Department Overview and Employee Recognition FY 24/25

Innovation and Technology Department

Human Resources Board
October 6, 2025

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.

ORGANIZATION

George Khalil
Chief Innovation Officer

Innovation	Strategic Initiatives	Administration	Cybersecurity

Prasad Mahale
Deputy Chief Innovation Officer

- Innovation
- Business Process Automation
- Data Analytics
- GIS
- Project & Portfolio Mgmt.
- Client Services
- Awards & Recognition

Matthew Burrows
Interim Deputy Chief Innovation Officer

- Applications
- Database
- Enterprise Resource Planning
- Network Services
- Operations
- Video Security
- Web Apps

Stephanie Gallegos
Admin Services Manager

- Budget
- Contracts
- Personnel
- Policy
- Purchasing
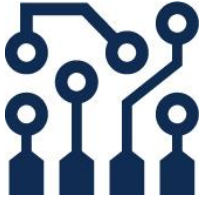- Special Projects
- Staff Reports

Jason Brown
Chief Innovation Security Officer

- Identify, protect, detect, respond and recover from cybersecurity events

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OVERVIEW

266+ Wiring Closets
managed across 57 locations

9,000+
Connected Devices Managed Daily

30,553
Tickets Completed

>95%
Excellent Service Rating
per surveys of completed tickets

Internet Resiliency Enhanced
Active/Active Internet
Seamless Failover – City Hall and EOC
During Service Events

37
Projects Completed
(including new system implementations, upgrades, development, etc.)

1,200,000+
Cyberattacks Prevented

63
Full-time staff

CITY OF RIVERSIDE

ACCOMPLISHMENTS & MILESTONES

ACCOMPLISHMENTS & MILESTONES

- 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

- Bank of America Velocity Migration to iNovah

- PayConnex Payment Gateway – PCI Compliance

ACCOMPLISHMENTS & MILESTONES

- Geospatial Strategy Engagement with Esri

- GIS & IT Health Check w Psomas

- ArcGIS Enterprise 11.5 Upgrade

- Managed over 250 citywide software agreements

- Managed over 200 citywide licenses and subscriptions

- Successful Migration of SharePoint 2013 Workflow to Power Automate

- Air Gap Protect Migration-Immutable Backups

- Open Enrollment 2025

- SQL 2016 Database Upgrade to SQL 2019

ACCOMPLISHMENTS & MILESTONES

- Citywide Grants Administration Software

- Redeployment of New RPD Cluster Hardware

- Migrated from Legacy Offsite Tape Backups to Modern Offsite Cloud Backups

- SBC Implementations

- ISDN to PRI SIP Trunk Conversions

- Zscaler – URL Migration, Tunnel

- Designed and Configured Spanning Tree Protocol (STP) on the Ring Switches

- Upgraded EcoStruxure IT Data Center Expert (UPS Server) from v7.8 to 8.3

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ACCOMPLISHMENTS & MILESTONES

