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Budget, Finance and Innovation Committee
Office of the City Clerk
Room 395 City Hall
Los Angeles, CA 90012

INFORMATION TECHNOLOGY AGENCY - 2025-26 MAYOR'S PROPOSED BUDGET

OVERVIEW

We live in a truly digital age, where technology is the cornerstone of maximizing City resources, delivering vital services, and ensuring a positive experience for every Angeleno. This was never more evident than during the Pacific Palisades wildfires, when the Information Technology Agency's (ITA) behind-the-scenes efforts complemented the visible heroism of Los Angeles Fire, Police, and Emergency Management departments. Working around the clock, our teams restored and maintained critical radio communications across 22 remote sites—ten of which had lost power due to the fires—while expanding 24/7 3-1-1 operations, powering public safety cellular services near the fire lines, and staffing the Emergency Operations Center 24/7 with on-site technical experts. We also supported tens of thousands of residents and businesses through the 3-1-1 Call Center, social media updates, live Mayor broadcasts on LACityView 35, and the new LACity.gov wildfire response portal. ITA established two public-safety Unified Command Posts, deployed emergency internet at shelters and resource centers, and launched specialized applications like the Price Gouging Complaint System. In moments of crisis, technology became a force multiplier, and we were honored to step up - quietly delivering the tools and infrastructure our first responders and community needed most.

Regrettably, the financial conditions at the City of Los Angeles have resulted in a proposed budget that would dramatically reduce the size and capabilities of the ITA at a critical junction in technology and the needs of our residents. The Mayor's Proposed Budget includes an unthinkable reduction of 21% in funding, the elimination of 32 vacancies in the process of being filled, and the layoff of 54 employees. Unfortunately, the ITA has already gone through several major waves of budget cuts since the great recession in 2008. ITA staffing levels have experienced a continuous decline in I.T. employees from 850 positions in 2008 to only 300 positions in this proposed budget. In fact, in just the last two years, ITA positions have been reduced from 451 in 2023-24 to only 300 positions in the proposed budget (see *Appendix A - ITA Organization Chart with Proposed Budget Changes*). In addition, the proposed budget further reduces ITA's expense accounts by \$11.2M (21%) in just the last two years alone (essential funding for phone bills, computers, software user licenses, public safety radio system equipment, cyber security tools, network equipment, etc.) Sadly, these funding cuts and reduced capabilities would come at a time of rapid technological innovation, undermining the City's ability to leverage revolutionary emerging opportunities. This happened during the Great Recession and it took 7 to 10 years for the City to recover. When the City reduced funding to the ITA between 2008 and 2010, the world introduced

smartphones, social media, 5G cellular, Cloud applications, advanced data analytics, Software-as-a-Service, Artificial Intelligence (A.I.), and advanced cyber security threats. The City of Los Angeles was woefully behind between 2008 and 2016. Those technologies transformed the way we live and work and they would have improved the City's recovery from the Great Recession if cost effective technology investments were made. This will happen again if the ITA is further reduced. We now live in a new era of great digital transformation through A.I., robotics, edge computing, digital assistants, virtual reality (VR), quantum computing, blockchain, business process automation, predictive analytics, drones, driverless cars, and Internet of Things (IoT) sensors. Further reducing ITA funding will dramatically impact the City's ability to utilize these new technologies or improve services for the public (critical in light of upcoming global events, such as the 2026 World Cup and 2028 Olympics & Paralympics).

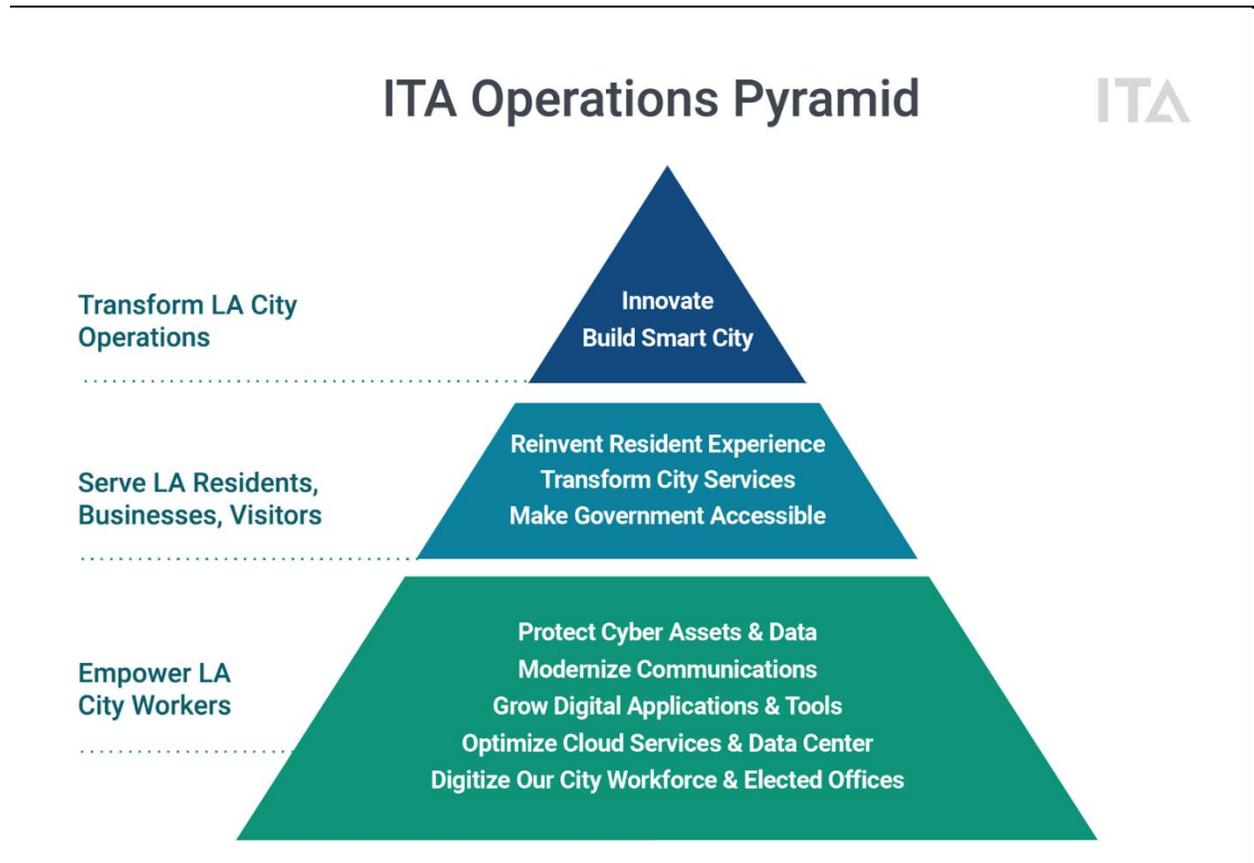
In the last ten years, the ITA has worked very hard to build a reputation of success, cost effectiveness, and excellence. An investment in ITA is a sound investment in the future of the City of Los Angeles and meeting the needs of our diverse stakeholders. In light of the capabilities of technology to transform City services, especially during a time of financial constraints, further investment in the ITA is warranted. Unfortunately, these continued reductions on the already lean IT department do risk serious technology outages, department inefficiencies, poor constituent experiences, and service impacts to City departments, elected officials, and the public.

TOP LINE CORE SERVICES FOR THE INFORMATION TECHNOLOGY AGENCY (ITA)

As requested in the published instructions of the Budget & Finance Committee, the following are the top line core services for the ITA.

Per the City of Los Angeles Administrative Code (sections 22.640 - 22.654), the Information Technology Agency is designated with the strategic planning, designing, implementing, operating and coordinating of the City's information technology systems and networks. Unlike a "traditional" government IT department, the ITA is responsible for a broad spectrum of services. This requires the ITA to serve a broad constituency of customers, including those internal to the L.A. City government (18 elected officials, 51,000 City employees, and 44 City departments), those external to the L.A. City government organization (4M residents, 564K businesses), those transitory to the City of Los Angeles (46M annual visitors), and various disadvantaged populations (homeless, L.A. youth, Angelenos with disabilities, older Angelenos, etc.). Since our department serves a very broad constituency, we organize the ITA into divisions allowing us to better align specific IT core services with customers and stakeholders. Our 19 divisions deliver 396 different technology services to both internal and external customers. These range from classic IT services, such as computer support, cybersecurity, building enterprise applications, maintaining data networks, and a 24/7 data center to progressive digital services, such as the LACityView 35 TV station, 3-1-1 Call Center, public safety radio communications, 911-dispatch systems, helicopter avionics, enterprise social media, and more.

The following pyramid summarizes our top-line core services into three major categories. We call it the "ITA Operations Pyramid" (also found in the ITA 2024-2025 Strategic Plan; <https://ita.lacity.gov/news/ita-publishes-2024-2025-strategic-plan>).



ITA Top-Line Core Services to Empower L.A. City Workers, Departments, and Elected Offices

- **Computer Deployment & IT Support**
 - **Citywide IT Support & Services:** Deliver technical support for desktops, mobile devices, audio/visual (A/V) systems, Council meetings, and office relocations, ensuring seamless daily operations across departments.
 - **IT Account & Asset Management:** Manage Gmail and network accounts, conducts bi-annual IT inventory, and facilitates user training and onboarding.
 - **CPRA & Litigation Compliance Support:** Respond to eDiscovery and California Public Records Act (CPRA) data requests, ensuring legal compliance through Gmail, Chat, and Calendar audits.
 - **Disaster Technology Response:** Leads IT emergency planning, staffs the Emergency Operations Center (EOC), and manages urgent requests.
 - **Citywide IT Policy and Standards Development:** Establish IT Policies and Standards that will promote Citywide communication, collaboration, consistency, and effectiveness.
 - **Citywide Help Desk:** Provides first-level IT support via ServiceNow, phone, and email from 7 AM to 11:30 PM citywide, including account setup and hardware repair coordination. Helps resolve and coordinate 50,000+ requests per year.
 - **IT Training & Knowledge Management:** Facilitates citywide training for 300–500 staff per session, maintains knowledge bases, and supports tech rollouts and adoption efforts.

