



**NEW DISTRICT PHONE SYSTEM IN THE WORKS**

Unlike the traditional analog system, the new Voice Over Internet Protocol (VoIP) phone system from Shoretel/Mitel operates over the District's computer network (i.e., the internet), which makes it very scalable. The phone system has a Lego-like design that can scale up to 30,000 phones. In addition, this Lego-like design allows the phone system to be highly reliable and available. This means that there is no single point of failure in the phone system.

In addition to traditional voice services, VoIP gives us access to advanced applications that can help us be more agile and productive. For example, because the phone will be closely integrated with our computers, we can handle incoming and outgoing calls as well as access live, up-to-date phone directory information directly from the computer.

The new phone system also will have a tight integration with Microsoft Outlook. For example, we will be able to place "Do Not Dial" status on our phones based on our meeting schedule in the Outlook Calendar. Indeed, we will be able to see a person's availability before you even make a phone call! Further, voicemails can be sent directly to your email inbox. These are just a few of the many new features that we will be receiving with the new VoIP phone system.

Technical meetings have already occurred in preparation for the transition to the new VoIP phone system. Initial planning looks to completely go live on VoIP with training for all employees by summer 2019.

**REARIC HONORED FOR SERVICE TO STATEWIDE ORGANIZATION**



Vice Chancellor Business Services Sue Rearic was recognized for her 10 years of service as the District CBO at the statewide Association of Chief Business Officials (ACBO) Conference.

Over the years, Sue has served on the ACBO Board and the Fiscal Standards Committee. She currently represents our District and other southern California multi-year districts on the Workgroup on Fiscal Affairs.

## DISTRICT SERVICES GETS INTO THE HALLOWEEN SPIRIT



District Services departments went all out for the annual Halloween potluck luncheon. Several departments had all of their employees wear costumes with the same theme, from the circus to Snow White and the Seven Dwarves and Purchasing Through the Ages. Everyone had a spook-tacular time!



## WELCOME TO OUR NEW EMPLOYEE



Michael Carr has been hired to be the new Director of Enterprise Systems, and will lead the ERP team. Michael was born in Portsmouth, Va., but moved to San Diego when he was eight years old. He graduated from Miramar College with an Associate of Science degree in Business Administration and also earned an associate degree in Computer Applications and Networks from Coleman College. He earned a bachelor's degree in Global Business Management and a master's degree in Business Administration with an emphasis in Technology Management from the University of Phoenix.

He previously worked for Mitchell International, Mental Health Systems, Union Bank of California, the Department of Homeland Security and most recently as IT manager for the City of El Centro.

Michael and his wife, Vikki Carr, have been married for 14 years and have an eight-year-old son.