- **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

- **City Owned Property Tool** – Transparent tracking of City-owned properties

- **ESRI GIS Roadmap** – Modernizing planning & service delivery

- **RPA Phase III** – Automated CALNET invoice processing

- **TechHub** - Unified service requests across multiple departments

- **New Technology Ordering Portal** with real-time tracking

- **TeamDynamix Expansion** – streamlined workflows Citywide

- **Avaya Workplace** – Stronger telework & collaboration

DEPT AWARDS & RECOGNITION

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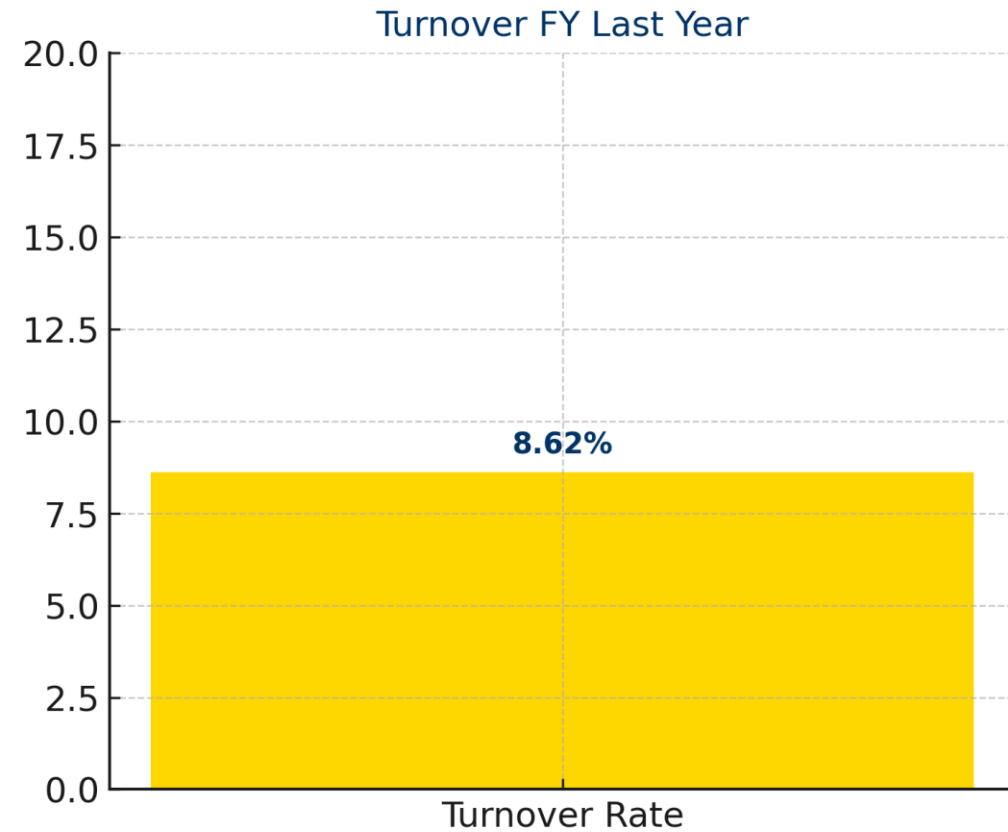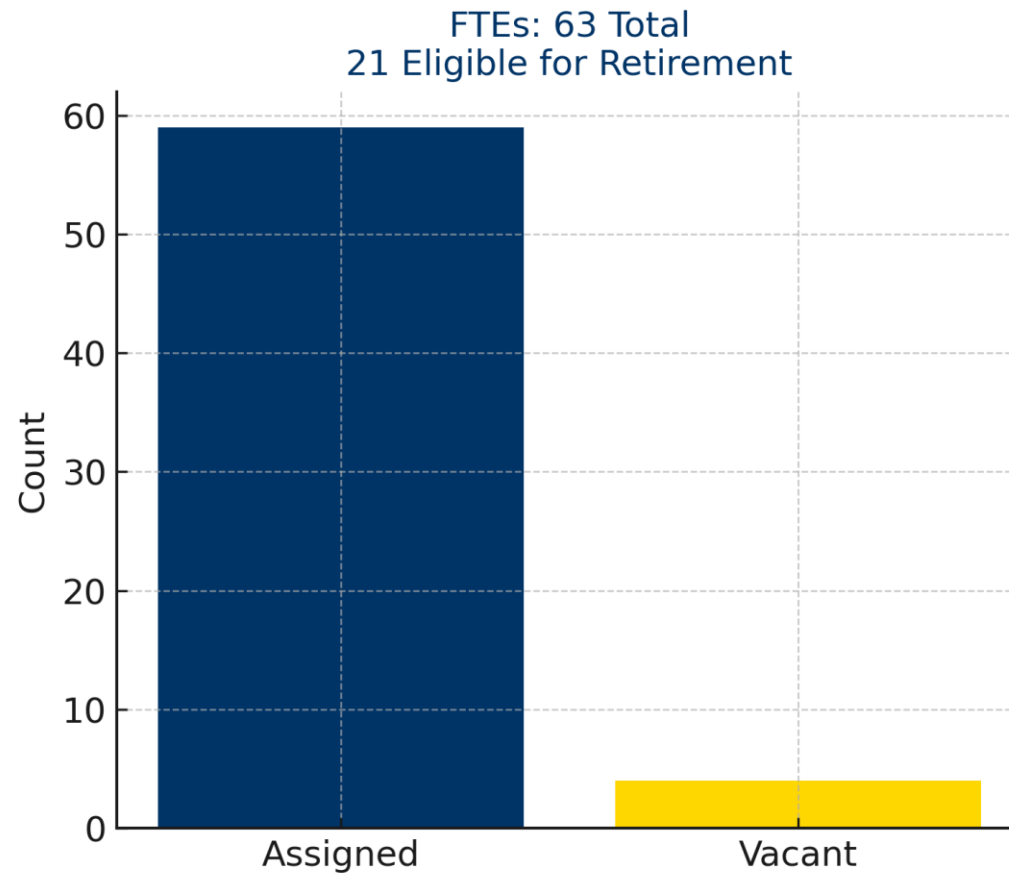Association of California

