

Department Overview and Employee Recognition for FY2023

Innovation and Technology Department

City Council
July 16, 2024

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OUR MISSION



The mission of the Innovation & Technology Department is to work collaboratively with other departments and organizations to improve the quality of life in the City through economic development; achieve innovative, practical, and reliable solutions to City problems, optimize processes through information technology leadership and professional services; and provide an exciting, challenging, and rewarding environment where team members derive satisfaction from challenging assignments, and the success of City of Riverside departments in meeting their operational and service objectives.

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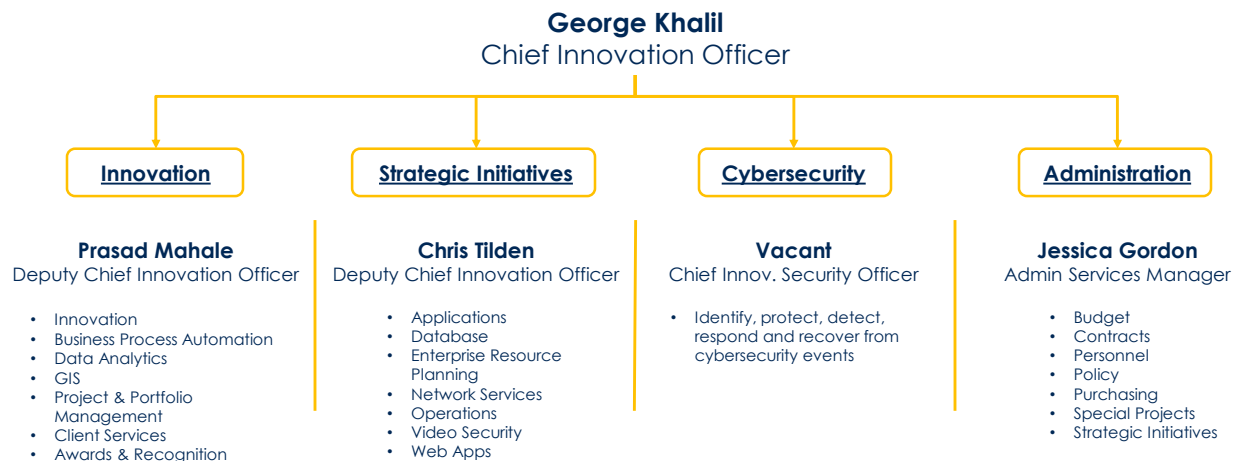
OVERVIEW

The IT Department has aligned with other City Departments to make the city's goal of establishing itself as an internationally recognized center for innovation a reality. Examples of our efforts include:










- Development of an artificial intelligence policy
- Free Wireless at libraries and various community centers
- 311 system for citizen reporting and inquiries (includes mobile app)
- Reverse 911 to notify citizens about power outages and emergencies




ORGANIZATION



FY 2024 BY THE NUMBERS

	>94.7% Excellent Service Rating per surveys of completed tickets		9,000+ Connected Devices Managed Daily		18,257 Tickets Completed
	266+ Wiring Closets managed across 72 locations		33.1 Avg. Hours between receiving and closing a ticket		2,450,667+ Cyberattacks Prevented
	47 Projects Completed (including new system implementations, upgrades, development, etc.)		1,000+ Wireless Users Managed over 365 wireless access points		63 Full-time staff


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ACCOMPLISHMENTS & MILESTONES



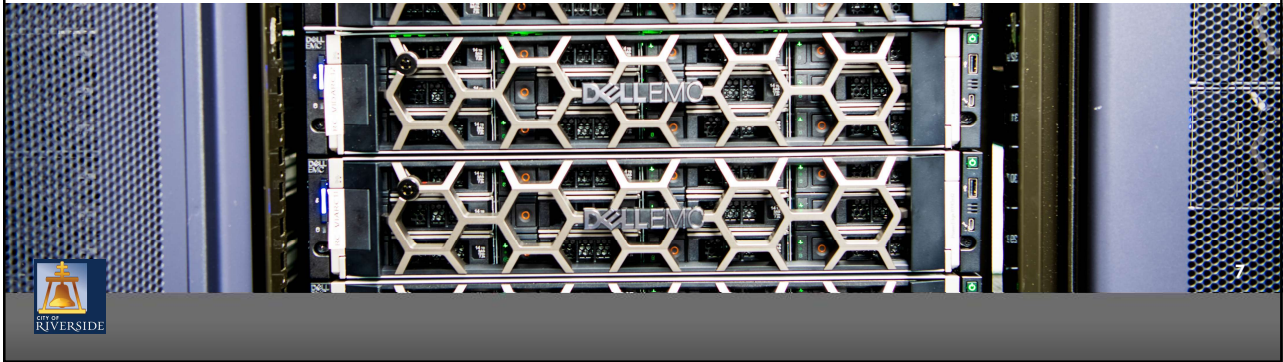
- Completed email retention and archive project (reducing the City's risk footprint by 62% across all departments)
- Established onsite storage for system backups at RPD (significantly reducing recovery time by approximately 70%)
- Launched Solar App+, an online solar permitting system.


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ACCOMPLISHMENTS & MILESTONES

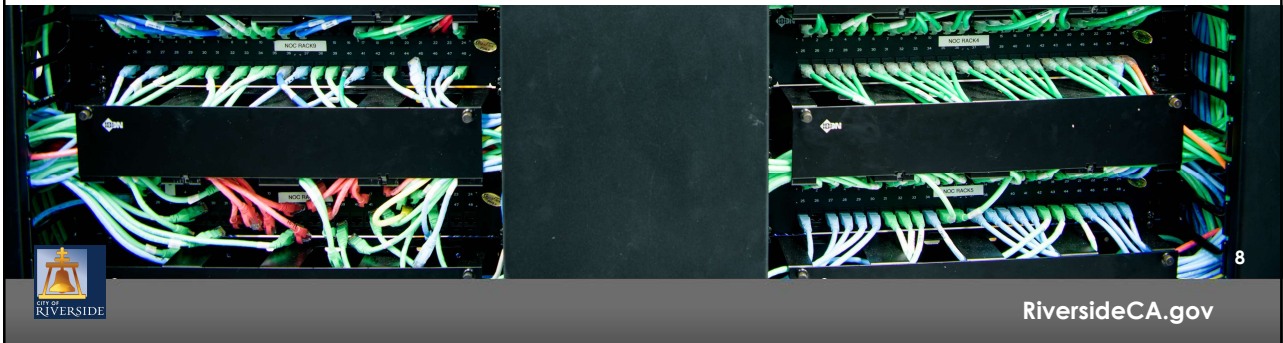
- Collapsed Legacy hardware at both the EOC and City Hall, reducing maintenance and labor requirements in addition to saving on power and cooling costs



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ACCOMPLISHMENTS & MILESTONES

- Integrated the City's phone system with Microsoft Teams, allowing users to make and receive phone calls (from their office extension) within Teams



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DEPT AWARDS & RECOGNITION



2023 4th Place in the Government Experience Award
for Cities over 250,000 citizens from the Center for Digital Government



2023 Award of Excellence
from the Municipal Information Systems Association of California



2023 6th place award by the Center for Digital Government digital cities survey



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STAFF AWARDS & RECOGNITION*

2023 Quarterly Awards	2023 Employee of the Year	2023 CIO Award for Outstanding Leadership	2023 ITO Awards
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*2024 winners have not yet been announced.
These employees were previously recognized before the City Council on 9/5/23.

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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.

