HUMAN RESOURCES BOARD ANNUAL UPDATE

Innovation and Technology Department

Human Resources Board

October 7, 2019

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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.
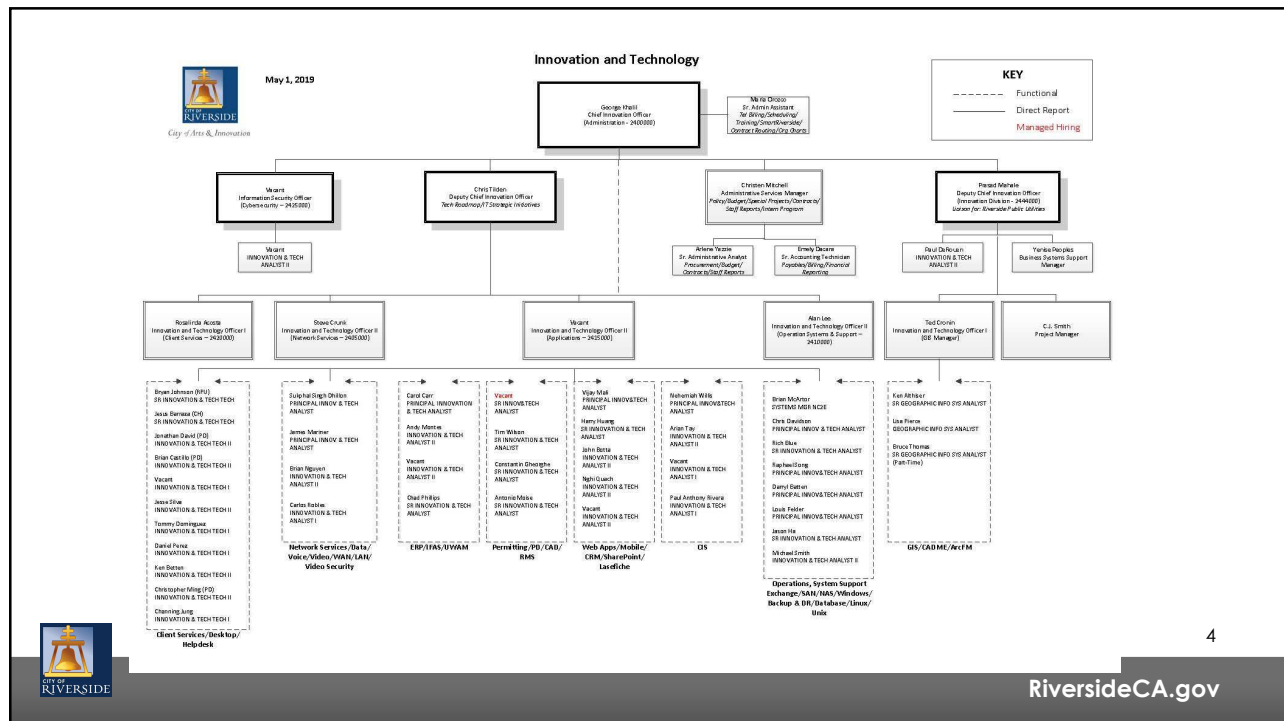
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DEPARTMENT OVERVIEW

- Full Service 24/7 IT Department
- 7 Divisions
- 52 Team Members
- Service 19 Departments including Public Safety and Riverside Public Utilities
- Manage over 266 wiring closets across 57 locations
- Approximately 9,000 connected devices

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EMPLOYMENT STATISTICS

POSITIONS	
FUNDED	59.25
FILLED	51.25
VACANCIES	8.00

CLASSIFICATIONS	
EXEMPT	46.25
NON-EXEMPT	13

DEPARTMENT TURNOVER STATISTICS		
YEAR	SEPARATIONS	PERCENTAGE
2018	6 (1 Retirement)	10.17%
2017	2	3.39%

CURRENT INTERNS & DIVISION ASSIGNMENTS	
DIVISION	# OF INTERNS
APPPLICATIONS	2
CLIENT SERVICES	1
CYBERSECURITY	1
GIS	3
INNOVATION	1
NETWORK SERVICES	1
OPERATIONS	1

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SICK LEAVE USAGE

YEAR	SICK LEAVE	FAMILY SICK	FMLA	TOTAL
2018	2,836.53	55.50	46	2,938.03
2017	2,307.15	65.00	96.00	2,307.15

- 27.34% Increase

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EMPLOYMENT OPPORTUNITIES

Current
- Innovation & Technology Analyst II

Projected
- Innovation & Technology Officer II
- Chief Innovation Security Officer

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RECRUITMENT OUTREACH

Post position openings on:
- NeoGov
- LinkedIn
- Municipal Information Systems Association of California
- Jobs Available (depending on level)

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RECRUITMENT OUTREACH

- Internship Program to train Technology Workers
  - Recruiting from UCR, Cal Baptist, Chapman, Cal Poly, and RCC
  - Current interns from UCR and RCC
- We frequently visit job fairs at college campuses
- Host international and local student tours
- STEM Outreach

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DEPARTMENT OVERALL GOALS

- Provide a secure, reliable technology infrastructure to our 2400+ end users

- Guide the use of technology for the City

- Listen to the business and operational needs of departments and make proactive recommendations that fit into the common framework that will benefit the entire City

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RIVERSIDE 2.1 SPECIFIC GOALS

- Improve cybersecurity defenses to protect Citywide infrastructure
- Create a Citywide Comprehensive Continuity of Operations Plan
- Modernize Citywide information systems and infrastructure to improve efficiency and security
- Expand Government transparency efforts through technology and innovation
- Provide excellent customer service to internal City technology users

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TRAINING & DEVELOPMENT OPPORTUNITIES

- Tech Showcase

    A monthly 30-minute forum to foster innovation, collaboration, and build public speaking skills among staff

- Kaizen Career Road Map

    Continuous improvement plan for professional growth, succession planning, and cross training

- Safari Books Online

    Over 300,000 hours of IT and business content from over 200 publishers and providers

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MEASURE Z AND TRAINING

- Measure Z funding replaces aged hardware, performs system upgrades, and implements additional cybersecurity controls
- These projects require a small training budget to augment the project activities
- Measure Z funds were allocated for technical training required for new technology

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DEPARTMENT MORALE

- One-on-one Meetings
  What are we doing well and how can we improve?
- Quarterly & Yearly Recognition
  Employee Awards
- Happy or Not Kiosk
- Yearly Anonymous Surveys for CIO & Managers

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AWARDS

Top 10 for the **2018 Digital Cities Award**

The annual survey recognizes cities using technology to tackle social challenges, enhance cybersecurity, improve transparency and much more!

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AWARDS

2018 MISAC Award of Excellence from Municipal Information Systems Association of California

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AWARDS

2017
- ICMA "Strategic Leadership & Governance Award", Cybersecurity Award
- Governing Magazine's "Equipt to Innovate" Riverside ranked in the top 5 cities nationwide

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ISSUES AND CHALLENGES

- The CalPERS Challenge

- Employee Retention and Morale

- Succession Planning

- Knowledge Sharing and Cross Training

- Recruitment

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Thank you!

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