

Department Overview and Employee Recognition FY 24/25

Innovation and Technology Department

City Council
November 4, 2025

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OUR MISSION



Collaborate across departments and organizations to enhance quality of life, drive economic growth, and solve City challenges with innovative, reliable technology solutions.

We empower City operations through IT leadership, streamlined processes, and professional services, while fostering a rewarding environment where our team thrives.



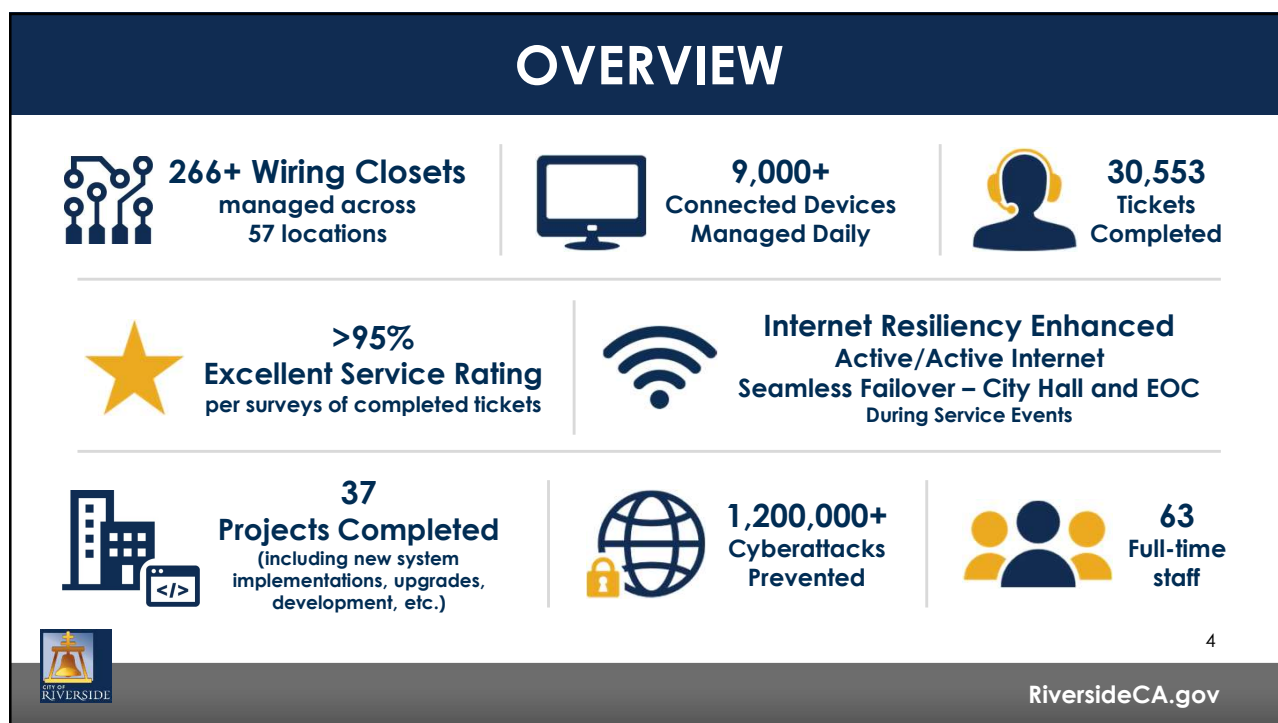
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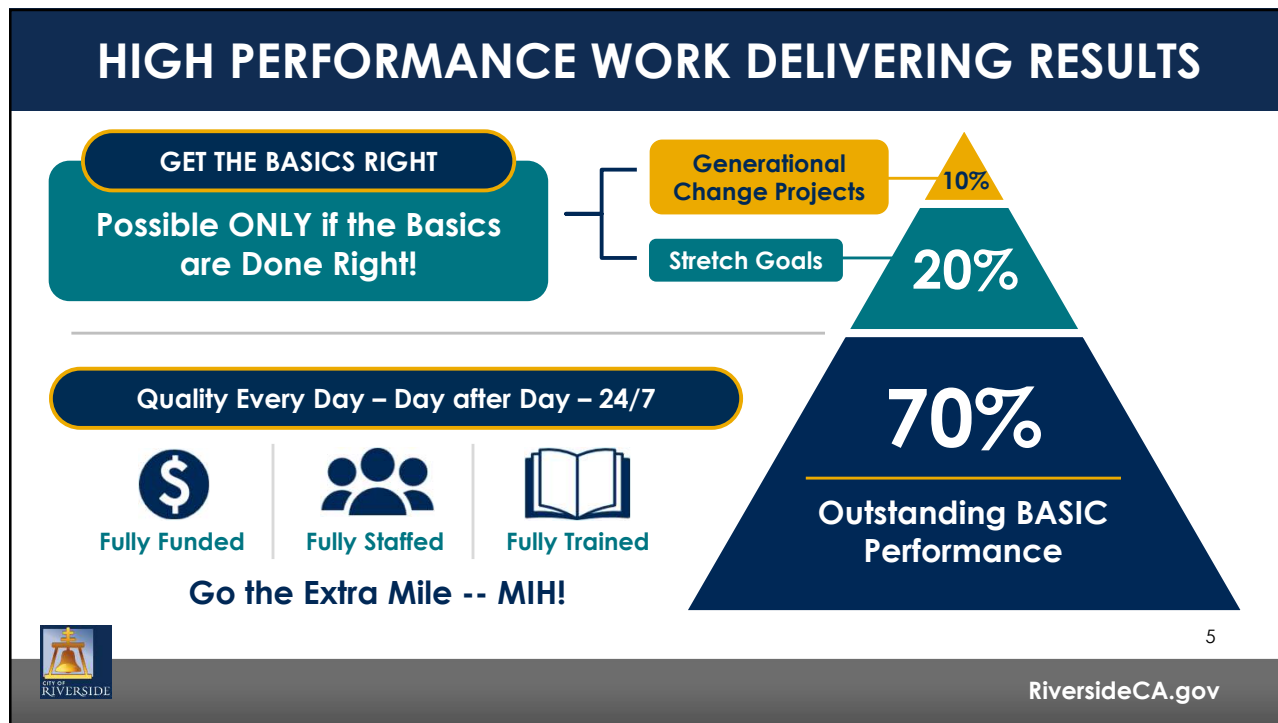
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GENERATIONAL CHANGE PROJECTS

