

# Department Overview and Employee Recognition for FY2023

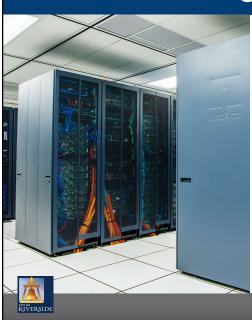
**Innovation and Technology Department** 

City Council July 16, 2024

RiversideCA.gov

1

### **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 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.

2

RiversideCA.gov

### **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:

- Development of an artificial intelligence policy
- 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



RiversideCA.gov

3

#### **ORGANIZATION George Khalil** Chief Innovation Officer **Innovation** Strategic Initiatives **Cybersecurity Administration Prasad Mahale Chris Tilden** Vacant Jessica Gordon Deputy Chief Innovation Officer Deputy Chief Innovation Officer Chief Innov. Security Officer Admin Services Manager Innovation **Applications** · Identify, protect, detect, Budget respond and recover from Contracts **Business Process Automation** Database Enterprise Resource cybersecurity events Personnel Data Analytics Planning Policy GIS Network Services Project & Portfolio Purchasing Special Projects Operations Management Video Security Strategic Initiatives Client Services Awards & Recognition Web Apps RIVERSIDE RiversideCA.gov

### **FY 2024 BY THE NUMBERS**



>94.7%
Excellent Service Rating per surveys of completed tickets



9,000+ Connected Devices Managed Daily



18,257
Tickets
Completed



266+
Wiring Closets
managed across 72
locations



33.1
Avg. Hours
between receiving
and closing a ticket



2,450,667+ Cyberattacks Prevented



Projects Completed
(including new system implementations, upgrades,

development, etc.)

47



1,000+ Wireless Users Managed over 365 wireless access points



63 Full-time staff

5

RiversideCA.gov

5

# **ACCOMPLISHMENTS & MILESTONES**



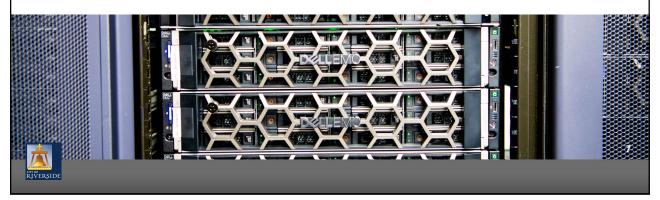
- Completed email retention and archive project (reducing the City's risk footprint by 62% across all departments)
- Established onsite storage for system backups at RPD (significantly reducing recovery time by approximately 70%)
- Launched Solar App+, an online solar permitting system.

6

RiversideCA.gov

# **ACCOMPLISHMENTS & MILESTONES**

 Collapsed Legacy hardware at both the EOC and City Hall, reducing maintenance and labor requirements in addition to saving on power and cooling costs



7

# **ACCOMPLISHMENTS & MILESTONES**

 Integrated the City's phone system with Microsoft Teams, allowing users to make and receive phone calls (from their office extension) within Teams



## **DEPT AWARDS & RECOGNITION**



**2023 4<sup>th</sup> Place in the Government Experience Award** for Cities over 250,000 citizens from the Center for Digital Government



#### 2023 Award of Excellence

from the Municipal Information Systems
Association of California



**2023 6<sup>th</sup> place** award by the Center for Digital Government digital cities survey

0

RiversideCA.gov

KÜVERSIDE

9

#### **STAFF AWARDS & RECOGNITION\*** 2023 Employee 2023 CIO Award 2023 ITO Awards 2023 Quarterly of the Year for Outstanding **Awards** Leadership Myrandust Hall **Arian Tay Applications Operations Carlos Robles** Nghi Quach Network **Applications** Ivan Soto **Emely Dacara Client Services** Administration **Gurjot Singh** Jason Ha **Marshall Place Matthew Burrows Operations** Innovation **Operations Operations** 10 \*2024 winners have not yet been announced. RiversideCA.gov

These employees were previously recognized before the City Council on 9/5/23.

# **RECOMMENDATIONS**

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



11

RiversideCA.gov