



Mayor Robert E. Simison

City Council Members:

Joe Borton
Liz Strader
Brad Hoaglund

John Overton
Jessica Perreault
Luke Cavener

MEMORANDUM

TO: Mayor Robert Simison
City Council
FROM: Dave Tiede, Chief Information Officer, IT Director
DATE: July 21, 2023
RE: FY2023 Budget Amendment in the Amount of \$175,000 for Phone System Replacement.

Summary

This budget amendment is for funding to replace the City-wide phone system. We plan to migrate from the current Mitel "Connect" system to the Mitel "MiVoice Business" system.

We have been using the current phone system since it was implemented in October 2008, and Mitel has announced its end of life. They offered a migration path to the other system for very little cost for most of the back end (support only), which will save the City nearly \$200,000.

After considering various options, this was determined to be the best option for the City as it's a solid system and the most cost-effective direction for the City. Moving to this new system will require us to purchase new phones, which makes up the bulk of the amendment amount, but will continue to keep operational costs low versus moving to a hosted voice service.

Part of this effort will be moving to SIP trunks instead of the legacy PRI option that carriers are phasing out. In addition, we have worked with departments to look for opportunities to eliminate phones where possible, such as field worker positions that are issued a City cell phone.

This was originally planned as an FY2024 replacement item. If the council approves the budget amendment for FY2023, we would remove the replacement request in our FY2024 Proposed Budget.

Reason for Amendment

Doing this amendment now gives us more time to transition while minimizing negative impacts to employees.

Recommended Action

When presented at City Council meeting on 06/27/2023, move to approve the budget amendment.