

# City and County of Denver

## Technology Services Program Management Office

### 2010 Project/Program Overview

#### **911 Telecom/Network Upgrade**

**Description:** The 911 Telecom/Network Upgrade project upgrades the Dispatch Computers and Telephone system at the Denver 9-1-1 facility, replacing end-of-life computers and telephones. In addition, this project delivers some needed interior refurbishment and cabling revamp to ensure ease of maintenance and a less cramped interior for 9-1-1 operations personnel.

**Benefits & Opportunities:** Provides a higher level of telephone/computer aided dispatching capability and ensures that potential outages due to aging equipment are substantially reduced.

**Requesting Agency:** Manager of Safety

**Type:** service improvement