- *Software Development & Data Platforms*
 - Develop Software for Citywide Financials, Purchasing, and HR/Payroll: Build and maintain L.A. City enterprise applications for financial management (FMS), purchasing (FMS procurement), and human resources/payroll (Workday HRP).
 - Develop Software for MyLA3-1-1 Constituent Service System: Build and maintain the Salesforce MyLA3-1-1 system processing over 3.2 million requests per year.
 - Develop Software for City Department Operations: Design, build, and maintain 116 software applications, including Wage Enforcement, supporting legislative tracking, 911 systems, and citizen engagement tools like MyLA3-1-1.
 - Develop Software for LAPD & LAFD Operations: Design, build, and maintain 24 software applications, including 911 Query, Cannabis Complaints, Firearm Tracking, Crime Analysis Database, LAFD Complaints, LAFD Discipline, etc.
 - Develop Software for Mayor, Council, and City Attorney Operations: Design, build, and maintain 52 software applications for elected offices, including Mayor and Council Scheduling, Constituent Management, Council Meeting voting, Legislative Tracking, Criminal Case Mgt, Litigation Tracking, Homeless Engagement, MYR Grant Invoice Tracking, Document Management, etc.
 - Data Management & Analytics: Provide full data services including database administration, BigQuery analytics, dashboards, and data warehouse solutions.
 - Enterprise Identity & User Access Tools: Manage citywide identity platforms (Google, Okta) & enterprise tools (SendGrid, YouTube, Adobe Sign, Lucid Suite).
 - Application Integration & API Management: Modernizes legacy systems through API integration, process reengineering, and digital transformation consulting.
- *Citywide IT Infrastructure (Phones, Network, Data Center)*
 - Phone System & Call Center Support: Manages voice systems and VOIP upgrades, supports hosted call centers and 3-1-1, and administers cellular plans and phone billing citywide.
 - Citywide Data Network Engineering: Designs, implements, and maintains secure, reliable LAN/WAN and WiFi systems for general and public safety departments including LAPD and LAFD.
 - Cloud & Data Center Hosting for Citywide Software Applications: Management of physical and virtual servers, storage systems, and disaster recovery at on-prem and Cloud data centers.
 - IT System Outage Response: Oversees data center alerts, IT outage communications, system troubleshooting, and supports emergency notifications.
 - Audio/Visual (A/V) Systems: Design, install, and maintain A/V systems and conference room setups, including Council TV monitors.
 - Elected Official Alarms & Surveillance Systems: Design, install, and maintain alarm monitoring and surveillance systems for safety and transparency.
- *LAPD & LAFD Communications & Technologies*
 - Maintain Public Safety Radio Systems & FCC Compliance: Maintains mission-critical radio systems and manages over 500 FCC licenses, including microwave, trunked, and mobile communications systems.
 - Public Safety Command Post & Disaster Response Technologies: Deploy and maintain LAPD/LAFD Unified Command Posts, disaster recovery sites, and ensure resilient communications during emergencies (e.g. Palisades Fire).

- *Cyber Security & Data Breach Prevention*
 - Cyber Threat Detection & Incident Response: Manage cyber threat intelligence, incident response, phishing triage, data breaches, and endpoint protection to secure City systems.
 - Cyber Security & Compliance Management: Implement external protections (WAF, EDR, SPF/DKIM/DMARC), maintain policies, conduct technical reviews, and ensure secure coding practices.
 - Workforce Cyber Awareness: Lead citywide cybersecurity training, phishing simulation, awareness campaign, and expert forums to reduce human cyber risks.
 - Strategic Cyber Operations & Risk Management: Oversee cybersecurity projects, analyze human cyber risk data, and provide risk insights to inform decision-making and mitigate threats.

ITA Top-Line Core Services to Serve L.A. Residents, Businesses, and Visitors

- *3-1-1*
 - 3-1-1 Public Assistance & Outreach: Provide general City information, respond to service inquiries across phone, email, chat, and social media, and promote awareness through community outreach and emergency communications.
 - 3-1-1 Service Intake & Dispatch: Intake and route service requests via MyLA3-1-1, dispatch emergency street services, and monitor social media for service issues.
 - 3-1-1 Data Reporting: Oversee quality assurance, track call center metrics, and provide reports to depts & elected officials for customer service improvements.
 - Public Information during EOC Activations: Provide approved information to the public regarding emergency situations, including public resources, shelters, evacuation routes, and relaying the needs of the public to EOC staff.
- *TV Station & Social Media*
 - LACityView 35 Government Meeting Coverage: Broadcast and stream live coverage of City Council, Committee, and Commission meetings (City Hall and Van Nuys), as well as town halls, press conferences, budget hearings, special events like the State of the City, and during emergency activations.
 - LACityView 35 Original & Elective Programming: Produce and air original TV content including shows (e.g., LA This Week), PSAs, training videos, short features, and in-depth documentaries on topics relevant to Angelenos.
 - Citywide Social Media & Public Engagement: Manage official City and elected officials' social media accounts across platforms, schedule posts, and amplify City services and events.
 - LACityView 35 Media Support & Communications: Deliver on-camera media training for City leaders, produce weekly digests of departmental news, and ensure clear, professional communication of City services to the public.
 - Government Programming for Elections & Candidate Statements: Scheduling and recording of the official candidate statements every election.
- *Websites & Visual Media*
 - Website Development & Support: Design, build, and maintain over 100 websites, including LACity.gov, using ITA-approved templates and custom components, ensuring functionality, UX best practices, and ADA compliance.

- Web Hosting & Maintenance: Provide secure, reliable Drupal website hosting, including regular security updates, data backups, and site recovery services.
- Website Training & Consultation: Offer training on Drupal platform and expert consultation on web platforms, design tools, and accessibility standards.
- Content & Visual Media Creation: Develop and post content for LACity.gov and create digital graphics for websites, brochures, reports, and other City materials.
- *Cable Franchise Management*
 - Management and Oversight of IT System Franchises (Private Line Franchises): Administration and renewal of IT System encroachment permits for the interconnection between two points in the public right-of-way, utilized solely for signal transmission.
 - Cable Operator Compliance Monitoring: Ensure cable operators comply with federal, state, and local regulations.
 - Franchise & PEG Fee Revenue Management: Oversee audits and reviews to verify accurate payment of Public, Educational, and Governmental (PEG) fees.

ITA Top-Line Core Services to Transform L.A. City Operations

- *Digital Transformation*
 - Provide Strategic Technology Guidance to City Departments - The ITA provides frequent digital strategy guidance to City departments, including the L.A. Digital Strategy, the A.I. Roadmap, the Digital Code of Ethics, the L.A. I.T. Workforce Plan, Best Practices in Teleworking, etc (<https://ita.lacity.gov/publications>).
- *Smart City Development*
 - Implement SmartLA2028 Smart City Strategy - The ITA developed the citywide SmartLA2028 smart city strategy with other City departments. The roadmap includes targeted investments in smart city infrastructure, digital services, data tools, and digital inclusion to prepare L.A. for upcoming global events.

SERVICE IMPACTS OF MAYOR'S BUDGET FOR INFORMATION TECHNOLOGY AGENCY

We thank you for the opportunity to provide input into the Mayor's 2025-26 Proposed Budget. The Proposed Budget for the ITA of \$87.5 million represents a 13.55% decrease from the 2024-25 Budget, which is mainly attributable to reductions in our Communications Services Account (\$2.86 million), Contractual Services Account (\$1.79M), various expense accounts (\$652K), and the deletion of 86 position authorities. The greatest impacts to Citywide services are the reductions to our Communication Services Account used for the purchase of IT infrastructure equipment and the deletion of ITA position authorities. While we understand the importance of cost reduction measures Citywide in this challenging year, the reduction would leave ITA lacking and unable to provide our core services successfully as currently proposed. The approach of sharing reductions across the board is not feasible as all operations would be impacted, some severely to the point of not being adequately functional. The proposed position eliminations would greatly reduce the following sections:

- ***HR & Payroll (HRP) Support - 10.4% position reduction & no consultant support***
 - This Division provides software development, maintenance, and support services for the City's new Workday Human Resources and Payroll system.

- In our Departmental Budget Request, ITA requested \$1.8M for HRP System Extended Support (ESS) to continue minimal consultant assistance for the HRP support team consisting of the Controller's Office, Personnel Department, City Administrative Office, and ITA. Support is needed for issue troubleshooting, system changes, and improved performance for department operations. This request was not recommended in the Proposed Budget. Since the time we submitted our budget request, we have experienced an increase in tickets mainly stemming from LAFD's payroll issues in connection with their in-house NSS system. Even at the current level of ESS, the City is experiencing a backlog of tickets and has inadequate resources to address all incoming requests from City departments to stabilize the new system.
- The reduction in the Proposed Budget would impact the Division's ability to provide software development and support for the City's HRP system, to stabilize the new system, and to reduce the backlog of department requests (currently about 1,000) that have been deferred due to resource constraints.
- ***Application Services Division - 32.1% position reduction & no MyLA3-1-1 licenses***
 - This Division designs, builds, and maintains over 110 software applications for City of Los Angeles departments and elected offices, including the enterprise Financial Management System, Google Workspace, and the new MyLA 3-1-1 system.
 - In our Departmental Budget Request, ITA requested \$1.8M to purchase the necessary Salesforce software licenses to cover the approximately 2,927 City users across 11 departments who will utilize the recently launched MyLA3-1-1 System, which handles requests for non-emergency services. This request was not recommended in the Proposed Budget. Without this funding, we cannot provide system access to 2,927 City employees to use this system, greatly inhibiting field services for departments that fulfill 3-1-1 requests.
 - The reduction in the Proposed Budget would considerably impact the Division's ability to administer and support the City's portfolio of more than 110 software applications, including MyLA3-1-1 Constituent Relationship Management, M5 Fleet Management System, Firearms Inventory Tracking System, and ePay Portal; build new custom applications and configuring applications using off-the-shelf or cloud platforms; provide specialized application development services for departments, including LAPD, Fire, and City Attorney, that require staff to receive LAPD background checks; provide on-call 24/7 support for Tier 1 critical applications; provide and administer the ServiceNow Enterprise IT management system for City departments; provide Case Management (CM) and Customer Relationship Management (CRM) implementation services and operational support services for City departments; administer Google Workspace, the Citywide email, calendar, chat, meet, cloud storage, and productivity platform; maintain and support the Financial Management System (FMS); manage and support the Angeleno Account, the City's public identity system; and provide, manage, and secure Adobe Sign, an enterprise e-signature solution on the Adobe Sign platform.
- ***3-1-1 Call Center - 32.8% position reduction***
 - The City's 3-1-1 Call Center connects residents to various non-emergency services and general City information through phone, email, mobile app, website, and social media. Services include bulky item pickups, sidewalk repairs, graffiti cleanup, animal services, homeless encampment management, building

inspections, and property violation response. The 3-1-1 Call Center maintains a knowledge base with over 1,400 City services articles, assists with technology solutions like MyLA3-1-1 and a chatbot, and serves as a public information liaison during Citywide emergencies, providing critical information to affected communities and Emergency Management.

