



Mirán Fernandez
Chief Information Officer
Cable TV Coordinator

John Meyers
MIS Director

MEMORANDUM

TO: Thomas A. Golden, Jr., City Manager 

FROM: Mirán Fernandez, Chief Information Officer

DATE: March 18, 2024

Re: **MOTION RESPONSE: 01/23/2024 by C. Gitschier** – Req. City Mgr. Provide An Update On Implementation Of The 311 System.

I write in response to C. Gitschier’s motion requesting additional information regarding the implementation of the 311 system.

The City of Lowell began working with our vendor towards the integration and roll out of 311 services as a part of our Enterprise Resource Planning (ERP) systems during 2022. Plans to go live with 311 services were scheduled for 06/30/2023, with significant progress towards that goal completed within a testing environment. These plans were disrupted by the April 2023 cyber-related incident.

Following the cyber-related incident, all ERP systems were transitioned into the cloud as part of our “Disaster Recovery” (DR) operations. While in DR, ERP resources were restricted to ensure continuity of operations, as opposed to expansion of operations or implementation of new products, resulting in our inability to continue work on 311 services.

On 3/11/2024, MIS successfully transitioned our ERP systems out of DR. On 3/18/2024, MIS managed to restore the work that had previously been conducted in the testing environment. MIS is currently working with our vendor for resource assignments to assess where we left off on the implementation, identify what remains to be configured and tested, and assist us with completing the rollout of 311 services.

Once MIS has established a timeline on completing this implementation, we will share that with the City Manager and the City Council.