



Department Overview and Employee Recognition for FY2023

Innovation and Technology Department

City Council
October 3, 2023

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OUR MISSION



The mission of the Innovation & Technology Department is to work collaboratively with other departments and organizations to improve the quality of life in the City through economic development; achieve innovative, practical, and reliable solutions to City problems, optimize processes through information technology leadership and professional services; and provide an exciting, challenging, and rewarding environment where team members derive satisfaction from challenging assignments, and the success of City of Riverside departments in meeting their operational and service objectives.

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OVERVIEW

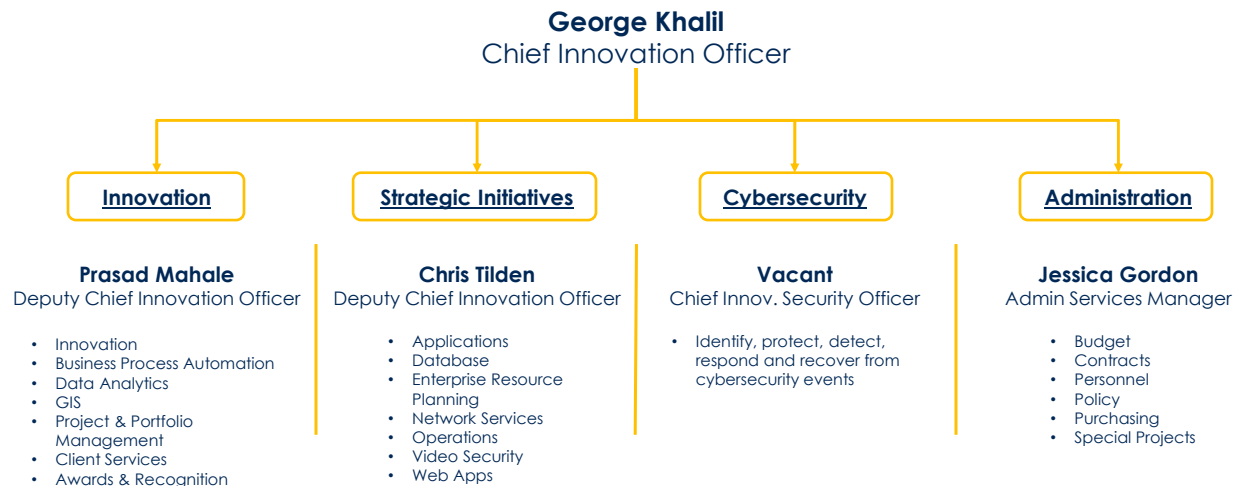
The IT Department has aligned with other City Departments to make the city's goal of establishing itself as an internationally recognized center for innovation a reality. Examples of our efforts include:

- EngageRiverside.com (open data)
- Free Wireless at libraries and various community centers
- 311 system for citizen reporting and inquiries (includes mobile app)
- Reverse 911 to notify citizens about power outages and emergencies











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ORGANIZATION



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FY 2023 BY THE NUMBERS

 <p>266+ Wiring Closets managed across 57 locations</p>	 <p>9,000+ Connected Devices Managed Daily</p>	 <p>16,107 Tickets Completed</p>
 <p>>93% Excellent Service Rating per surveys of completed tickets</p>	 <p>232 12v 20ah Backup Batteries Replaced (for uninterruptible power)</p>	
 <p>57 Projects Completed (including new system implementations, upgrades, development, etc.)</p>	 <p>1,200,000+ Cyberattacks Prevented</p>	 <p>63 Full-time staff</p>

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ACCOMPLISHMENTS & MILESTONES



