disrupting access to 3-1-1 and our other departmental contact centres (Parking, Animal Control, Development Services, Tech Services).

>

> The outage occurred within the last 10 minutes and our staff are working to identify and resolve the underlying cause asap.

>

> We will keep you posted.

>

> Paul