- The Proposed Budget eliminates 20 positions in this section which will substantially reduce customer service support to critical levels, resulting in the reduction of 3-1-1 Call Center Hour to 8AM-5PM on weekdays only (no evenings, no holidays, and no weekend hours). In addition, this reduction will likely result in longer wait times.
- **Web & Media Division - 11.5% position reduction & no LACityView 35 increases**
 - This Division of ITA has two major sections: the ITA Web Services and LA Cityview Channel 35.
 - The ITA Web Services team develops and currently supports a portfolio of over 90 websites for City elected offices and departments, conducting regular audits to ensure Americans with Disabilities Act (ADA) compliance and mobile responsiveness. They offer guidance for webmasters to address any issues found.
 - The LA CityView Media Group (Channel 35) is responsible for creating, producing, and distributing government content through multiple channels. It oversees government cable channel operations, including City Council meetings, Committee meetings, production and airing of department-related programming, and manages the City's social and digital media.
 - The reduction in the Proposed Budget in the Web Services team would impact the division's timely ability to build or edit websites for elected officials, ITA, and emergency departments, including domain name registration, website hosting through a third-party provider, and Drupal training; and will make it impossible to fully meet the requirements outlined in the Council motion on Digital Modernization to monitor City websites for American Disabilities Act compliance, as well as for broken links, readability, and search engine optimization.
 - In addition, ITA requested a total of \$656K for Channel 35 operations which includes \$31K for LAPD Commission Meetings and \$625K for Contractual Services Obligations for On-Air Operations. Channel 35's overhead has increased in the last few years due to increased contractor costs, as well as additional services being required. For example, while the base budget for Channel 35 to cover LAPD Commission meetings has remained at \$40k for the last 20 years, the number of meetings has increased from 40 to 48 and the contracting costs to film them has also risen. These requests were not recommended in the Proposed Budget. Without this increased funding, Channel 35 will not have the operational budget to cover events such as the 2025 Windstorm and Fire events or the upcoming World Cup and Olympics.
 - The reduction in the Proposed Budget in the LA CityView Media Group (Channel 35) will result in the reduction of media coverages for Council and Committee meetings, as well as the content production for materials for Channel 35. The operations of Channel 35 have been experiencing increases in the cost of service agreements, maintenance, and contractor services due to post-pandemic inflation. This reduction will further exacerbate the lack of resources to sustain the station's goal of distributing the City's messages to the constituents of Los Angeles.

- ***ITA Citywide Help Desk - 23.1% position reduction***

- This Section is in charge of several ITA services provided to the Department itself and to other City departments and elected offices, including Mayor, Council, Controller, City Attorney, and other smaller departments in the City that do not have their own IT support group.
- The ITA Citywide Help Desk provides support for Citywide technology needs (including networking, hardware, and phone support), managing incidents and outages from 7:00 am-11:30 pm. Services include the monitoring of critical Citywide and public safety systems and infrastructure. The Citywide Help Desk also staffs the EOC's Logistics Section Technology Unit Leader seat and the ITA's Departmental Operations Center during EOC activations like the last Windstorm and Palisades Fire. This used to be a 24X7 operation in ITA. Due to cuts sustained since 2008, services have been reduced to two shifts per day.
- The IT Policies and Support group processes and coordinates the responses to California Public Records Act requests, including e-discovery related to the Citywide email system and other records such as 3-1-1 call center, Channel 35, Citywide IT contracts, and phones. They also provide IT support to ITA and small departments, including onboarding, training, and setup of offices for new employees and offices for new elected offices. They provide telecommunications regulatory support for our private line and cable franchises through the state of California. In addition, they provide Citywide training through ITA's Office Hours program to help City users improve their digital IQ and work productivity.
- The reduction in the Proposed Budget will considerably impact our ability to provide all of the above services at the same level today. Hours of operation for the Citywide Help Desk will likely be reduced to one day shift shift, on a five-days-per-week schedule. There will be delays in fulfillment of service tickets, and possible disruption in services where outages are not reported and mitigated in a timely manner. Compliance with CPRA and e-discovery requirements and deadlines will be difficult, which could lead to additional lawsuits for the City.

- ***Voice, Video & Data Communications - 19.1% position reduction***

- This Division operates and maintains the City's voice and video communications systems, supporting 30,000-plus lines for more than 500 facilities, designs and manages voice, video, and cabling infrastructure projects, and manages contracts related to these services. This is the team that maintains the City's Voice and Data infrastructure, a failing, 30-year-old system that is in need of a refresh. Unfortunately, the City has never been able to fund a full cycle of obsolete equipment replacement that will minimize risk or network outages impacting the work of City departments in the provision of services.
- The reduction in the Proposed Budget would impact design and development of Citywide voice and data communications; installation and maintenance of Citywide audio/video systems; and management of the City's internet connectivity infrastructure and network. This will further delay our ongoing project to migrate our existing services to VOIP and will further exacerbate the risk of network outages and failures since we are unable to replace obsolete equipment or provide as-needed repairs. The last network failure resulted in several weeks without telephone services at the LAPD Building.

- **Communications Services - 13.9% position reduction, no on-call & no equipment**

- This Section provides engineering, technical support, and implementation of communications equipment in all City buildings and at remote radio sites. It supports critical public safety Radio, 911-Dispatch, Microwave Systems, and Avionic systems, and installs and maintains communications equipment in public safety vehicles and helicopters. They provide support to strengthen our LAPD and LAFD voice radio infrastructure and response times by continuing site improvements, upgrading the existing microwave network, and building new and improved robust radio systems.
- The Shop Services group in this division is in charge of installing communication equipment in LAPD and LAFD vehicles. They provide fabrication of special equipment going in the LAFD vehicles and repair and maintain vehicle-mounted radios and other communications equipment, as well as laptops and mobile computers used as in-vehicle dispatch by PD and FD.
- The Field Services group in this division is in charge of providing maintenance to all public safety radio systems used by LAFD, LAPD, as well as the non-emergency radio systems used by City departments in the provision of their services. They provide radio programming, alignment, and consoles to radio sites or where needed.
- The Mt. Lee support is a 24X7 operation that takes and troubleshoots incident reports related to any of our supported public safety systems and network support, dispatching and tracking location of Field Services Group and Shop Services staff who can render maintenance support to minimize system downtimes.
- The Avionics Support group provides installation, maintenance, and programming of all communications, navigation, and electronics of airborne equipment as used in helicopters and airplanes. They keep essential public safety aircraft equipment operating in accordance with FAA standards.
- In our Departmental Budget Request, ITA requested \$2M for Critical Equipment Replacement for our Microwave System to replace routers that are at end-of-life at 46 different microwave sites across the City. The City's microwave systems provide critical connections between different radio, microwave, and 911 Dispatch Center sites supporting the Public Safety Communication Systems for LAPD and LAFD. This system also supports about 22 other City departments' radio systems for their operations. This request was not included in the Proposed Budget. Failure to upgrade/replace this equipment will result in system outages that will affect the Public Safety Communication Systems. The LAPD and LAFD radios may become inoperable which can put their safety at risk. The 911 Dispatch Center's link to all the critical sites may fail, putting the lives and property of the public at risk. The equipment needs to be upgraded/replaced in order to support mission-critical Public Safety services the City provides and to ensure safety of police, first responders, and Angelenos.
- Lastly, ITA requested \$450K for Public Safety Radio and Citywide Network Operations On-Call Staff Support to fund on-call/standby staff who maintain and support 24/7 LAPD and LAFD systems providing mission critical public safety services. This request was not included in the Proposed Budget. Most of the Radio, Microwave and Fire Station Alerting systems reached end-of-life and end-of-support many years ago. In 2023-24, ITA was able to provide a total of 4,600 hours of on-call support to Public Safety Communications Systems and Citywide Voice

and Data Communications Systems. Due to the recent MOU increases and the deletion of 69 vacant positions in 2024-25, we are unable to maintain the same level of on-call staffing as the prior year, reducing the total support hours for these operations to approximately 2,800 hours. The requested funding would have funded approximately 3,400 hours of on-call/standby staff. Without this funding, the City will experience delays in troubleshooting and restoring Public Safety Communication Systems that can put the lives and properties at risk.

