

From: **"Singh, Sandra"**

To: **"Direct to Mayor and Council - DL"**

Date: 3/16/2024 9:58:00 AM

Subject: Update: Temporary disruption of some City and ECOMM online services

Good morning Mayor and Council,

We are currently experiencing an outage of a range of online services, including 311 and many public and staff facing online services. Please see further information below:

- The cause of this issue was an air conditioning failure early this morning at our primary data center in the ECOMM facility which caused many of our servers to shut down due to high temperatures.
- Secondary cooling equipment is now running, and the managed service restoration process is expected to take 3-4 hours.
Please note that this has also impacted ECOMM servers and some emergency services are currently on manual dispatch. The ECOMM technology team is working on their own restoration.

If you are asked to comment, we ask that you consider referring media to media@vancouver.ca and responding to constituents with a brief message noting that you are aware of some temporary disruptions and refer them to the messaging on the public website and social media for updates.

If you have any questions, please do not hesitate to email me directly and I'll work with staff to ensure a response to all of M&C.

Best,

Sandra

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The City of Vancouver acknowledges the unceded homelands of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and Seɫ/ɥwítulh (Tsleil-Waututh) Nations.