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OAKLAND PARK IMPROVING INFORMATION TECHNOLOGY

OAKLAND PARK, Fla....(June 20, 2011) – The Oakland Park City Commission has approved plans for the City’s Information Technology (IT) Department to replace outdated technology and improve the level of service to residents and businesses.

The City has contracted with SUNCOM, a State of Florida IT department that provides services for 402 agencies throughout the state.

“We are currently undertaking the first phase which will improve the City’s administrative operational ability to serve its residents and businesses,” said Director of Financial Services William Underwood. “This new network service will provide the City flexibility to expand or shrink the network and communication IT services and set the groundwork for implementation of other IT internet services such as webmail.”

Underwood added that the City will be implementing a new telephone system service to replace the current City-housed phone system which is supported by a third-party and has reached its end-of-life.

“These improvements will enable the City to eliminate City Hall as the single point of failure for data and voice communications,” Underwood continued. “This structure will allow all of the buildings to communicate externally and internally independently of City Hall.”

Underwood anticipates the migration and replacement of the telephone system to take place over the next six to eight weeks. “Implementing any new product or technology can be a challenge, but we are taking the necessary steps to make the migration as seamless as possible with minimal interruptions to our service,” Underwood said.

City Manager John Stunson commended the work of the City staff to streamline operations and control costs while improving the level of service to stakeholders.

“Our goal is to improve operational reliability by simplifying operations, introducing advanced technology infrastructure management systems and reducing the number of vendors,” Stunson said. “This will allow the City to better manage our IT expenses going forward.”