

Department Overview and Employee Recognition FY 25/26

Innovation and Technology Department

City Council
August 25, 2026

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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.

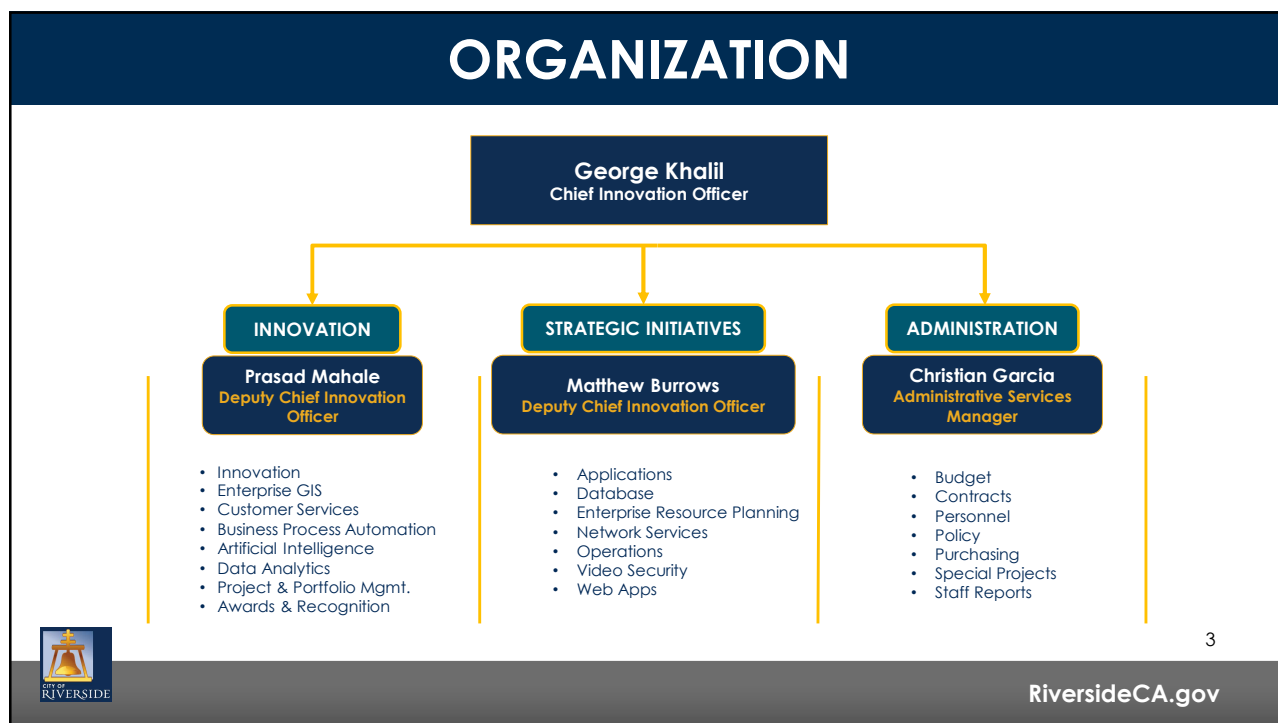
We empower City operations through IT leadership, streamlined processes, and professional services, while fostering a rewarding environment where our team thrives.