- The reduction in the Proposed Budget would impact the Division's ability to provide maintenance and support for the City's public safety voice radio systems, the City's microwave radio transmission systems, and portable and mobile radios and other communications equipment items; 24/7 mission-critical services to support the daily and emergency operations of the City; communications engineering support for public safety voice radio systems; and installation, maintenance, and programming of the communications, navigation, and electronics of airborne equipment used in helicopters and airplanes. Impact could potentially range from system downtime of unknown length, grounding of public safety helicopters, inability to repair and install communication equipment in police and fire vehicles causing risks to the general public.
- ***Enterprise Systems & Data Center - 16.7% position reduction***
 - This Division manages the storage of the City's data, using a hybrid approach that combines both on-premises servers and Cloud environments, including Amazon Web Services, Google Cloud Platform, and Microsoft Azure, to keep it available and secure.
 - The reduction in the Proposed Budget would impact the Division's ability to configure, secure, maintain, and troubleshoot systems issues; support major platforms such as MyLA3-1-1, PaySR, LATAX, Remote Access, Active Directory, City websites, Managed File Transfer, Control-M, Vehicle Management System (VMS), Netbackup, Web Load Balancer (Netscaler), Patch Management, Github, Terraform, Mainframe, Public Safety systems and more; and manage the procurement, deployment, and life cycle of hardware and software assets.
- ***Finance, Administration and Internal Operations - 19.2% position reduction***
 - This Bureau provides internal support to ITA's other bureaus, providing the administrative services needed to assist them in carrying out their operations.
 - The reduction in the Proposed Budget would impact our ability to provide internal support at the current level, thereby impacting the other bureau's ability to provide their core services. Areas that would be reduced include purchasing, contract administration, and accounting and payroll.
 - Regardless of the potential reduction of services, if this budget is approved, the fiscal reporting requirements that are administered and performed by this team will remain the same.
- ***Chief Information Security Office - 8.3% position reduction & no endpoint security***
 - The ITA's Information Security Office (ITA-ISO) plays a key role in protecting the City's valuable information and systems from potential cyber threats, covering both the human and machine sides of security. ITA-ISO has been dedicated to providing advanced information security services and expert security guidance to ensure

confidentiality, integrity and availability of the City's information assets and resources. In 2024, ITA-ISO was responsible for blocking more than 10 billion unauthorized access attempts, identifying and remediating more than 128 million network intrusions, and neutralizing about 4,000 malicious code threats.

- In our Departmental Budget Request, ITA requested \$270K for Critical Endpoint Cybersecurity Protection to migrate from Carbon Black to Sentinel One and consolidate the City's endpoint protection across all departments. This request was not included in the Proposed Budget, leaving us at risk of operating without a centralized endpoint management which can lead to a lack of visibility as issues arise, inconsistent reporting, and underutilized resources. This would leave us unable to sufficiently address the increasing cyber threat landscape. Additionally, we would not be able to address the need for a unified, centralized endpoint protection solution for the City's endpoint. There are currently several departments operating on independently selected endpoint solutions, which can potentially lead to security incidents.
- In addition, ITA requested the restoration of two Systems Administrator II positions that were eliminated in the 2024-25 Budget. While these positions were vacant during the budget process, they were in the queue of ITA's hiring process. Due to the timing of position eliminations, we were unable to fill the positions through the normal hiring process. This request was not included in the Proposed Budget. Restoring these positions is crucial for the Division to operate effectively and maintain a high level of cybersecurity.

REQUESTED ALTERATIONS TO MAYOR'S PROPOSED BUDGET

The Mayor's proposed budget will have substantial service impacts across all ITA service areas, impacting many diverse stakeholders. If these reductions are to be fully implemented (and not deferred due to new revenues), the ITA will work closely with the Budget & Finance Committee and the City Legislative Analyst (CLA) to provide alternative funding cuts of equal value to minimize the service impacts. As you can see from the service impacts above, any ITA funding cuts will be painful. However, if required, the ITA will assist the Committee and CLA to help identify the lesser of many evils.

As previously stated, the Mayor's proposed budget will have substantial service impacts in all service areas of ITA, most specially in areas where budget requests for the following were denied:

- The most important item for ITA in the proposed budget is the deletion of 86 position authorities in the department. Of these 86 positions, 32 are vacant positions and 54 are filled. All of these positions are needed to support the already lean workforce of the ITA. Major service disruptions and cancellations will happen. A need to restructure and re-evaluate the need for all core services is needed in order to make some hard decisions on which services to cut.
 - **ITA is presenting for your consideration to preserve 54 filled positions and avoid laying off those employees who help provide ITA's core services to the City.**
- The second biggest cut in the proposed budget for ITA is the \$5.3M cut in our Expense Accounts of which \$1.1M is for contractual obligations for our Financial Management System. To reduce our contractual obligations with our vendor CGI, we either have to renegotiate this contract OR terminate the use of the system as a whole.
 - **ITA is presenting for your consideration to reinstate the \$1.1M contractual services funding for FMS. The City is contractually liable to pay for a fixed**

annual cost for the system. Any reduction in that cost will require a contract re-negotiation with the vendor.

- Software licenses for Critical Endpoint Cyber Security Protection (\$270K) - The lack of funding will make the City vulnerable to intrusion since a lot of our equipment will lack the security protection needed to prevent cyber attacks that can worm its way into our network.
- MyLA3-1-1 System (\$1.8M) - With the newly launched MyLA 3-1-1 system, we may have to limit the number of system users as we will not have enough funding to cover licenses for the number of users today. This will make for a very inefficient process for City departments.
 - **ITA is presenting for your consideration to fund \$400K to fully fund current licenses for existing users Citywide. This was a result of a more recent survey presented to departments after the department's proposed budget was submitted.**
- Okta Workforce identity Cloud (\$750K) - The lack of funding for this tool to allow for remote password reset and identity management for City staff will make it impossible to retire an old and unpatched tool that the City is currently using making us susceptible to cyber intrusion and system failure. When that happens, users will not be able to login to critical systems like Workday and FMS.
- Extended support for the HRP System (\$1.8M) - Since HRP launched in June 2024, the HRP support team continues to receive support tickets from departments. Although the HRP teams within ITA, Personnel, and Controller's Office are gaining expertise in resolving these tickets, there are many issues related to MOU changes and retroactive transactions that predate the Workday go-live date and are yet to be resolved. As we try to stabilize the new system, and in light of the forthcoming assistance that will be needed by the LAFD to bring their full payroll deployment process into Workday, this request is vital to the success of the City's payroll process.
 - **ITA is presenting for your consideration to fund the request for \$1.8M for HRP extended support to help the ITA, Personnel, and Controllers team mitigate existing tickets and assist in further stabilizing the system next year.**
- Critical Equipment Replacement for our Microwave System (\$2M) - This request is to replace 46 end-of-life Cisco routers that were made operational in 2012. These microwave systems support our public safety and non-public safety responders out in the field. Once this fails, depending on the failure, it will not only be costly to replace, it will take time to replace and a disruption in radio communication availability to first responders could happen.
- Obsolete Equipment Replacement (\$5.7M) - Approximately 55% of the City's network equipment is end of life. There are over 1600 outdated switches and wireless access points deployed citywide. The Proposed Budget includes \$500K for this project in 2025-26. The lack of aggressive plans to replace these aging network infrastructure will result in failures and outages Citywide that will be very difficult to address, especially with the proposed reduction in Communications Engineers and Electricians responsible for maintaining the City's infrastructure.
- Funding for On Call staff support for the Public Safety Radio and Citywide Network Operations (\$450K) - The lack of funding will eliminate all On-Call support for Public Safety Systems Radio and Citywide Network Operations, including technical support for all our enterprise systems next year. Lack of On-Call support means any system failure will have

to be triaged and mitigated the next business day. This will result in increased delays in all public safety systems and enterprise systems in case of system outages.

- **If the proposed deletion of 32 vacant positions is approved, the ITA is presenting for your consideration funding this \$450K in our salaries account to cover On-Call support for our public safety systems and enterprise systems.**

As described above, if the reductions in the Mayor's proposed budget are approved, there will be severe impacts to core City services and there will need to be a full restructuring of the ITA department and a reduction in services. Over the coming weeks, the ITA will assist the Budget & Finance Committee in identifying potential offsets to the proposed reconsideration of some items in the proposed budget. The ITA looks forward to working with the committee and the CLA to provide alternative funding cuts to minimize service impacts.

CLOSING

In a digital age, technology investments will be critical to make City of Los Angeles services more efficient and effective for our diverse stakeholders. As evidenced in the 2008 Great Recession, large reductions in technology investments during a time of global digital innovation caused organizational impacts felt over a decade later. Whether daily IT services or ITA's recent impactful behind-the-scenes response to the Palisades Fire, technology is a force multiplier that provides the services and experiences that our residents and businesses request most. During a time of financial constraints, the City of Los Angeles must preserve technology investments that would have a multiplying effect in the years to come. This is especially important as the ITA has been reduced in size and funding over the last 15 years. As described above, the Proposed Budget will decimate most of ITA's top-line core services. If required to make further extreme funding reductions, the ITA can work closely with the Budget & Finance Committee and City Legislative Analyst to provide additional alternative options that would meet the reduction target without impacting all ITA services. The Mayor and City Council have been champions of the use of technology to improve City of Los Angeles operations. We are at a critical junction in City of Los Angeles history, the increasing digital demands of our constituents, and the rapid growth of new emerging technologies, such as artificial intelligence, that promise to dramatically change the way government services are delivered.

Respectfully submitted,



Ted Ross
General Manager

ec: Matt Hale, Mayor's Office
Bernyce Hollins, Mayor's Office
Matt Szabo, CAO
Ben Ceja, CAO
Melissa Velasco, CAO
Austin Patrick, CAO
Sharon Tso, CLA

April 22, 2025
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Karen Kalfayan, CLA
ITA Executive Team
Maria Ramos, ITA

Attachment
Appendix A - ITA Organization Chart with Proposed Budget Changes

INFORMATION TECHNOLOGY AGENCY ORGANIZATION CHART FY2025-2026

MAYOR'S PROPOSED BUDGET
04/21/2025

Executive Office – Provides strategic leadership and oversight for the Department's operations, programs, and policy initiatives. It sets organizational priorities and ensures alignment with City and objectives.

