



Human Resources Board Meeting

Department: Innovation and Technology

Presented by: Lea Deesing

Date: April 2, 2018

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Department's Mission

"The mission of the Innovation and 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, continued professional growth, personal accomplishments, and the success of City of Riverside departments in meeting their operational and service objectives."



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DEPARTMENT OVERVIEW

- Full Service 24 x 7 IT Department
- 8 Divisions
- 58 Staff members
- Service 19 Departments including Public Safety and Riverside Public Utilities
- Over 266 wiring closets across 57 locations
- Up to 2100 calls for service per month
- Approximately 9000 connected devices



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DEPARTMENT OVERALL GOALS

- Provide a secure, reliable technology infrastructure to our 2300+ end users
- Guide the use of technology for the City
- Listen to the business and operational needs of departments and make recommendations that fit into a common framework that will benefit the whole 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

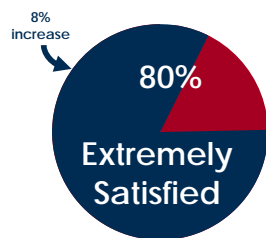


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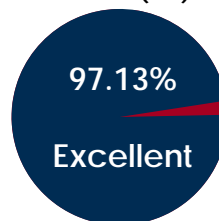
PERFORMANCE STATISTICS

Annual customer satisfaction survey



Average percentage of extremely satisfied ratings

Satisfaction surveys sent upon Service Request closure (Q1)



Average percentage of excellent ratings for overall satisfaction question

Happy or Not Internal IT Sentiment (Q1)



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Training & Development Opportunities

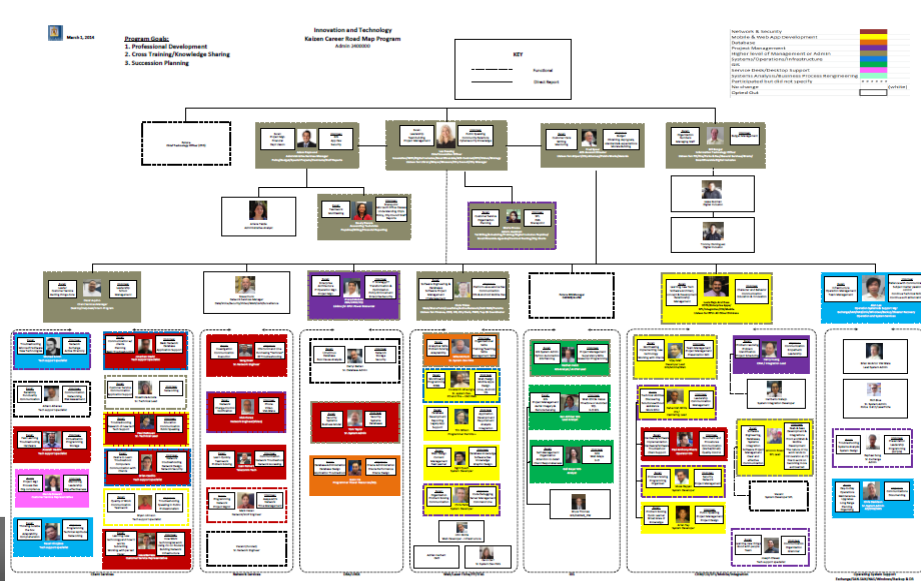
- Tech Showcase
 - A monthly 30 minute forum to foster innovation, collaboration, and build public speaking skills among staff
- Rotation of Staff into Management Meetings
 - Exposure to a broad range of IT Projects and Issues
- Kaizen Career Road Map
 - Continuous improvement plan for professional growth, succession planning, and cross training
- New Department Training Program



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Kaizen Career Road Map Program



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Training

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



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EXISTING TRAINING PROGRAM

- Free Microsoft E-learning Training
- Microsoft Training Vouchers (limited)- Provides in-depth technical classroom training for IT professionals
- Healthy Living Workshops & Get Fit Activities
- Toastmasters (small fee required)
- FedVTE free training resources
 - They have a large number of technical and certification courses free for government employees.
 - https://fedvte.usalearning.gov/test_coursecat.php?group=ALL
- Conferences and off-site training (by special request)