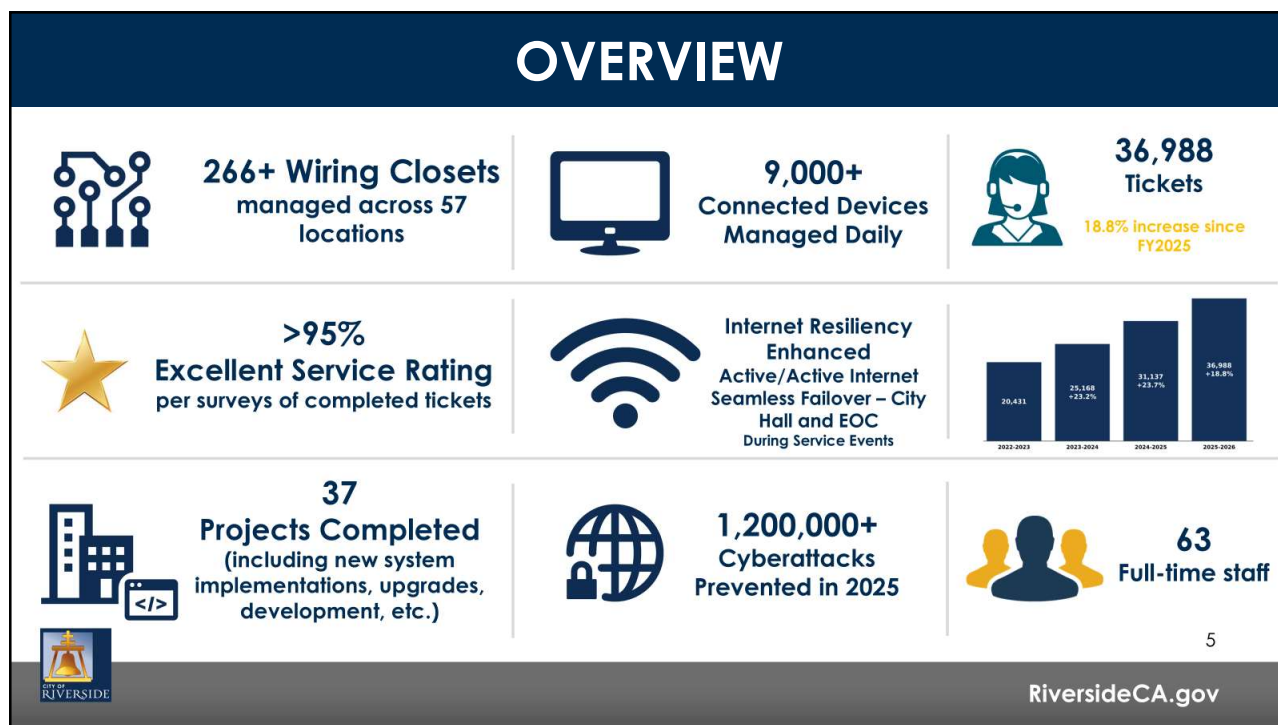
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ACCOMPLISHMENTS & MILESTONES

https://riversideca.gov

RIVERSIDECA.GOV ENGAGE RIVERSIDE SHOP RIVERSIDE PUBLIC UTILITIES

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Community Calendar Government

ABOUT RIVERSIDE Residents Government Business Services

NEW VIDEO
The Values Behind the RFD Badge
WATCH NOW

Welcome to the City of Rivers

Ready Riverside 311 Non-Emergency City Awards Job Opportunities Government Meetings Pay Your Utility Bill Ut Out

What's Happening in Riverside

Welcome to Riverside! I'm Rivy (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?

Rivy - Just now

Type your message I

Hello, I am Rivy! I am here to assist you

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GENERATIONAL CHANGE PROJECTS

- Rivy AI Chatbot - 24/7 AI-powered resident access to City services
- Microsoft Copilot AI rollout to boost staff productivity
- "The Dash" - real-time Citywide performance dashboard
- ESRI GIS Roadmap and 3-Year Geospatial Strategy, including the ArcGIS Enterprise 11.5 upgrade
- Rubicon/Smart City software rollout for Public Works waste management (real-time data collection, route monitoring)
- RPA Phase III - automated CALNET invoice processing
- TechHub - unifying service requests across multiple departments
- Zero Trust Internet Access deployment plus Entra Conditional Access, materially strengthening the citywide security posture
- App Hub self-service app deployment (citywide rollout expected in December)
- ONESolution ERP workflow and automation enhancements

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STRETCH GOALS



- 1,200,000+ cyberattacks prevented
- >95% excellent service rating, up 2% year-over-year
- Tickets completed grew nearly 50% year-over-year while satisfaction stayed high
- 37 major projects completed across the department
- New Technology Ordering Portal with real-time tracking
- 103 end-of-life cameras upgraded plus 80+ broken cameras replaced citywide
- 18,000+ homeless outreach surveys supported via GIS



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OUTSTANDING BASIC PERFORMANCE



- 30,553 tickets completed department wide
- 266+ wiring closets managed across 57 locations
- 9,000+ connected devices managed daily
- 95% on-time ticket closure (Operations & Cybersecurity)
- 97% excellent satisfaction (Applications Division)
- 63 full-time staff supporting citywide IT
- Applications Division: 4,570 tickets completed, 88% on-time, 97% excellent satisfaction
- Operations & Cybersecurity: 95% on-time ticket closure (2,492 of 2,633), 15,505 hours logged
- GIS Division: 491 tickets closed, 98% respond-by, 93% resolve-by
- Client Services: 3,769+ tickets closed in five months with strong satisfaction



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DEPT AWARDS & RECOGNITION



2025 Excellence in IT Practices Award

Recognizes local government agencies that meet or exceed rigorous, industry-leading standards in IT governance and operations



Ranked #5 - 2025 Digital Cities Survey – Center for Digital Government

We're proud to be recognized in the 2025 Digital Cities Survey, presented by the Center for Digital Government.

This national recognition reflects our city's ongoing work to advance digital equity, data-driven operations, and smarter service delivery for our community.

