

DEPARTMENT OVERVIEW AND EMPLOYEE RECOGNITION

Innovation and Technology

City Council
September 17, 2019

RiversideCA.gov

DEPARTMENT'S MISSION

The mission of the Innovation and Technology Department is to:

1. Work collaboratively with other departments and organizations to improve the quality of life in the City through economic development;
2. Achieve innovative, practical, and reliable solutions to City problems, optimize processes through information technology leadership and professional services; and
3. 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.



2

RiversideCA.gov

EMPLOYEE RECOGNITION PROGRAM

1. Five Yearly Awards
 - a. Employee of the Year
 - b. Service Awards
 - c. Innovation & Technology Officer (ITO) Awards
 - d. CIO Award for Outstanding Leadership
 - e. People's Choice Award
2. Quarterly/Periodic
 - a. Employee of the Quarter – Quarterly



3

RiversideCA.gov

STAFF PRODUCTIVITY

1. 795 SharePoint orders
2. 1,481 Purchase Requisitions
3. Processed approximately 140 contract renewals
4. Processed approximately 775 invoices
5. 21,325 service requests completed
6. 96.38% extremely satisfied with service request response, communication, knowledge, and service



4

RiversideCA.gov

2018 SERVICE AWARDS

Maria Russey – 10 Years

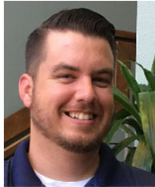


5

RiversideCA.gov

INNOVATION AND TECHNOLOGY OFFICER (ITO) AWARDS

Ken Betten



Rich Blue



Lisa Pierce



Andy Montes



James Mariner



6

RiversideCA.gov

INNOVATION AND TECHNOLOGY CIO Award for outstanding leadership



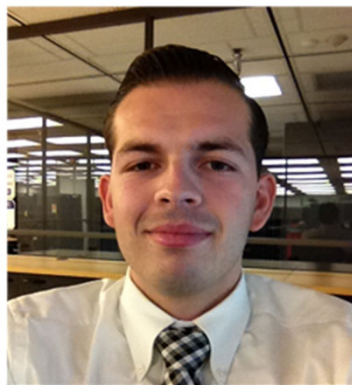
Chris Tilden

7



RiversideCA.gov

PEOPLE'S CHOICE AWARD FOR OUTSTANDING CUSTOMER SERVICE, LEADERSHIP, OR TEAMWORK



Jesus Barraza

8



RiversideCA.gov

EMPLOYEE OF THE QUARTER



2018 Quarter 3 –
Arlene Yazzie



2018 Quarter 4 –
Chris Davidson



2019 Quarter 1 –
Yenise Peoples



2019 Quarter 2 –
Mike Smith



9

RiversideCA.gov

2018 EMPLOYEE OF THE YEAR



Bryan Johnson



10

RiversideCA.gov

FY 18/19 DEPARTMENT AWARDS



2018 AWARD OF EXCELLENCE



7th in the **Digital Cities Survey**



11

RiversideCA.gov

FY 17/18 DEPARTMENT AWARDS



5th in the **Digital Cities Award** for Cities over 250,00 Citizens



2017 AWARD OF EXCELLENCE



AMONG TOP 5 in "Equip to Innovate" National Survey of Cities



STRATEGIC LEADERSHIP & GOVERNANCE AWARD for "Building a Municipal Comprehensive Next Generation Cyber Security" Program



BEST OF CALIFORNIA AWARD in "Most Innovative IT Workforce Initiative" Category for the "Kaizen Career Road Map" Program



SAFETY AND SECURITY AWARD for "City of Riverside 311 App"



12

RiversideCA.gov

RECOMMENDATION

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

