

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
FROM: ROB PETTY, CIO
SUBJECT: BS&A SOFTWARE MAINTENANCE
DATE: MAY 1, 2024

Mayor and Council –

FYI on a planned outage by BS&A our software provider for nearly all our enterprise programs. If all goes right, we should be only down for four (4) hours

- Victor

BS&A Software has notified the City that we are required to upgrade their application server's Microsoft SQL database software. As a result of this required upgrade, all BS&A application access across departments will be unavailable from **Thursday, May 9th**, at 4:30 PM until **Friday, May 10th**, at approximately 2:00 PM.

City staff requested that the vendor could schedule this work on the weekend or an upcoming holiday; unfortunately, BS&A informed staff that was not an option. During this outage, we will not be able to provide a system-generated receipt for financial transactions. We can, however, offer a manual receipt and send the customer a system-generated receipt when the application is back online. Additionally, this upgrade will also impact access to the BS&A Online Portal (permit requests, public records searches, and timesheet entry). We will be working with the Community Relations Department to inform the citizens of this activity. The technology team will also be leveraging this event to upgrade the server, thus eliminating the need for an additional outage. The new server will be configured and available to the vendor before the May 9th project starts.