

From: [Stephens, Jesse](#)
To: [Perkins, Drew](#)
Subject: GFI Elevate and Phone Policy Update - Item H(1)(D)
Date: Friday, November 14, 2025 11:09:02 AM
Attachments: [image001.png](#)

Dear Board of Trustees,

You authorized me to sign a contract amendment with GFI Digital in the October meeting. The amendment was executed and GFI began the process of initiating that system. During the initiation process, we had continued trouble with our existing copper phone lines and on November 5th, the main phone number for BCRSD stopped working altogether. We tried to get our current provider to call forward the main phone number to a temporary phone number in order to maintain our 24-hour service availability. We discovered that since the phone number was being ported, call forwarding was not an option, and it took several levels of escalation and some emergency procedures to get the phone number forwarded. We were down for almost 48 hours before it was resolved.

In the meantime, GFI was able to expedite the transition to the new system and on-board us in less than a day. The service has been great, and our phones are now functional, and we are excited to be on the new system. We are working out some minor glitches, and probably will be for the next few weeks, but please let us know if you have any questions or have trouble reaching us in any way. We are excited to have this nearing completion.

Additionally, you will find our suggested Phone Policy update as a consideration item. I'm recommending we provide a stipend for those employees that allow use of their personal device and/or data for district use. They will need to sign an agreement as is spelled out in the consideration item (I)(6). This will allow us to not have to purchase unnecessary devices or carry unnecessary phone line. It will also minimize the amount of staff time dedicated to managing phone devices and streamline our efforts. The policy will be cost-neutral overall, but the savings and efficiency will come in less administrative staff time dedicated to managing devices.

Lastly, GFI is in the process of finishing up the IT conversion. This should be completed in the next few weeks. The new IT hardware and firewall have been installed, and data and e-mail migration are underway and being coordinated. I anticipate this process being completed before our next scheduled meeting.



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