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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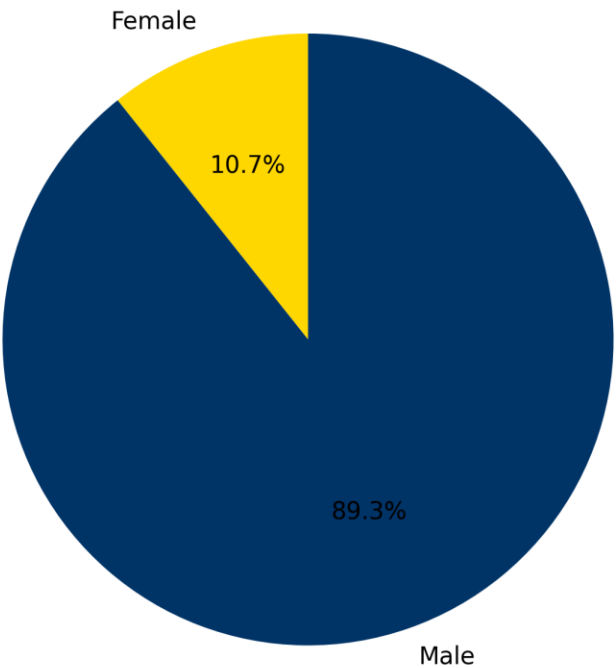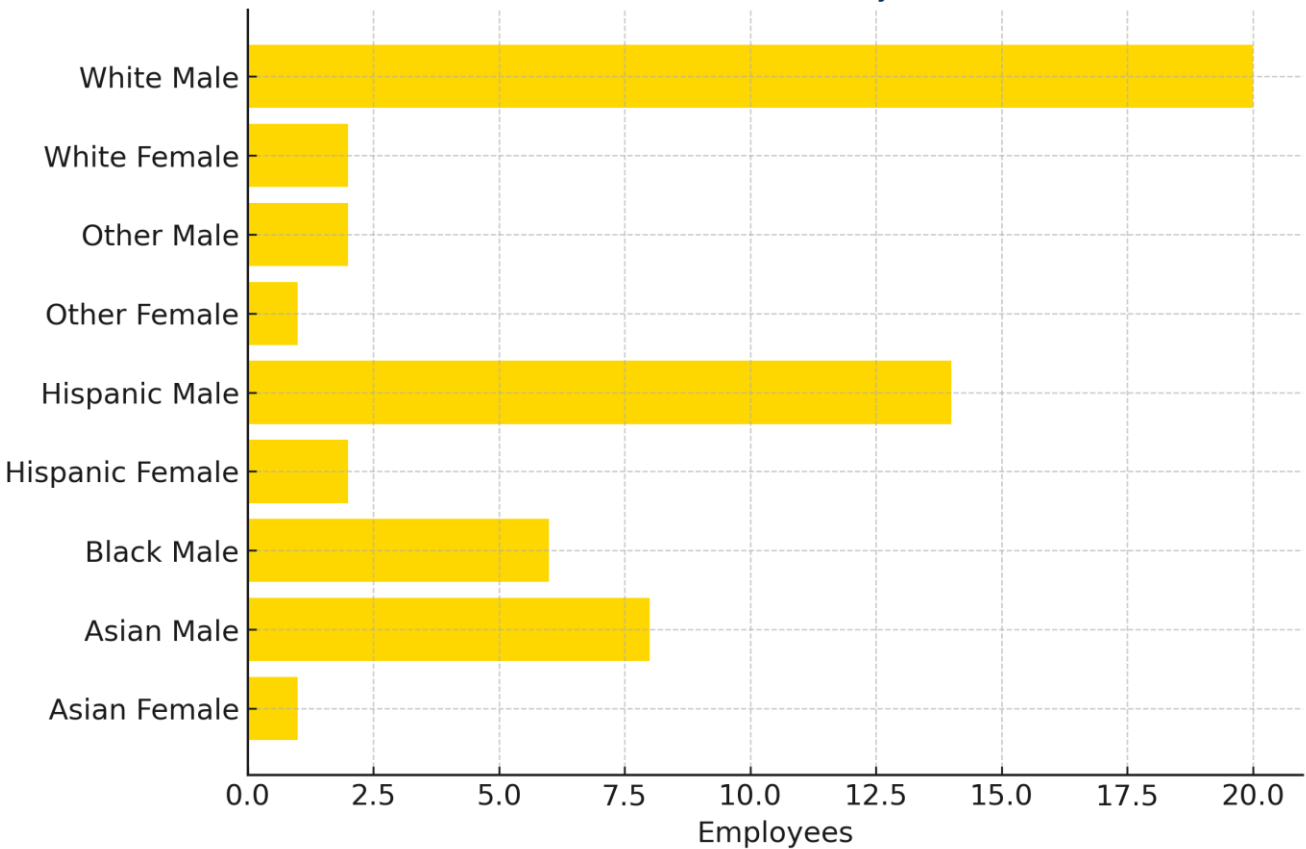
PERSONNEL METRICS