RIVERSIDECAGOV ENGAGE RIVERSIDE SHOP RIVERSIDE PUBLIC UTILITIES
Search RiversideCA
Rivv

RIVERSIDECAGOV

Community Calendar | Government Meet



About Riverside Residents Government Business Services Medi



Welcome to Riverside! I'm Rivv (AI assistant) 🤖

Excited to learn about local events or activities? I'm here to provide you with the latest updates and information. I'm an AI continuously learning and evolving—so I might not always get it right.

What would you like to know?

Rivv - Just now

Type your message



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GENERATIONAL CHANGE PROJECTS



- **Rivy AI Chatbot** – 24/7 resident access to City services
- **Microsoft Copilot AI** – Boosting staff productivity & decision-making
- **“The Dash” Dashboard** – Real-time Citywide performance insights
- **RPA Phase III** – Automated CALNET invoice processing
- **New Technology Ordering Portal** with real-time tracking
- **TeamDynamix Expansion** – streamlined workflows Citywide
- **Avaya Workplace** – Stronger telework & collaboration
- **Air Gap Protect Migration-Immutable Backups**



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STRETCH GOALS



- **Replaced 100+ Cameras within City Limits**
- **Fire Record Management System Upgrade – Firehouse to ImageTrend**
- **Real Time Crime Center**
- **Rubicon/Smart City Software Rollout for PW – Waste Management**
- **RISR Application – Parks Graffiti**
- **Ecolane – Special Transportation Scheduling System**
- **Computronix Planning Module Enhancements**



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OUTSTANDING BASIC PERFORMANCE (70%)



- Completed Esri GIS strategy and IT health check with Psomas
- Upgraded ArcGIS Enterprise to 11.5
- Migrated SharePoint 2013 workflows to Power Automate
- Managed 250+ software agreements and 200+ licenses
- Redeployed RPD cluster hardware
- Migrated from legacy tape to modern cloud backups
- Upgraded network: SBC, STP, Zscaler, SIP trunking
- Replaced 100+ City cameras
- Supported Open Enrollment 2025