INFORMATION TECHNOLOGY AGENCY
Ted Ross (010)
General Manager *
(FI3250 Unit E000) 1

FINANCE, ADMINISTRATIVE and INTERNAL OPERATIONS
Assistant General Manager (ELIMINATED)
Pg. 2

INFORMATION SECURITY OFFICE
Chief Info Security Officer
Pg. 2
(FP3210)

EXECUTIVE SUPPORT
(FI3250 Unit E110)
Pg. 2

Budget, Contracts, Facilities,
Accounting and Payroll Services, and
Project Management Office
(FI3250 Unit B110)
Pg. 2

CUSTOMER ENGAGEMENT BUREAU (CEB)
Assistant General Manager *
Pg. 3 to 5
(FI3250 Unit B000) 1

INFRASTRUCTURE BUREAU (IB)
Assistant General Manager *
Pg. 6 to 9
(AE3201 Unit I000) 1

APPLICATIONS BUREAU (AB)
Assistant General Manager *
Blue Book #21 (Regularize)
Pg. 10 to 11
(FI3250 Unit T000) 1

311 CALL CENTER SERVICES
(TDA Funded)
Pg. 3

CUSTOMER SERVICE & SUPPORT (CSS)
Pg. 5

CITYWIDE HELPDESK
Pg. 4

WEBSITE SERVICES SECTION
Pg. 4

LA CITYVIEW CHANNEL 35
(TDA Funded)
Pg. 4

VOICE, VIDEO & DATA *
Pg. 6

DATA NETWORK ENGINEERING
Pg. 6

DATA NETWORK OPERATIONS
Pg. 6

ENTERPRISE SYSTEMS & OPERATIONS SERVICES *
Pg. 9

BROADBAND NETWORK SERVICES
Pg. 7

PUBLIC SAFETY RADIO ENGINEERING AND AVIONICS OPERATIONS
Pg. 8

COMMUNICATIONS SERVICES DIVISION/MOUNT LEE
Pg. 7

HR AND PAYROLLSUPPORT, BUSINESS ANALYSIS, AND HRP PROJECT MANAGEMENT
Pg. 10

HR AND PAYROLL SUPPORT *
Pg. 10

BUSINESS ANALYSIS AND HRP PROJECT MANAGEMENT *
Pg. 10

ENTERPRISE FINANCIALS AND PRODUCTIVITY DIVISION
Pg. 11

DBA SUPPORT
Pg. 11

HIGH SECURITY DEPARTMENT APPLICATIONS *
Pg. 11

CUSTOMER RELATIONS MGT/SNow SECTION *
Pg. 11

**INFORMATION TECHNOLOGY AGENCY
DEPT TOTAL FROM 381 to 300**

Ted Ross (010)
 General Manager * #1 (P008202)
 (FI3250 Unit B000) 1

**Assistant General Manager
 (ELIMINATED) (7) (P071899)**
**FINANCE, ADMINISTRATIVE AND INTERNAL
 OPERATIONS**
 (FI3250 Unit B100) 1

Chief Info Security Officer * (1028) (P008096)
 Information Security Office
 (FP3210) 1

Budget, Contracts and Facilities

FI3250 Unit B110
 1 Chief MA (20) (P008243)
 1 Sr. Mgmt Analyst II (541) (P072281) (ELIMINATED)
 1 Sr. Mgmt Analyst I (27) (P008404)

Budget and Facilities
 1 Sr. Mgmt Analyst I (31) (P072275)
 1 Mgmt Analyst (21) (P008282)
 1 Mgmt Analyst (29) (P008406)
 1 Mgmt Analyst (23) (P066460) (ELIMINATED)
 1 Sr Adm Clerk (24) (P008398)

Contract Administration
 1 Sr. Mgmt Analyst I (548) (P008316)
 1 Mgmt Analyst (22) (P008255)
 1 Mgmt Analyst (183) (P008240)
 1 Mgmt Assistant (P139116)

Project Management Office and CSR Work Order Desk
 1 Sr. Mgmt Analyst I (30) (P008310)
 1 Mgmt Analyst (28) (P008405)

Accounting & Payroll Services

Accounting & Payroll Services Section FI3250 Unit B130
 1 Sr. Management Analyst II (852) (P008587)

Payroll Services and Accounting
 1 Principal Acct II (50) (P008286)
 1 Payroll Supervisor (1114) (P008318) - Blue Book #22 (Regularize)
 1 Accounting Clerk (54) (P008308)

General Accounting
 1 Sr. Acct II (52) (P008289) (ELIMINATED)
 1 Accountant (53) (P072279)
 1 Acct Clerk (55) (P008299)
 1 Sr. Adm Clerk (57) (P008321)

Executive Support

FI3250 Unit E110
 1 Exec Admin Asst III (11) (P008173)
 1 Exec Admin Asst II (12) (P069785) (ELIMINATED)
 1 Sr. Adm Clerk (13) (P008333) 3

Finance, Administrative and Internal Operations – provides overall direction, control, management, and planning of the Department's fiscal operations through budget preparation and administration, purchasing, contract administration, facilities management, and accounting and payroll services. The Bureau provides internal support in areas such as project management, strategic staffing and resource utilization, and safety and risk management.

Chief Information Security Office – Responsible for protecting the confidentiality, integrity, and availability of all voice, data network, application, network infrastructure and the associated information assets; creating an accountable, information security-conscious culture through training and development; implementing and maintaining a security infrastructure based on policies and procedures; ensuring compliance with applicable Federal, State, local laws and ordinances; and fulfilling equal employment opportunity responsibilities.

Security Operations Section, (Integrated Security Operations Center)

1 Information Systems Manager II (P139091)

FP3210 Unit B800

Cyber Threat Intelligence Services
 1 Systems Administrator III* (P139083)
 1 Systems Administrator II* (858) (P066497)
 1 Systems Administrator II* (826) (P008437)

SIEM Administration/Risk and Vulnerability
 1 Systems Administrator III* (71) (P066480)
 1 Systems Administrator I* (849) (P008457)

Governance Section

1 Sr. Systems Analyst II (P139092)
 1 Sr. Systems Analyst I (P139084) (ELIMINATED)
 1 Systems Administrator II* (829) (P008369)

Security Administration & Project Management Section

FP3210 Unit I120
 1 Sr. Systems Analyst II* (70) (P008358)

Special (Ad-Hoc) Projects

FP3210 Unit I120
 1 Information Sys Manager I (835) (P008445)

CUSTOMER ENGAGEMENT BUREAU (CEB)
 Assistant General Manager – (3)(P008102)
 (F13250 Unit B000) 1

(2701-140)
 311 Director (100) (P008203)
311 CALL CENTER SERVICES (Special Fund)
 (AH3203 Unit B400) 2703 1

3-1-1 Call Center – Connects residents to various non-emergency services and general City information through phone, email, mobile app, website, and social media. Services include bulky item pickups, sidewalk repairs, graffiti cleanup, animal services, homeless encampment management, building inspections, and property violation response. The 311 Call Center maintains a knowledge base with over 1,400 City services articles, assists with technology solutions like MyLA311 and a chatbot, and serves as a public information liaison during Citywide emergencies, providing critical information to affected communities and Emergency Management.

1 Sr Management Analyst
Blue Book #15 (Add/Delete)
 1 Pr Comm Op (1110)(P008140)
 3 Communication Info Rep III
 (123)(P008199)
 (145)(P008220) (ELIMINATED)
 (130)(P069786) (ELIMINATED)

1 Chief Communications Operator (P008336)
(AH3203 Unit B400) 2703

1 Sr. Comm. Op. I (113)(P072269)
10 Communication Info Rep II

(143) (P008218)
 (1015) (P008089) (ELIMINATED)
 (134) (P008338)
 (111) (P008183) (ELIMINATED)
 (146) (P008221)
 (138) (P008341)
 (1009) (P008209)
 (135) (P008339)
 (129) (P008332)
 (P148663)
 (P148666) (ELIMINATED)

2 Commun. Info Rep. II – 144

(148) (P008223) (ELIMINATED)
 (1018) (P066439) (ELIMINATED)

1 Sr. Comm. Op. I (110)(P008174)
10 Communication Info Rep II

(149) (P072271)
 (147) (P008222)
 (133) (P008337)
 (1017) (P008091)
 (142) (P008217) (ELIMINATED)
 (141) (P008216)
 (1014) (P008214)
 (1008) (P008208)
 (152) (P066450) (ELIMINATED)
 (126) (P008201) (ELIMINATED)

1 Sr. Comm. Op. I (139)(P072270)
8 Communication Info Rep II

(118) (P008193) (ELIMINATED)
 (121) (P008197)
 (128) (P008331)
 (137) (P008340)
 (150) (P008225)
 (1016) (P008090)
 (P148666)
 (P148664)

1 Sr. Comm. Op. I (153)(P008226)
10 Communication Info Rep II

(144) (P008219)
 (140) (P008215)
 (1012) (P008212)
 (122) (P008198) (ELIMINATED)
 (1007) (P008207) (ELIMINATED)
 (119) (P008194)
 (1006) (P008206) (ELIMINATED)
 (127) (P008330) - Blue Book #16 (Add/Delete)
 (116) (P008191)
 (P148667)

1 Sr. Comm Op I (P008092) (ELIMINATED)
10 Communication Info Rep II

(125) (P008200) (ELIMINATED)
 (147) (P008188) - Blue Book #16 (Add/Delete)
 (120) (P008196)
 (131) (P008335)
 (115) (P008190)
 (1010) (P008210) (ELIMINATED)
 (1013) (P008213)
 (1011) (P008211) (ELIMINATED)
 (112) (P008188)
 (P148665) (ELIMINATED)
 (P148665) (ELIMINATED)

CUSTOMER ENGAGEMENT BUREAU (CEB)
 Assistant General Manager – (3) (P008102)
 (FI3250 Unit B000) 1

Information Sys. Mgr. II (101) (P008360) (125)
 CITYWIDE HELPDESK 1

Information Systems Manager II (104) (P071897) (320)
 Web And Media Division
 (FP3207 Unit T200) 1

ENOC is a 24HR operation

Technology Service Center - FP3206 Unit B513

- DAY

| | | |
|----------------------------|-------|-----------|
| 1 Programmer Analyst V | (225) | (P066458) |
| 1 Systems Administrator II | (223) | (P072273) |
| 1 Programmer Analyst IV | (214) | (P008251) |
| 1 Programmer Analyst IV | (981) | (P008561) |
| 1 Programmer Analyst III | (222) | (P008258) |
| 1 Systems Analyst | | (P139090) |

FP3208 Unit I710 and 1711

| | | |
|--------------------|-------|------------------------|
| 1 Systems Analyst* | (817) | (P008431) (ELIMINATED) |
| 1 Systems Analyst | (856) | (P066496) |

- SWING

| | | |
|---------------------------------|-------|------------------------|
| 1 Info Sys. Operations Mngr II* | (883) | (P008480) |
| 1 Systems Analyst | | (P139087) |
| 1 Systems Analyst | (825) | (P008436) (ELIMINATED) |
| 1 Systems Analyst | (811) | (P063025) |
| 1 Systems Analyst | (853) | (P066495) |

