

The City and County of Denver continued to expand its adoption of Amazon Web Services (AWS) in 2025. Mission critical services such as our agencies call centers, file systems storage, System Backups and our Milestone camera videos were moved from legacy infrastructure and legacy systems in 2024 to our AWS cloud platform. These investments allow us to address technology debt, improving our constituents and agency services operational efficiency by reducing response time and increasing service availability.

The City and County of Denver on premise call centers were at their technical end of life and support. During 2024, agencies with the support of Technology Services migrated the following call centers to AWS in support of the mayor's goals:

- Clerk and Recorder Elections
- 911 non-emergency
- Sheriff Vehicle Impound Facility
- Denver Motor Vehicle
- Assessor Office
- Department of Finance – Treasury Sales Tax and Property Tax
- Community Planning and Development (CPD)
- Red Rocks and Coliseum
- Police Records
- Public Works Wastewater & Solid Waste
- Denver Human Resources
- Technology Services Service Desk
- Denver Human Resources - Colorado Benefit Management System
- Denver Human Services – Child Support, Lobby, Family Assistance & Benefits, Encampments Support (2025)
- Denver County Courts – Criminal & Traffic

New call center features include:

- Smart Interactive Voice Response (IVR) for Enhanced Resident Experience
  - First Call Resolution.
  - 24/7 Self Service – access 24 hours a day, 7 days a week for our constituents.
  - Time Savings by reducing time to resolution.

The 2025 AWS budget for call centers significantly increased compared to 2024. However, the costs are offset by supporting resourced constrained agencies through the utilization of automating agency workflows.

In 2024, the City and County of Denver Technology Services (TS) moved several petabytes of data to our AWS cloud platform. This storage platform provides the file and network that enables city agencies to access their files across the network. This is a mission critical technology service. TS was forced to move to AWS because our data center vendor Flexential decided not to renew its agreement with the legacy storage provider Hitachi Content Platform. Our deadline was Nov 1, 2024, which we met.

AWS provides better performance, reliability, while also reducing operational costs and outages. Our Milestone video cameras, application and system backups are now stored in AWS.

The cost of the storage has shifted to AWS from our data center and as a result increased the AWS budget significantly in 2025.

Other city services that utilize our AWS cloud platform and our network connectivity to AWS include the following:

- DenverGov applications – These applications are primarily external facing and accessible through our city website. <https://www.denvergov.org/Home>
- Our city network traffic that traverses to AWS and any associated software as a service system (SaaS) running on AWS. This includes hundreds of our applications and thousands of our city users. By managing network traffic to AWS, other network traffic to the internet has more network bandwidth and latency.
- Risk Management Workman’s Compensation case management application.
- The city external domain name service (DNS) run on AWS. This routes internet traffic to city resources and also routes city resources to internet resources.
- Denver litigation holds are stored in AWS in a secure, reliable, and restricted location.
- Denver Police Department work activities.
- Denver Sheriff legacy Jail Management System, used for historical purposes.
- DOTI Transportation utilize AWS for operational traffic data and federal grants.
- Climate Action Sustainability and Resiliency Data
- Arts & Venue Red Rocks concert videos

- Denver Department of Public Health and Environment utilizes Research Electronic Data Capture (REDCap) application for projects and data.
- Citywide Enterprise Backups of applications and databases.
- Denver District Attorney
- Security Services for authentication, authorization, encryption, monitoring, logging, and protection of city technical resources.
- Technology Infrastructure services required to provide a stable, reliable environment for the city. Infrastructure components include servers, storage systems, networking devices, operating systems, databases, and software applications.