

CAD Project Status Update

City Council Regular Session
December 15th, 2025





Overview

- The City originally planned to transition to CentralSquare's cloud-hosted OSSI environment to improve redundancy, resiliency, and high availability for our first-responder applications.
- This transition was scoped as a two-month implementation.
- After five months of work, including extensive technical review, and five stress tests, the Cloud instance is still not ready for Burleson to transition over.
- Due to the need to get off our legacy hardware, BTX-IT has made the decision to rehost our OSSI instance on the newer hardware originally purchased for CAD Enterprise.

- The transition needed to start because the legacy hardware reached end-of-life and was generating errors.
- Due to the implementation timeline extending out so far, the risk associated with continuing to operate on aging, unsupported hardware was too great to continue testing the OSSI Cloud instance.
- To ensure continuity of operations and reduce the likelihood of instability or service interruption for our first responders, the City started transitioning OSSI to new on-premises hardware beginning on December 2nd, 2025.
- The rehost is anticipated to be completed on December 5th, 2025.

- The OSSI software itself remains a viable solution for the City.
- Once this new hardware approaches its end of life, we will revisit a cloud migration.
- This approach allows CentralSquare additional time to mature and stabilize their cloud offering before the City considers adopting it.



Future Work

- While operating on the new on-premises hardware, BTX-IT will continue advancing capabilities that align with a future cloud strategy.
- This includes evaluating and implementing cloud-compatible modules such as
 - Unify CAD-to-CAD
 - Centerline AI
 - leveraging Technician-on-Demand hours to complete long-requested configuration improvements for the Fire Department that were not previously possible under the consortium model.

