



# 811 Notification Center Updates

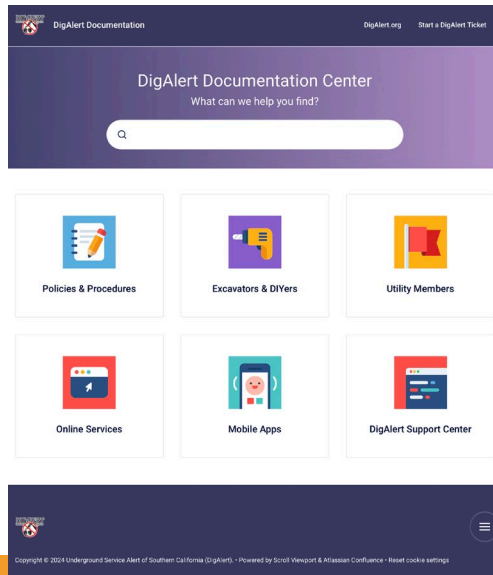
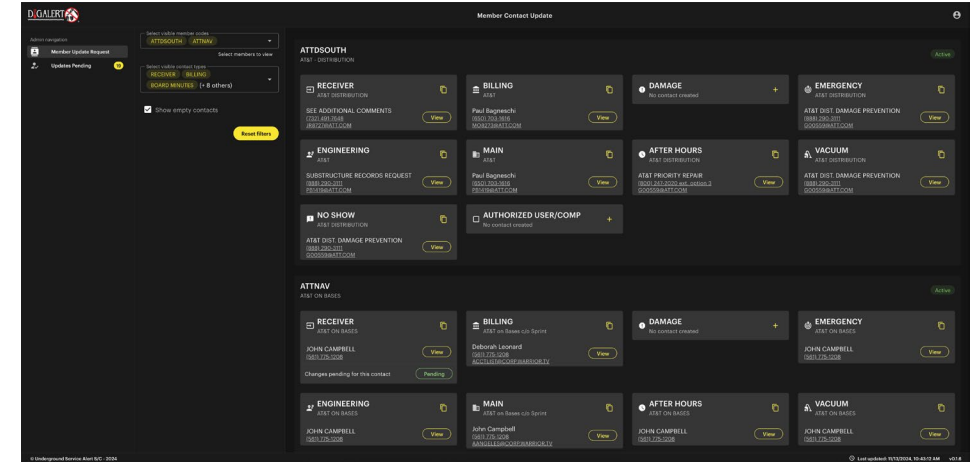
December 2024

*Presented by:*

DigAlert – Ann Diamond

# Technology Updates

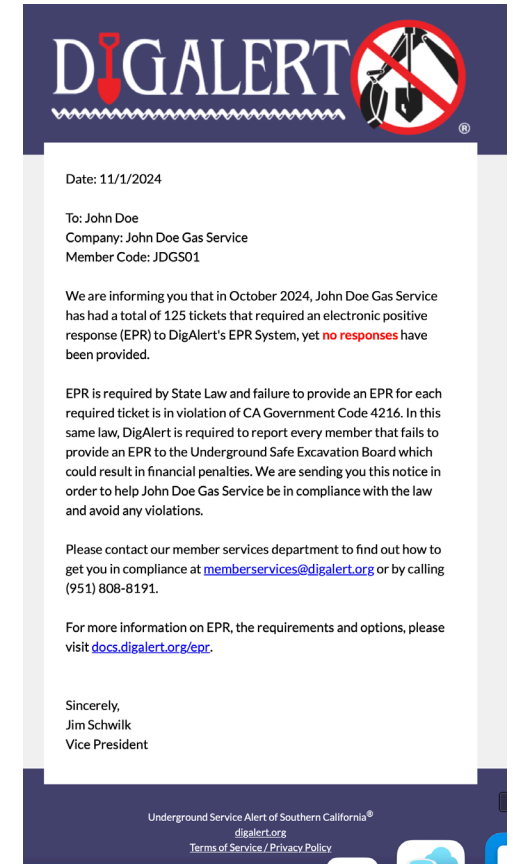
- Redesigned new member contact update page
- Improved promotional orders page
- Updated mapping to the latest 2025 data
- Updated core network switches
- Updated servers to latest Windows and SQL versions
- Created Jira service desk for member services, IT & online services



- Added more redundancy to VPN and site to site tunnels
- Updated firewalls to most current hardware and software releases
- New public documentation site
- Using AI voice generation for updated prompts and workflow for calls into the center

# More Technology Updates

- Automatically emailing monthly notices to members with a 100% no response EPR rate for the previous month
- Created more API end points for members to use for EPR and documentation
- Storage now on updated hardware and software
- Pushing social media regarding new law and EPR changes coming
- Updated procedures for excavator provided Lat/Long locations
- Member termination form, fully automated now



# Technology Updates Coming Soon

- Creating 4 independent NAS servers to store backup data at 4 separate locations
- Deploying 4 independent NAS servers to handle DNS at 4 separate locations for redundancy



- New email servers
- New internal documentation site to match new external one

# General Updates

- Processed 23rd Millionth Ticket on September 25th

