

# DEPARTMENT OVERVIEW AND EMPLOYEE RECOGNITION

## Innovation and Technology

City Council  
September 17, 2019

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## 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.



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## 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



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## 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



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## 2018 SERVICE AWARDS

Maria Russey – 10 Years



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## INNOVATION AND TECHNOLOGY OFFICER (ITO) AWARDS

Ken Betten



Rich Blue



Lisa Pierce



Andy Montes



James Mariner



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## **INNOVATION AND TECHNOLOGY CIO Award for outstanding leadership**



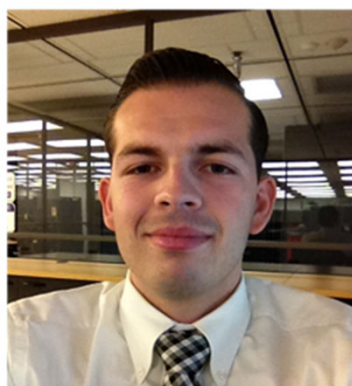
Chris Tilden

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



Jesus Barraza

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## EMPLOYEE OF THE QUARTER



2018 Quarter 3 –  
Arlene Yazzie



2018 Quarter 4 –  
Chris Davidson



2019 Quarter 1 –  
Yenise Peoples



2019 Quarter 2 –  
Mike Smith



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## 2018 EMPLOYEE OF THE YEAR



Bryan Johnson



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## FY 18/19 DEPARTMENT AWARDS



**2018 AWARD OF  
EXCELLENCE**



**7th** in the **Digital  
Cities Survey**



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## 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 "**Equipt 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**"



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## RECOMMENDATION

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

