

- **Phone System Upgrade**

- The Agency has an approved Phone System Solution
  - i. This new system will allow for software-based phones that can be installed and utilized from a laptop, desktop, smartphone, or tablet.
  - ii. In addition, all faxing will be done electronically as well and will be configured to be email enabled to the appropriate departments/groups.
  - iii. The new system implementation project will kickoff in the month of August and a timeline of the project will be provided.

- **Maintenance Tablet Upgrades**

- The Agency has assigned the upgraded tablets to Maintenance Staff
  - i. These tablets allow for mobile workorders to be downloaded, uploaded, and updated in real-time and no longer require an office visit to do so.
  - ii. The new tablets also allow Maintenance Staff to participate in Video Conference Meetings from the field.

- **Online Digital Signature Software Solution**

- The Agency will have a digital signature solution in place before the second week of August.
- This solution will allow for digital forms and official documents to be sent out for e-signatures

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