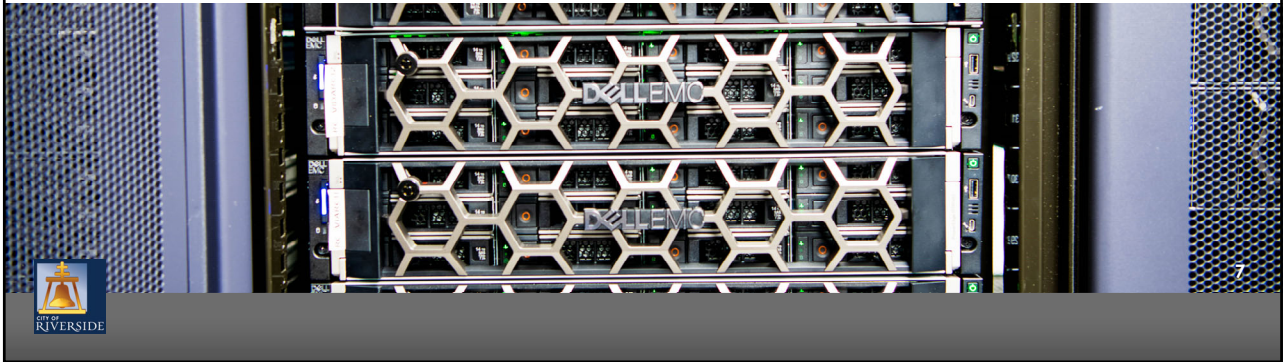
- Migrated enQuesta and Oracle Databases for improved disaster recovery
- Restructured City Network Share Drives and Permissions for enhanced performance and reliability
- Completed Watchguard storage upgrade to ensure we do not run out of space for Police body-worn and in-car camera footage

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ACCOMPLISHMENTS & MILESTONES

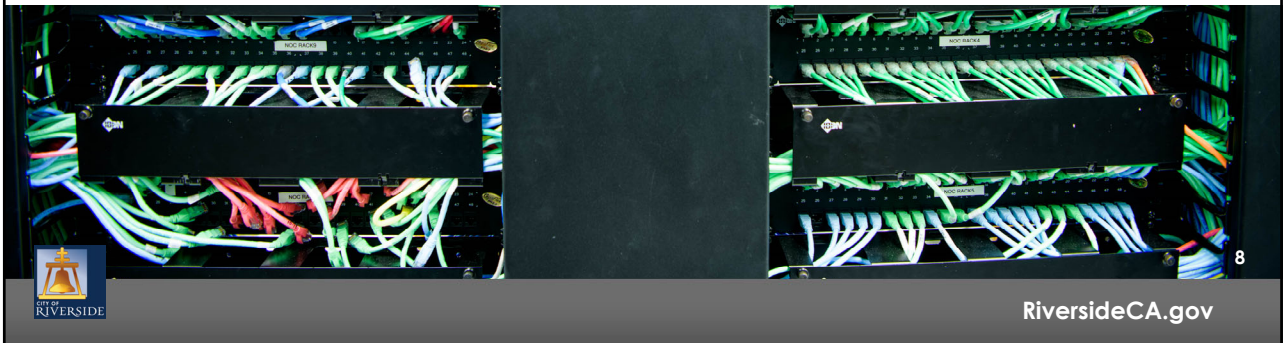
- Completed 311 Riverside Spanish project
- Completed RPU stop service and transfer service web forms
- Completed Mayor's Letter of Recommendation web application
- Completed Citywide Video Infrastructure Upgrade project



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ACCOMPLISHMENTS & MILESTONES

- Completed Citywide Major Internet Firewall Upgrade project
- Completed Robotic Process Automation Project for Finance
- Completed Historic Viewer project



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DEPT AWARDS & RECOGNITION



2022 finalist for a Red Tape to Red Carpet Award for "Start/Stop" and "PulsePoint" projects by the Inland Empire Economic Partnership



2022 Award of Excellence from the Municipal Information Systems Association of California



2022 Government Experience Award finalist for Cities over 250,000 citizens from the Center for Digital Government



2022 4th place award by the Center for Digital Government digital cities survey



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STAFF AWARDS & RECOGNITION

2023 Quarterly Awards

1st Quarter



Myrandust Hall
Operations

2nd Quarter



Nghi Quach
Applications

3rd Quarter



Emely Dacara
Administration

4th Quarter



Marshall Place
Operations



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STAFF AWARDS & RECOGNITION

2023 Innovation & Technology Officer Awards



Arian Tay
Applications



Carlos Robles
Network



Ivan Soto
Client Services



Jason Ha
Operations

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STAFF AWARDS & RECOGNITION

2023 Employee of the Year



Gurjot Singh

2023 CIO Award for Outstanding Leadership



Matthew Burrows

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RECOMMENDATIONS

That the City Council receive and file an overview of the Innovation and Technology Department, including recognition of the Department's employees.



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