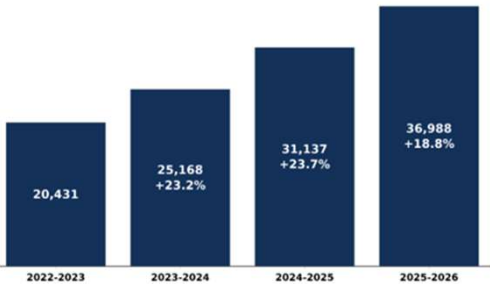


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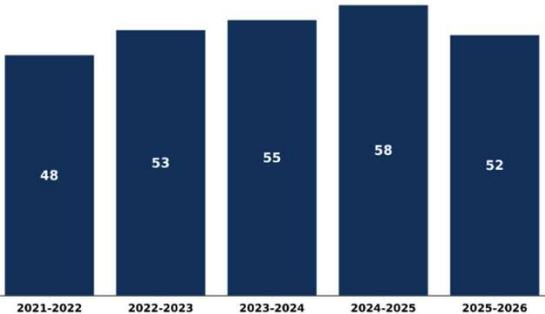
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PERSONNEL METRICS

Ticket Volume



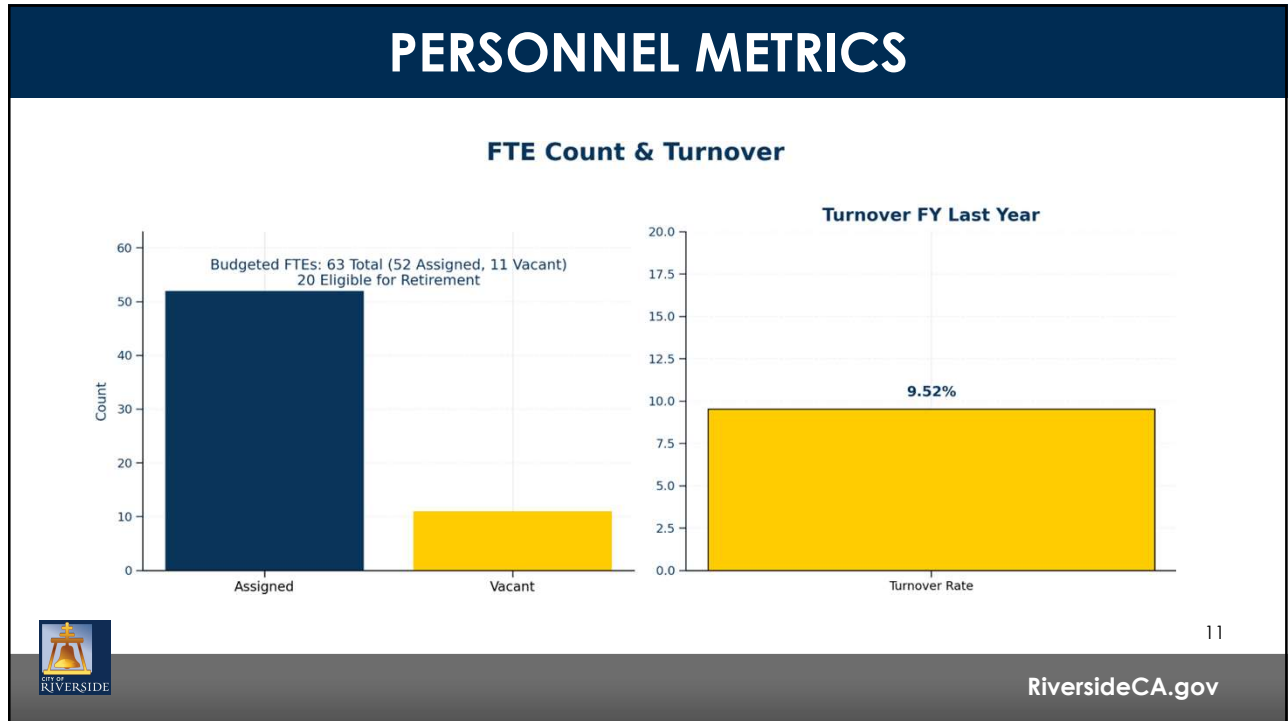
Staffing Levels



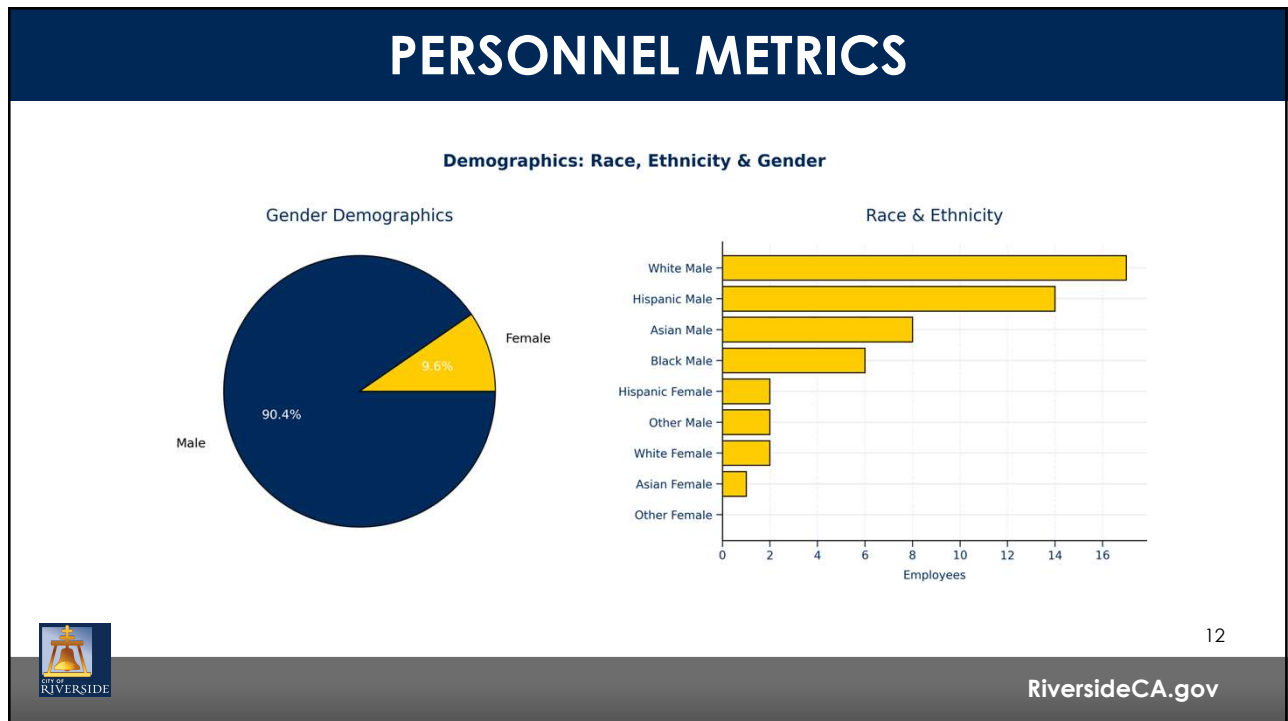
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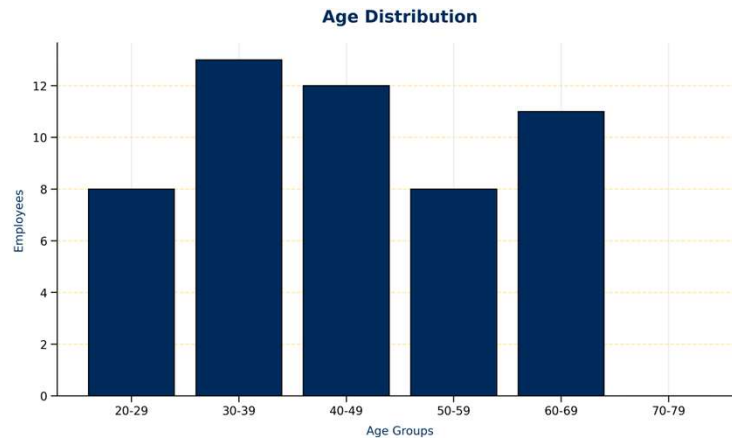


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PERSONNEL METRICS



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PROMOTIONS



- Lihong – Sr. IT Analyst
- Karl – Sr. IT Analyst
- Myrandust – Principal IT Analyst
- Eric – IT Analyst II
- Alex – IT Analyst I
- Jason – Sr. IT Analyst
- Matthew – IT Analyst II
- Erick – Principal IT Analyst (Cybersecurity)
- Randa Riad – IT Analyst II
- Alex – IT Analyst I



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NEW HIRES

Bernie

Innovation and Technology Officer I
Client Services Division



Chris

Administrative Services Manager
Administration Division



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TEMPORARY EMPLOYEES AND INTERNS

Client Services - Temps

- Marcus – IT Tech I
- Andrew – IT Tech I
- Joseph – IT Tech II
- Nestor – IT Tech II

Interns

- Jesse - Youth Service Corp Intern (GIS)
- Randall - Operations



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STAFF AWARD & RECOGNITION

2025 Employee of the Year



Erick
Principal IT Analyst



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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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