**From:** Hollis, Cary <chollis@dekalbcountyga.gov>   
**Sent:** Monday, June 29, 2020 1:59 PM  
**To:** Vernon, Michelle D <mdvernon@dekalbcountyga.gov>; Reed, Brenda G <BGReed@dekalbcountyga.gov>; Taylor, Steven N. <sntaylor@dekalbcountyga.gov>; Gindina, Irina E. <iegindina@dekalbcountyga.gov>; Reaves, Lashawn C. <lcreaves@dekalbcountyga.gov>  
**Subject:** RE: Update Dekalb Juvare WebEOC to 8.9

Would it be wise to wait to open the ticket  first before I get a date from Juvare of when they would be available to assist us through this process?

**From:** Vernon, Michelle D <[mdvernon@dekalbcountyga.gov](mailto:mdvernon@dekalbcountyga.gov)>   
**Sent:** Monday, June 29, 2020 10:05 AM  
**To:** Reed, Brenda G <[BGReed@dekalbcountyga.gov](mailto:BGReed@dekalbcountyga.gov)>; Hollis, Cary <[chollis@dekalbcountyga.gov](mailto:chollis@dekalbcountyga.gov)>; Taylor, Steven N. <[sntaylor@dekalbcountyga.gov](mailto:sntaylor@dekalbcountyga.gov)>; Gindina, Irina E. <[iegindina@dekalbcountyga.gov](mailto:iegindina@dekalbcountyga.gov)>; Reaves, Lashawn C. <[lcreaves@dekalbcountyga.gov](mailto:lcreaves@dekalbcountyga.gov)>; Vernon, Michelle D <[mdvernon@dekalbcountyga.gov](mailto:mdvernon@dekalbcountyga.gov)>  
**Subject:** RE: Update Dekalb Juvare WebEOC to 8.9

Cary, I added the DBA manager on this email thread in case database assistance is required. Please open a ticket as Brenda requested to document support. Once a time and date is acquired, please send a calendar invite.

Thanks,



Michelle Vernon |Platform Technology Manager

DeKalb County Government Department of Innovation & Technology

Bobby Burgess Building|3630 Camp Circle|Room 305|Decatur, GA 30032

Office: (404)-371-2016|Fax: (404)-371-2413|Mobile: 678-283-4623

To report issues for tracking and accountability. Please click on the link below and create a ticket using the  DoIT's official ticketing system. Following this process will ensure your request is promptly handle, and If assistance is required, please click on the solutions tab and watch a quick training video.

Department of Innovation  & Technology Helpdesk Self-service  Web Site: [https://helpdesk.dekalbcountyga.gov](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelpdesk.dekalbcountyga.gov&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C2f17226ba05e4b9ee1b908d81c5617c8%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637290503382857965&sdata=aFsI6%2Bb2REyYNHBZp8%2Bw7Uc5%2BYLSPxykSt1r9rlLHwY%3D&reserved=0)

**From:** Reed, Brenda G <[BGReed@dekalbcountyga.gov](mailto:BGReed@dekalbcountyga.gov)>   
**Sent:** Monday, June 29, 2020 9:59 AM  
**To:** Hollis, Cary <[chollis@dekalbcountyga.gov](mailto:chollis@dekalbcountyga.gov)>  
**Cc:** Vernon, Michelle D <[mdvernon@dekalbcountyga.gov](mailto:mdvernon@dekalbcountyga.gov)>  
**Subject:** RE: Update Dekalb Juvare WebEOC to 8.9

Good Morning Cary:

Please put in a help desk ticket for this request.

Thanks,



**Brenda G. Reed | IT Systems Administrator**

Dekalb County Government

Department of Innovation and Technology

Bobby Burgess Building | 3630 Camp Road| Decatur,  GA | 30032

Office 770-724-1424 | Cell: 404-425-3944

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

To report issues  for tracking and accountability. Please click on the link below and create a ticket using our helpdesk software.  This will ensure that your request is handled promptly and if you need assistance creating a ticket, please click on the solutions tab and watch a quick training video.

Department of Innovation  & Technology Helpdesk Self-service  Web Site: [https://helpdesk.dekalbcountyga.gov](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelpdesk.dekalbcountyga.gov%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C2f17226ba05e4b9ee1b908d81c5617c8%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637290503382857965&sdata=PawmG%2BAKVHH3vEo0SCJo4X3rgD6JGxwDXjP7rAUF54Y%3D&reserved=0)

**From:** Hollis, Cary <[chollis@dekalbcountyga.gov](mailto:chollis@dekalbcountyga.gov)>   
**Sent:** Monday, June 29, 2020 9:55 AM  
**To:** [support@juvare.com](mailto:support@juvare.com)  
**Cc:** Reed, Brenda G <[BGReed@dekalbcountyga.gov](mailto:BGReed@dekalbcountyga.gov)>  
**Subject:** Update Dekalb Juvare WebEOC to 8.9

Dekalb County Emergency Management would like to update our 8.6 system to the most current version of the Juvare WebEOC 8.9. Our IT department has requested to use some of the support hours in the our contract agreement with juvare to have a technical support member from Juvare assist with the update process. Please let me know a good time and dates for us to schedule this update.

We have 1 plugin that I’m aware of – ArcGIS.

Cary Hollis I, MPA , GA-CEM  
**Emergency Management Specialist**  
DeKalb County Emergency Management Agency

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