FTE Count & Turnover

FTEs: 63 Total
21 Eligible for Retirement

Turnover FY Last Year

8.62%

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PERSONNEL METRICS

Demographics: Race, Ethnicity & Gender

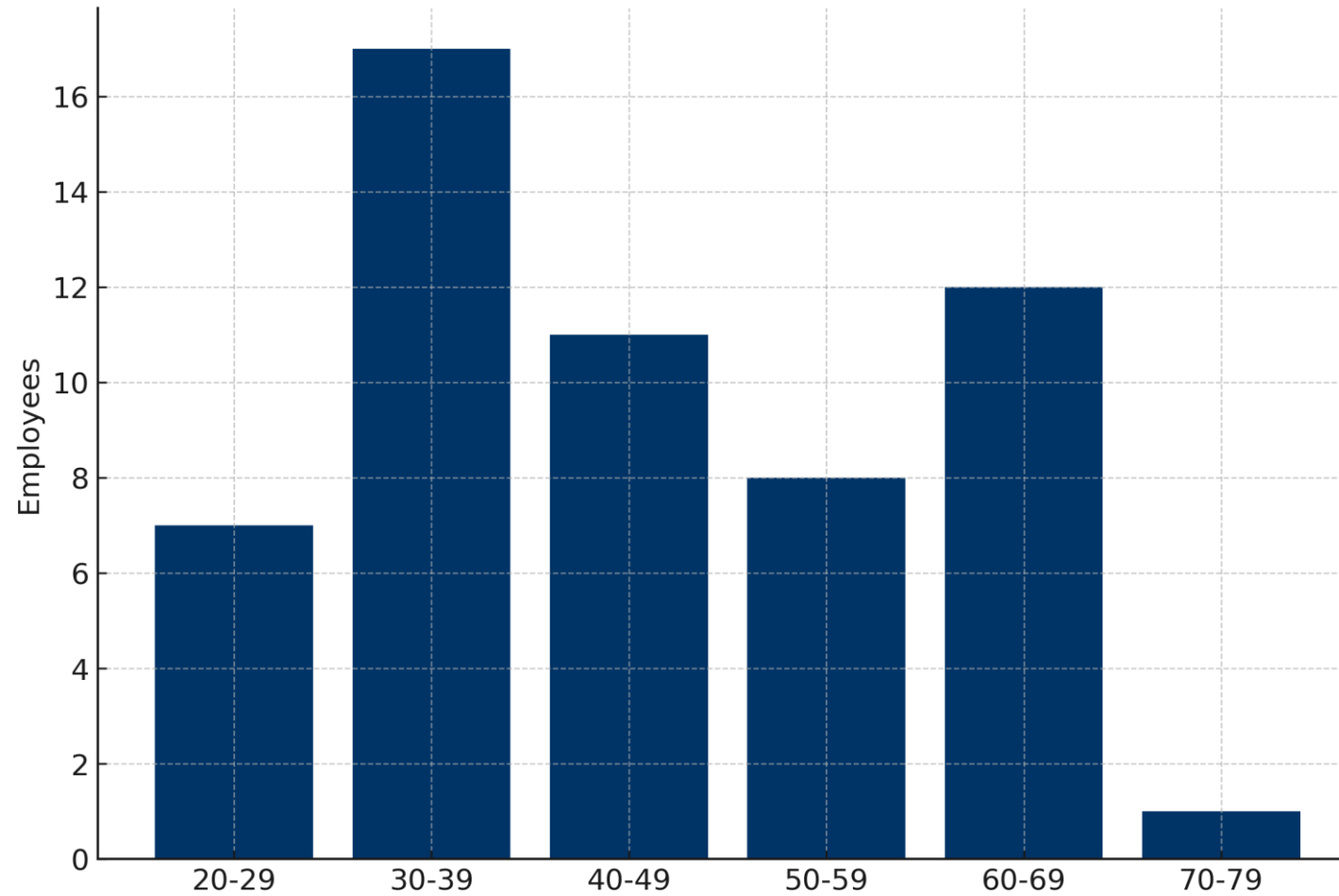### Gender Demographics

Female
10.7%

89.3%

Male

Race & Ethnicity

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Age Distribution

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)**

2024 Employee of the Year

Thomas Dominguez
IT Technician II

RECOMMENDATIONS

That the Human Resources Board receive and file an overview of the Innovation and Technology Department, including recognition of the Department's employees.