**From:** Hollis, Cary <chollis@dekalbcountyga.gov>   
**Sent:** Tuesday, August 25, 2020 2:40 PM  
**To:** DCHELPDESK <DCHELPDESK@dekalbcountyga.gov>  
**Cc:** Smith, Chris <Chris.Smith@dekalbcountyga.gov>; Taylor, Steven N. <sntaylor@dekalbcountyga.gov>; Gindina, Irina E. <iegindina@dekalbcountyga.gov>; Vernon, Michelle D <mdvernon@dekalbcountyga.gov>  
**Subject:** RE: [Request ID :##133354##] : WebEOC server UPDATE and plug-ins

Yes, I would like a DBA on standby just in case. I will forward all zoom meeting once I receive them from Juvare

**From:** DCHELPDESK <[DCHELPDESK@dekalbcountyga.gov](mailto:DCHELPDESK@dekalbcountyga.gov)>   
**Sent:** Tuesday, August 25, 2020 9:42 AM  
**To:** Hollis, Cary <[chollis@dekalbcountyga.gov](mailto:chollis@dekalbcountyga.gov)>  
**Cc:** Smith, Chris <[Chris.Smith@dekalbcountyga.gov](mailto:Chris.Smith@dekalbcountyga.gov)>; Taylor, Steven N. <[sntaylor@dekalbcountyga.gov](mailto:sntaylor@dekalbcountyga.gov)>; Gindina, Irina E. <[iegindina@dekalbcountyga.gov](mailto:iegindina@dekalbcountyga.gov)>; Vernon, Michelle D <[mdvernon@dekalbcountyga.gov](mailto:mdvernon@dekalbcountyga.gov)>  
**Subject:** Re: [Request ID :##133354##] : WebEOC server UPDATE and plug-ins

Dear Hollis, Cary,

Cary, Juvare will assist you with the upgrade. Chris will be on standby in case an error occurs you will have a POC to reach out too.  Professional services from Juvare were purchased to assist you with upgrade scenarios. Make sure you can log into the servers per the documentation provided before the remote session. Do you require a DBA to be on standby?

Regards,

Department of Innovation & Technology

Regards,

Michelle Vernon

IT Server Support Manager

120 West Trinity Place Rm L 8

Decatur, GA 30030

Office: 404-371-2016 | Cell: 678-283-4623

Email: [mdvernon@dekalbcountyga.gov](mailto:mdvernon@dekalbcountyga.gov)