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DEPT AWARDS & RECOGNITION



2024 Award of Excellence
from the Municipal Information Systems
Association of California



2024 Government Experience Award finalist
for Cities over 250,000 citizens from the
Center for Digital Government



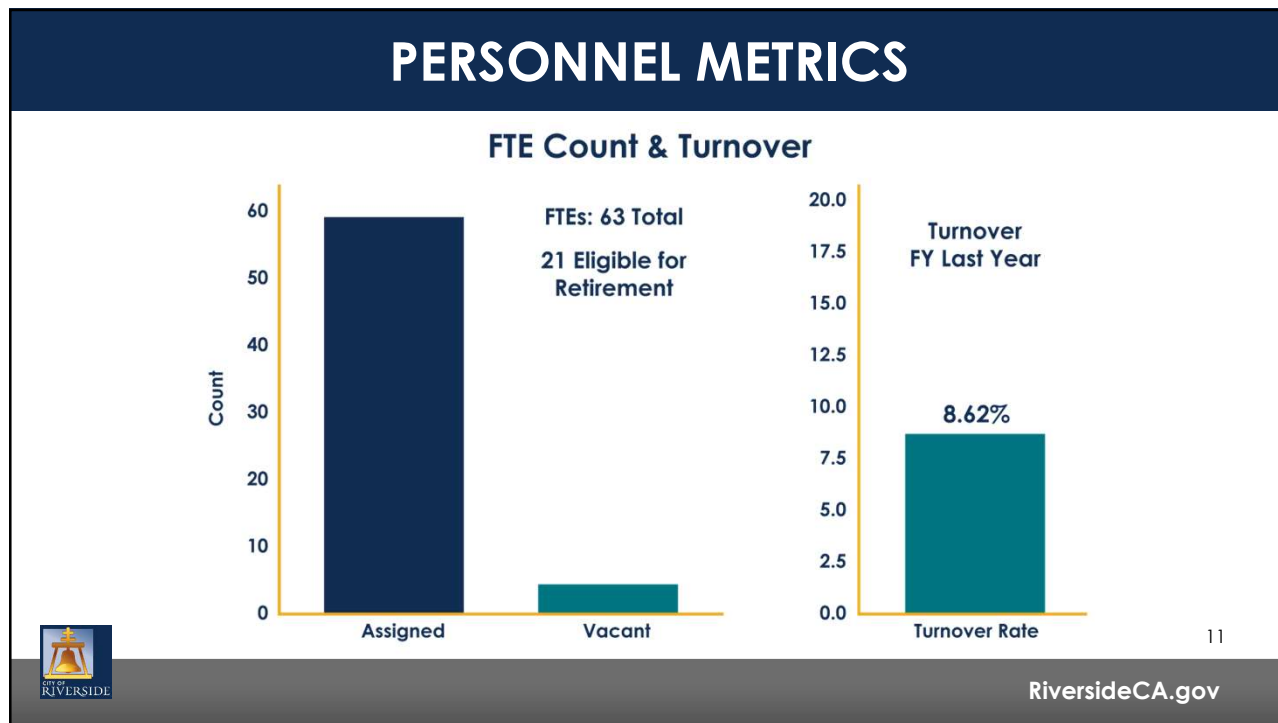
2024 7th place award by the
Center for Digital Government
digital cities survey