- GRAVEYARD

| | | |
|-------------------|-------|------------------------|
| 1 Systems Analyst | (854) | (P072284) |
| 1 Systems Analyst | (851) | (P008586) (ELIMINATED) |
| 1 Systems Analyst | (828) | (P008439) (ELIMINATED) |
| 1 Systems Analyst | (862) | (P008595) |

Citywide Training

| | | |
|--------------------|-------|-----------|
| 1 Sr Sys Analyst I | (180) | (P008237) |
|--------------------|-------|-----------|

LA CITYVIEW CHANNEL 35 (CH 35) (Special Fund)

CH 35 Admin AH3203 Unit B200

1 Cable TV Prod. Mgr III (102) (P008093) (ELIMINATED)

Operations & Social Media

| | | |
|-------------------------------|--------|-----------|
| 1 Cable TV Prod Mgr II | (1106) | (P008180) |
| 1 Public Relations Specialist | (1101) | (P008175) |

Cablecasting Operations
AH 3203 Unit B200

| | | |
|--------------------------|--------|-----------|
| 1 Television Engineer | (1100) | (P066446) |
| 1 Ch Traffic Coordinator | (163) | (P008230) |

Live & Taped Production AH 3203 Unit B200

| | | |
|--------------------------------|-------|-----------|
| 1 Video Tech II | (161) | (P008228) |
| 1 Council Phone/Voicemail Tech | (168) | (P008235) |
| 1 Video Tech II | (167) | (P008234) |

Production Section
3203 Unit B200

| | | |
|--------------------------|-------|-----------|
| 1 Cable TV Prod Mgr II | (166) | (P008233) |
| 1 Television Engineer | (169) | (P066451) |
| 1 Comp Graphic Artist II | (170) | (P008236) |
| 1 Video Tech II | (162) | (P008229) |
| 1 Video Tech II | (165) | (P008232) |

FP3211 Unit T320

Website Services Section

Website Development and Operations

| | | |
|--------------------|--------|------------------------|
| 1 Prog Analyst V | (984) | (P008563) |
| 1 Prog Analyst IV | (932) | (P008513) |
| 1 Prog Analyst IV | (953) | (P008549) |
| 1 Prog Analyst IV | (1020) | (P066440) |
| 1 Prog Analyst IV | (948) | (P008544) (ELIMINATED) |
| 1 Prog Analyst III | (939) | (P008519) |
| 1 Systems Analyst | | (P139118) |

Website Design, UX and Support

| | | |
|--------------------------|--------|------------------------|
| 1 Graphics Supervisor II | (1108) | (P008182) |
| 1 Graphics Supervisor I | (930) | (P008538) |
| 1 Prog Analyst IV | (931) | (P008512) |
| 1 Systems Analyst | | (P139117) (ELIMINATED) |
| 1 Graphics Designer II | (933) | (P008514) |

Web and Media Division – The ITA Web Services team develops and currently supports a portfolio of over 90 websites for City elected offices and departments, conducting regular audits to ensure Americans with Disabilities Act (ADA) compliance and mobile responsiveness. They offer guidance for webmasters to address any issues found. The LA CityView Media Group (Channel 35) is responsible for creating, producing, and distributing government content through multiple channels. It oversees government cable channel operations, including City Council meetings, Committee meetings, production and airing of department-related programming, and manages the City's social and digital media.

Citywide Helpdesk – Provides support for Citywide technology needs (including networking, hardware, and phone support), managing incidents and outages from 7:00 am-11:30 pm. Services include the monitoring of critical Citywide and public safety systems and infrastructure. The Citywide Help Desk also staffs the EOC's Logistics Section Technology Unit Leader seat and the ITA's Departmental Operations Center during EOC activations like the last Windstorm and Palisades Fire. This used to be a 24X7 operation in ITA. Due to cuts sustained since 2008, services have been reduced to two shifts per day.

CUSTOMER ENGAGEMENT BUREAU (CEB)
Assistant General Manager (3)
 (FI3250 Unit B000)

Director of Systems (201)
CUSTOMER SERVICE & SUPPORT
 (FP3206 Unit B500) 1

IT POLICIES AND SUPPORT

FP3206 Unit B600
 1 Information Systems Manager I (902) (P008490)

AH3203 Unit B300
 1 Telecomm Regulatory Officer III (103) (P066441)

AE3202 Unit B620
 1 Sr Mgmt Analyst I (1102) (P008176)
 1 Mgmt Analyst (160) (P008227) (ELIMINATED)
 1 Systems Analyst (P139089)

ITA & Small Department Support
FP3206 - Unit B512
 1 Systems Administrator III* (868) (P008397)
 1 Systems Administrator II (251) (P008401) (ELIMINATED)
 1 Systems Administrator I (224) (P008260) (ELIMINATED)
 1 Programmer Analyst III (230) (P008395) (ELIMINATED)
 1 Systems Analyst (839) (P008448)
 1 IT Specialist* (884) (P008481) (ELIMINATED)

Desktop Technical Services/Elected Support

FP3206 Unit B510
Elected Official Support

City Attorney & Controller Support Unit B511
 1 Sr. Systems Analyst II (904)(P072287
 1 Systems Administrator III* (860) (P008259)
 1 Programmer Analyst IV (212) (P072272)
 1 IT Specialist (215) (P066456) (ELIMINATED)
 1 Systems Analyst (P139093)

Council Support Unit B511
 1 Systems Administrator III (229) (P008265) 1 Senior Systems Analyst II (203) (P008246)
 1 Systems Administrator II (211) (P008248) (ELIMINATED)
 1 Programmer Analyst IV (227) (P066459)
 1 Systems Analyst (P139095)
 1 Systems Analyst (P139096)
 1 Systems Analyst (P139088)

Mayor Support Unit B511
 1 Info Sys Manager I (182) (P066453)
 1 Programmer Analyst IV (220) (P008256)
 1 Systems Administrator (184) (P066454)
 1 Systems Analyst (P139094) (ELIMINATED)
 1 Systems Analyst (P139086)

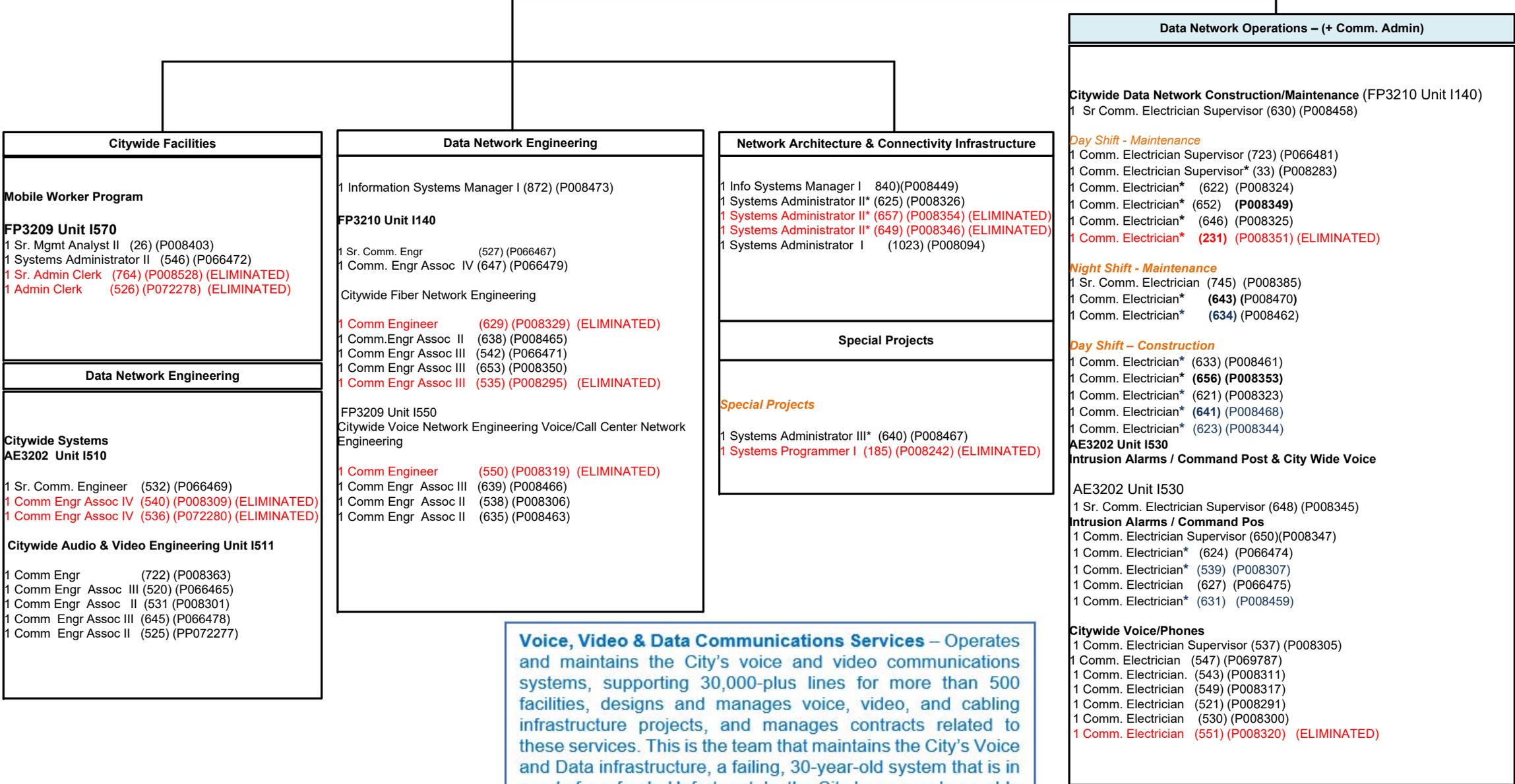
Council Audio

FP3206 Unit B530
 1 Comm. Electrician Supervisor (213)(P008250)
 1 Comm. Electrician (218) (P008254)
 1 Comm. Electrician (228) (P008264)
 1 Comm. Electrician (P139100)

Customer Service & Support – Manages several ITA services provided to the Department itself and to other City departments and elected offices, including Mayor, Council, Controller, City Attorney, and other smaller departments in the City that do not have their own IT support group. The IT Policies and Support group processes and coordinates the responses to California Public Records Act requests, including e-discovery related to the Citywide email system and other records such as 311 call center, Channel 35, Citywide IT contracts, and phones. They also provide IT support to ITA and small departments, including onboarding, training, and setup of offices for new employees and offices for new elected offices. They provide telecommunications regulatory support for our private line and cable franchises through the state of California. In addition, they provide Citywide training through ITA's Office Hours program to help City users improve their digital IQ and work productivity.

