

AFTER ACTION REPORT

TO: Patrick Lawton
FROM: Stephanie Logan
DATE: September 22, 2011
RE: After Action Report – TELEPHONE SYSTEM SHUTDOWN

- Purpose
 - What did we set out to do? Keep the phone system up and functioning for the City of Germantown
 - What was supposed to happen? The phone system, which services Municipal Center, Development, Parks & Recreation and several Fire Stations, should work correctly. If a short out occurs, a backup server should take over and keep the system operating.
 - Is there a process or procedure in place for this activity? No.
- Executive Summary
 - What actually happened? Unknown. The two servers were inoperable.
 - What worked well that needs to be sustained? Email and cell phones.
 - What did not work well and needs to be changed? The phone system.
- Lessons Learned
 - What can we do better next time? Have a maintenance agreement on equipment along with keeping systems current and up to date.
- Action Items
 - Develop a list of the actions to fix specific needs, Examples: Examine the phone system citywide; utilize Telecommunication Commission members for analysis; identify the direction for a new system and request funding in FY13 Budget.
 - Timelines and responsibilities – FY13 new system