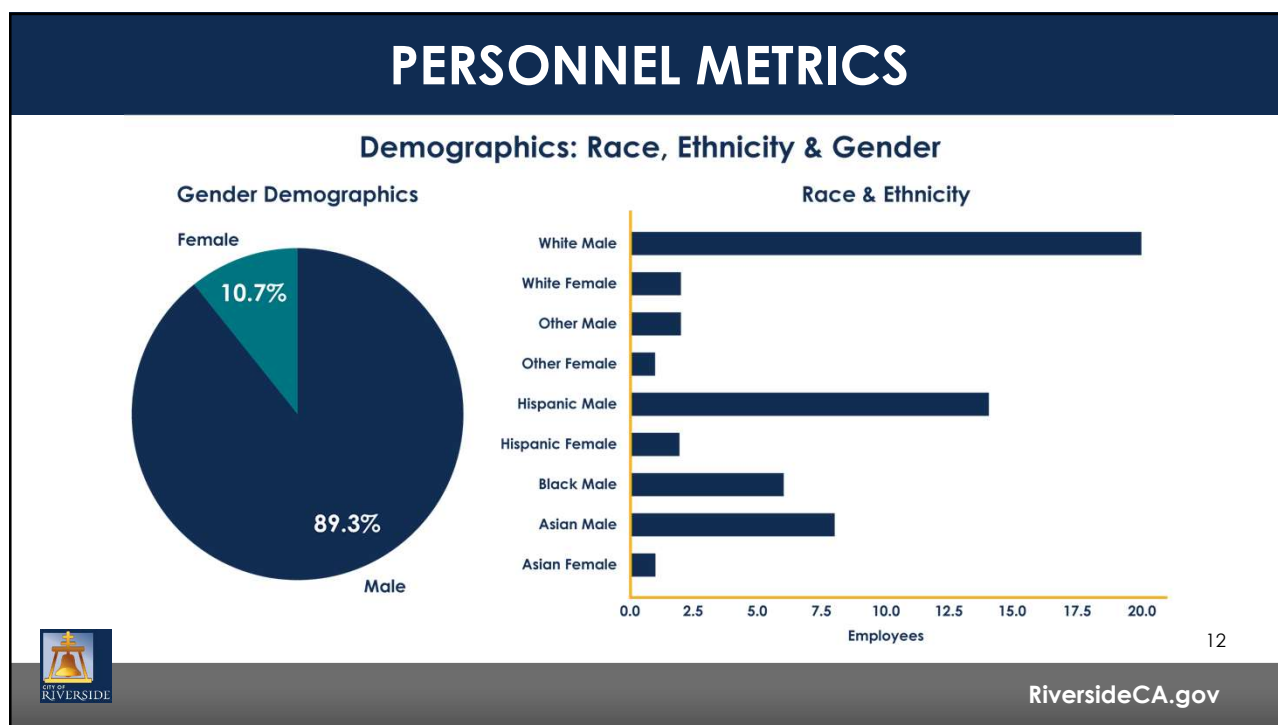
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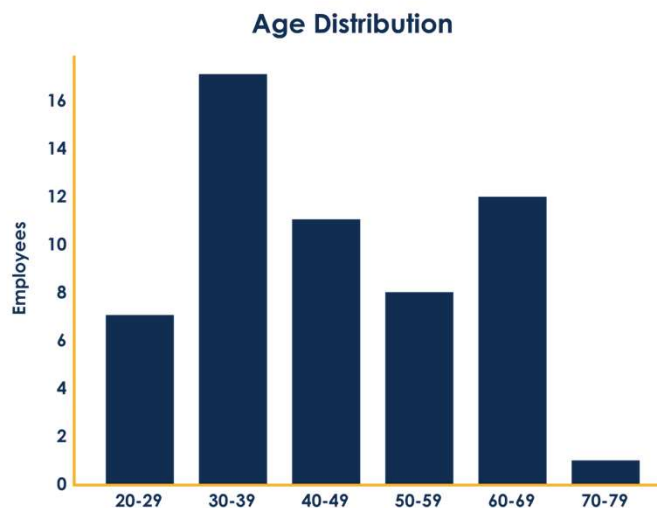


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PERSONNEL METRICS



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SUCCESS STORIES



- **Andy – Innovation and Technology Officer II (Promotion)**
- **Dyana – Senior Admin Analyst (Promotion)**
- **Ivan – Senior IT Tech (Promotion)**
- **Maria – Admin Analyst (Transfer)**
- **Millard – IT Analyst I (Promotion)**
- **Stephanie – Admin Services Manager (Promotion)**
- **Tyler – GIS Manager (Appointment)**



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STAFF AWARD & RECOGNITION

2024

Employee of the Year

Thomas Dominguez

IT Technician II





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RECOMMENDATIONS



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



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