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ADDITIONAL NEW TRAINING PROGRAM

- And Announcing....
 - Safari Books Online
 - With over 300,000 hours of IT and business content from over 200 publishers and providers, we bring you more high-quality video, audio, text-based, and interactive content, across more subjects of relevance than anyone else, with the majority of it exclusive to Safari.
 - 2 hours study time per week
 - Sign on cubicle will be displayed while studying



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Current and Projected Employment Opportunities

- Current
 - Innovation and Technology Technician II (PD)
- Projected
 - Sr. Innovation and Technology Analyst (Applications)
 - Innovation and Technology Analyst II (Operations)



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Recruitment Outreach

- Posting 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
 - 50+ have come through program, most move on to high-paying full-time jobs
- We frequently visit job fairs at college campuses
- We frequently host international and local student tours
- STEM Outreach



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Current Workforce Ethnic Diversity

	Male		Female		Total	
Black (Community 6.6%*)	3	7%	1	11%	4	7%
Hispanic (Community 49%*)	12	26%	3	33%	15	27%
White (Community 34%*)	19	41%	4	44%	23	42%
Asian (Community 7.2%*)	9	20%	1	11%	10	18%
Other (Community 2.5%*)	3	7%	0	0%	3	5%
Total Employees	46	100%	9	100%	55	100%

*2010 Census Data



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TECH GENDER GAP

- Industry trend shows fewer women joining the technology field
- Only 20% of Google engineers are women – a statistic that is matched roughly across big tech companies
- National average in tech industry consists of around 20% women
- We have work to do at 16% female, 84% male

In 1984, the proportion of computer science degrees awarded to women was 37 percent, [according to Girls Who Code](#). Today it is 18 percent. At the same time, we need more computer scientists than ever. Taking the United States as an example, by 2020, 1.4 million jobs in computer-related fields will exist. But the US will only graduate sufficient talent to fill 29 percent of those jobs. At current enrollment rates, women will fill just three percent of them.

From <http://www.isaca.org/>



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Department Turnover

Turnover statistics for all employees, based on calendar year:

- 2017: 2 Separations – 3.39%
- 2016^{**}: 1 Retirement – 1.70%
- 2015^{*}: 1 Retirement – 6.25%
- 2014: 1 Retirement – 11.11%
- 2013: 1 Separations – 14.29%



* 7 positions insourced

** 45 positions insourced

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Sick Leave Usage

	Total Non-Represented	Non – Represented FMLA	Total Represented	Represented FMLA	Total Sick Hours	Total FMLA Hours
Last year	3185.85	115.4	0	0	3185.85	115.4
2016 ^{**}	326.5	80	183,116	0	509.66	80
2015 [*]	325.3	0	151.5	0	476.8	0
2014	563.2	368	113	0	676.2	368



* 7 positions insourced

** 45 positions insourced₁₉

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Departmental Morale

- One-on-one Meetings – annual
 - 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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Departmental Morale

- Issues
 - IT Gender Gap
 - Retaining in-demand IT talent
 - Keeping wages competitive
 - Maintaining a challenging environment



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2016/17 DEPARTMENT AWARDS

- Riverside Downtown Partnership award in the category of "Safety and Security" for the 311 Riverside app
- 2017's 5th place in the Digital Cities Awards for Cities over 250,000 citizens from the Center for Digital Government
- 2017 Award of Excellence from the Municipal Information Systems Association of California
- 2017 Riverside was ranked among the top 5 nationwide cities in Governing Magazine and Living Cities "Equip to Innovate" national survey of cities



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2016/17 DEPARTMENT AWARDS

- 2017 ICMA's Strategic Leadership & Governance Award for IT's "Building a Municipal Comprehensive Next Generation Cyber Security" Program
- 2017 Center for Digital Government Best of California award in the "Most Innovative IT Workforce Initiative" category for IT's "Kaizen Career Road Map" Program
- 2016 Federal Tech Hire Designation
- 2016 Bloomberg's "What Works Cities" Designation



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Thank You



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