Infrastructure Bureau (IB)
(200) (4)(P071898)
 Assistant General Manager
 Unit I000

Director of Communications Services * (500)(P008287)
VOICE, VIDEO & DATA COMMUNICATIONS SERVICES
(FP3209 Unit I500)
 1



Citywide Facilities

Mobile Worker Program

FP3209 Unit I570
 1 Sr. Mgmt Analyst II (26) (P008403)
 1 Systems Administrator II (546) (P066472)
 1 Sr. Admin Clerk (764) (P008528) (ELIMINATED)
 1 Admin Clerk (526) (P072278) (ELIMINATED)

Data Network Engineering

Citywide Systems
AE3202 Unit I510
 1 Sr. Comm. Engineer (532) (P066469)
 1 Comm Engr Assoc IV (540) (P008309) (ELIMINATED)
 1 Comm Engr Assoc IV (536) (P072280) (ELIMINATED)

Citywide Audio & Video Engineering Unit I511
 1 Comm Engr (722) (P008363)
 1 Comm Engr Assoc III (520) (P066465)
 1 Comm Engr Assoc II (531) (P008301)
 1 Comm Engr Assoc III (645) (P066478)
 1 Comm Engr Assoc II (525) (PP072277)

Data Network Engineering

1 Information Systems Manager I (872) (P008473)

FP3210 Unit I140
 1 Sr. Comm. Engr (527) (P066467)
 1 Comm. Engr Assoc IV (647) (P066479)

Citywide Fiber Network Engineering

1 Comm Engineer (629) (P008329) (ELIMINATED)
 1 Comm. Engr Assoc II (638) (P008465)
 1 Comm Engr Assoc III (542) (P066471)
 1 Comm Engr Assoc III (653) (P008350)
 1 Comm Engr Assoc III (535) (P008295) (ELIMINATED)

FP3209 Unit I550
 Citywide Voice Network Engineering Voice/Call Center Network Engineering

1 Comm Engineer (550) (P008319) (ELIMINATED)
 1 Comm Engr Assoc III (639) (P008466)
 1 Comm Engr Assoc II (538) (P008306)
 1 Comm Engr Assoc II (635) (P008463)

Network Architecture & Connectivity Infrastructure

1 Info Systems Manager I 840)(P008449)
 1 Systems Administrator II* (625) (P008326)
 1 Systems Administrator II* (657) (P008354) (ELIMINATED)
 1 Systems Administrator II* (649) (P008346) (ELIMINATED)
 1 Systems Administrator I (1023) (P008094)

Special Projects

Special Projects

1 Systems Administrator III* (640) (P008467)
 1 Systems Programmer I (185) (P008242) (ELIMINATED)

Voice, Video & Data Communications Services – Operates and maintains the City’s voice and video communications systems, supporting 30,000-plus lines for more than 500 facilities, designs and manages voice, video, and cabling infrastructure projects, and manages contracts related to these services. This is the team that maintains the City’s Voice and Data infrastructure, a failing, 30-year-old system that is in need of a refresh. Unfortunately, the City has never been able to fund a full cycle of obsolete equipment replacement that will minimize risk or network outages impacting the work of City departments in the provision of services.

Data Network Operations – (+ Comm. Admin)

Citywide Data Network Construction/Maintenance (FP3210 Unit I140)
 1 Sr Comm. Electrician Supervisor (630) (P008458)

Day Shift - Maintenance
 1 Comm. Electrician Supervisor (723) (P066481)
 1 Comm. Electrician Supervisor* (33) (P008283)
 1 Comm. Electrician* (622) (P008324)
 1 Comm. Electrician* (652) (P008349)
 1 Comm. Electrician* (646) (P008325)
 1 Comm. Electrician* (231) (P008351) (ELIMINATED)

Night Shift - Maintenance
 1 Sr. Comm. Electrician (745) (P008385)
 1 Comm. Electrician* (643) (P008470)
 1 Comm. Electrician* (634) (P008462)

Day Shift – Construction
 1 Comm. Electrician* (633) (P008461)
 1 Comm. Electrician* (656) (P008353)
 1 Comm. Electrician* (621) (P008323)
 1 Comm. Electrician* (641) (P008468)
 1 Comm. Electrician* (623) (P008344)

AE3202 Unit I530
Intrusion Alarms / Command Post & City Wide Voice

AE3202 Unit I530
 1 Sr. Comm. Electrician Supervisor (648) (P008345)

Intrusion Alarms / Command Pos
 1 Comm. Electrician Supervisor (650)(P008347)
 1 Comm. Electrician* (624) (P066474)
 1 Comm. Electrician* (539) (P008307)
 1 Comm. Electrician (627) (P066475)
 1 Comm. Electrician* (631) (P008459)

Citywide Voice/Phones
 1 Comm. Electrician Supervisor (537) (P008305)
 1 Comm. Electrician (547) (P069787)
 1 Comm. Electrician. (543) (P008311)
 1 Comm. Electrician (549) (P008317)
 1 Comm. Electrician (521) (P008291)
 1 Comm. Electrician (530) (P008300)
 1 Comm. Electrician (551) (P008320) (ELIMINATED)

Infrastructure Bureau (IB)
(200) (4)(P071898)
 Assistant General Manager
 Unit I000

(2703-240) (700) (P008359)
 Director of Communications
 Broadband Network Services
 1

Communications Services Division

1 Sr. Comm. Electrician Supervisor* (724) (P0066482)
 1 Admin Clerk* (783) (P008418)

Field Services

Base Maintenance
LAPD/LAFD/STRS Voice Radio Systems
AE3202 Unit I630

1 Comm Electrician (742) (P008375) (ELIMINATED)
 1 Comm. Electrician (741) (P008382)
 1 Comm. Electrician (757) (P008523)
 1 Comm. Electrician (755) (P008393)
 1 Comm. Electrician (777) (P008412)
 1 Comm. Electrician (781) (P008416)
 1 Comm. Electrician (751) (P008389) (ELIMINATED)
 1 Comm. Electrician* (750) (P069789)
 1 Comm Electrician (644) (P008343)
 1 Comm. Electrician* (P139108)
 1 Comm. Electrician* (P139109) - Blue Book #14 - Continue Reso
 1 Comm. Electrician* (P139110) - Blue Book #14 - Continue Reso

Public Safety Microwave Transmission Backbone Network
LAFD Remote Fire Station Alerting System

1 Sr. Comm. Electrician* (544) (P008312)
 1 Sr. Comm. Electrician (735) (P072282)
 1 Sr. Comm. Electrician (768) (P008532)
 1 Comm. Electrician (758) (P008524)
 1 Comm Electrician (721) (P008362) (ELIMINATED)
 1 Comm Electrician (778) (P008413)

1 Comm. Electrician (785) (P008420) (ELIMINATED)
 1 Comm. Electrician* (784) (P066488)
 1 Comm. Electrician* (P139106) - Blue Book #14 - Continue Reso
 1 Comm. Electrician* (P139107) - Blue Book #14 - Continue Reso

Shop Services

LAPD/LAFD Mobile/Portable Radio Installation and Repairs
AE3202 Unit I630

Piper Tech
Day Shift

1 Comm. Electrician Supervisor – (779) (P066487)
 1 Sr. Comm. Electrician* (756) (P008522)
 1 Comm. Electrician* (761) (P008526)
 1 Comm. Electrician* (737) (P008377)
 1 Comm. Electrician* (789) (P008423)
 1 Comm. Electrician* (753) (P008391)
 1 Comm. Electrician* (734) (P069788)
 1 Comm. Electrician* (P139102)
 1 Comm. Electrician* (P139105)
 1 Comm. Electrician* (770) (P008534) (ELIMINATED)

Swing Shift
 1 Comm. Electrician* (775) (P008410)

Handheld Radio Programming and Repair Lab
 1 Comm. Electrician* (730) (P008370)
 1 Comm. Electrician* (766) (P008530)
 1 Comm. Electrician* (773) (P008104) (ELIMINATED)

Valley Shop
 1 Comm. Electrician* (725) (P008364)
 1 Comm. Electrician* (P139103)

****Public Safety Mount Lee****
24HR operation

AE3202 Unit I634

1 Comm. Electrician Supervisor * (759)(P008525)

1 Comm Electrician* (524) (P008294) - Blue Book #14 - Continue Reso
 1 Comm. Electrician* (752) (P008390)
 1 Comm. Electrician* (791) (P066489)
 1 Comm. Electrician* (787) (P008421) - Blue Book #14 - Continue Reso

Communication Services Division - Provides Shop Services, including installation of communication equipment in LAPD and LAFD vehicles, fabrication of special equipment going in the LAFD vehicles and repair and maintain vehicle-mounted radios and other communications equipment, as well as laptops and mobile computers used as in-vehicle dispatch by PD and FD; provides Field Services, including providing maintenance to all public safety radio systems used by LAFD, LAPD, as well as the non-emergency radio systems used by City departments in the provision of their services, as well as radio programming, alignment, and consoles to radio sites or where needed; provides Mt. Lee support, which is a 24X7 operation that takes and troubleshoots incident reports related to any of our supported public safety systems and network support, dispatching and tracking location of Field Services Group and Shop Services staff who can render maintenance support to minimize system downtimes; and provides Avionics Support, which includes installation, maintenance, and programming of all communications, navigation, and electronics of airborne equipment as used in helicopters and airplanes.

Infrastructure Bureau (IB)
 (4) (P071898)
 Assistant General Manager
 Unit I000

(2703-240) (700) (P008359)
 Director of Communications
 Broadband Network Services
 1

Public Safety Radio Engineering Services

1 Sr. Communications Engineer (731) (P008371)

STRS/ Microwave Radio Transmission/FCC Regulatory
AE3202 Unit I620

STRS
 1 Comm Engineer (P139114)
 1 Comm Engr Assoc II (744) (P008384)

Microwave Radio Transmission/FCC Regulatory
 1 Comm Engineer (P139115)

Public Safety Radio Engineering Services

LAFD & LAPD Dispatch/Fire Station Alerting

AE3202 Unit I610
 1 Comm. Engineer (743) (P008408)

LAFD VRS/Facilities

AE3202 Unit I620
 1 Comm Engineer (533) (P008303)
 1 Sr. Comm. Engineer (772) (P008383)

LAFD MDN/LAPD VRS

AE3202 Unit I610
 1 Comm Engineer (738) (P008378)

(726) (P008365) 1 Sr. Avionics Specialist* 240
 Public Safety Avionics/Valley Shop
 1

AE3202 Unit I654

1 Avionics Specialists* (727) (P008366)
 1 Avionics Specialists* (774) (P008409)
 1 Avionics Specialists* (732) (P008372)
 1 Avionics Specialists* (754) (P008392)

Broadband Network Services - Provides engineering, technical support, and implementation of communications equipment in all City buildings and at remote radio sites. It supports critical public safety Radio, 911-Dispatch, Microwave Systems, and Avionic systems, and installs and maintains communications equipment in public safety vehicles and helicopters. They provide support to strengthen our LAPD and LAFD voice radio infrastructure and response times by continuing site improvements, upgrading the existing microwave network, and building new and improved robust radio systems.

INFRASTRUCTURE BUREAU (IB)
Assistant General Manager (300)(4)(P071898)
(FI3250 Unit T000)

Information Systems Manager II #800(P008426)
ENTERPRISE SYSTEMS & OPERATIONS SERVICES (ESOS)
(FP3208 Unit T700) 1

ENTERPRISE SYSTEMS SUPPORT AND DATA CENTER RESOURCE MANAGEMENT (ESSDCM)

FP3208
1 Systems Administrator III* (813) (P008427)

DEVELOPMENT, SECURITY, AND OPERATIONS AND MAINFRAME SUPPORT

FP3208
1 information Systems Manager I* (964)(P066521)

Data Resource Management

FP3208

1 Systems Administrator III* (892) (P008486)
1 Systems Administrator II* (873) (P008483)
1 Systems Administrator II* (864) (P008596)
1 Systems Administrator II* (891) (P008485)

Enterprise Systems Support

FP3208

1 Systems Administrator II* (837) (P008447)
1 Systems Administrator II* (815) (P008429) (ELIMINATED)
1 Systems Administrator II* (833) (P008444)
1 Systems Administrator II* (845) (P008453)

Server Provisioning, Support and Maintenance

FP3208

1 Systems Administrator III* (969) (P008492)
1 Systems Administrator I* (821) (P072283)
1 Systems Administrator III* (834) (P066493)
1 Systems Administrator II*I (832) (P008443)
1 Sr. Systems Analyst II* (879) (P008477)
1 Systems Administrator III* (893) (P008487) (ELIMINATED)
1 Systems Administrator II* (866) (P008597)
1 Programmer Analyst IV* (824) (P008435) (ELIMINATED)

DEV SEC OPS

FP3208

1 Systems Administrator II* (865) (P008223)
1 Systems Administrator I* (887)(P008482) (ELIMINATED)

Mainframe Support

FP3208

1 Systems Administrator II* (848) (P008456)
1 Programmer Analyst V* (877) (P008476)
1 Programmer Analyst V* (830) (P008441)

The Enterprise Systems & Operations Services Division -
Manages and maintains the Hybrid (private and public) infrastructures encompassing the on-premise ITA Data Center, Storage, Servers, VMware and the Cloud environments (AWS, GCP, and Azure), crucial infrastructures that serve as the backbone used for City operations.

Applications Bureau (AB)
(300)(5) (P008285)(RES)
 Assistant General Manager
 (FI3250 Unit T000)

Information Systems Manager II (905) (P008488)
 HR and Payroll Support/Business Analysis/HRP Project Management
 FP3207 Unit T110 1

1 Info Systems Manager I (900) (P072286) 301
Blue Book #17 (Regularize)
 HR and Payroll Support
 1

Senior Systems Analyst II (105) (P066445) 126
 Business Analysis and HRP Project Management
 1

FP3207 Unit T110

- 1 Sr. Systems Analyst II (952) (P008548) (ELIMINATED)
- 1 Programmer/Analyst V (912) (P008499)
- 1 Programmer/Analyst V (913) (P008500) (ELIMINATED)
- 1 Programmer/Analyst V (911) (P008498)
- 1 Programmer Analyst V (914) (P008501)
- 1 Programmer Analyst IV (299) (P008279)
- 1 Programmer/Analyst IV (917) (P008504) (ELIMINATED)
- 1 Programmer/Analyst IV (958) (P066517)
- 1 Programmer/Analyst IV (915) (P008502)
- 1 Programmer/Analyst IV (906) (P008494) - Blue Book #17 (Regularize)
- 1 Programmer Analyst III (908) (P008496) - Blue Book #17 (Regularize)

FP3211 Unit T320

- 1 Sr. Systems Analyst I (637) (P066477)
- 1 Systems Analyst (909) (P008497) - Blue Book #17 (Regularize)

FP3211 Unit T320

- 1 Programmer/Analyst IV (916) (P008503)

HR and Payroll Support/Business Analysis/HRP Project Management Division - Provides software development and support for the City's Human Resources and Payroll system.

Applications Bureau (AB)
(300)(5) (P008285)(RES)(FY 24-25)
 Assistant General Manager
 (F13250 Unit T000)

Information Systems Manager II - (601) (P008322)
(ELIMINATED)
 DEPARTMENT APPLICATION SERVICES DIVISION (FP3206)

1 Information Systems Manager I (901)(P066507)
Customer Relations Management/SNow
 1

FP3211 Unit T330
City Attorney, Council, Mayor, Controller, Aging, API
ServiceNow

- 1 Systems Administrator II* (951) (P008547) (ELIMINATED)
- 1 Programmer Analyst V* (938) (P008540)
- 1 Programmer Analyst V* (954) (P066515)
- 1 Programmer Analyst V* (957) (P008555)
- 1 Programmer Analyst IV* (943) (P069794) (ELIMINATED)
- 1 Programmer Analyst IV* (986) (P072292) (ELIMINATED)
- 1 Programmer Analyst IV* (947) (P008543)
- 1 Programmer Analyst IV* (965) (P008559)
- 1 Programmer Analyst V* (950) (P008546)
- 1 Programmer Analyst IV* (923) (P072288)
- 1 IT Specialist * (970) (P066525)

1 Information Systems Manager I* (831) (P008442)
Information Systems Manager I) 421
High Security Department Application
 1

AE3201 Unit T430
Police/Fire/Emd Systems

- 1 Programmer Analyst V* (963) (P066520)
- 1 Programmer Analyst V* (956) (P008552)
- 1 Programmer Analyst V* (961) (P008508)
- 1 Programmer Analyst V* (992) (P066527)

FP3211
Public Safety Dept. MF Application

- 1 Programmer Analyst IV* (949) (P008545) (ELIMINATED)

FP3211
M5/ VMS

- 1 Programmer Analyst IV* (960) (P008556) (ELIMINATED)
- 1 Programmer Analyst V* (967) (P066523)

FP3211 Unit T310
Salesforce CRM, CHIP

- 1 Programmer Analyst IV* (934) (P008515)
- 1 Programmer Analyst IV* (921) (P008506)
- 1 Programmer Analyst III* (885) P008550) (ELIMINATED)

FP3211 Unit T310
Dynamics CRM

MyLA311/Aging
FP3211 Unit T330

- 1 Systems Administrator II* (847) (P008474)
- 1 Programmer Analyst IV* (945) (P008541) (ELIMINATED)

Enterprise Applications Support

~~Systems Programmer III~~-(#814)(P008428)
Information Systems Manager I
Blue Book #13 (Add/Delete)
DBA Support Section
 1

FP3207 Unit T650

Oracle/ SQL/ MYSQL

- 1 Data Base Architect* (816) (P008430) (ELIMINATED)
- 1 Data Base Architect* (820) (P008433)
- 1 Data Base Architect* (878) (P066505) (ELIMINATED)
- 1 Data Base Architect* (871) (P008472) (ELIMINATED)

(DB2/SQL)

- 1 Data Base Architect* (846) (P008454)
- 1 Data Base Architect* (841) (P008450)
- 1 Data Base Architect* (847) (P008455)

Information Systems Manager I (991) (P008569) 343
Enterprise Financials and Productivity Division
 1

Google Team
FP3206 Unit B551

- 1 Systems Administrator II (1113) (P066448)
- 1 Systems Administrator I* (889) (P008484)
- 1 Programmer Analyst V (980) (P072291) (ELIMINATED)
- 1 Programmer Analyst V* (987) (P074014) (ELIMINATED)
- 1 Programmer Analyst IV* (988) (P066526)
- 1 Programmer Analyst IV (936) (P008517)
- 1 Programmer Analyst IV (966) (P066522) (ELIMINATED)

Financial Management and Disbursement Systems

- 1 Systems Administrator I (250) (P008400)
- 1 Systems Administrator I (217) (P008253) (ELIMINATED)
- 1 Programmer Analyst V (985) (P008564)
- 1 Programmer Analyst V (989) (P066523) (ELIMINATED)
- 1 Programmer Analyst V (993) (P008567)

Identity Management

- 1 Systems Administrator II (842) (P008451)
- 1 Systems Administrator II* (819) (P008432)
- 1 Programmer Analyst V (926) (P008185)
- 1 Programmer Analyst IV* (822) (P008434) (ELIMINATED)
- 1 Programmer Analyst III (994) (P008572)

Department Application Services Division - Provides software development, maintenance, and support for more than 110 City software applications, including the City's Financial Management System (FMS), MyLA311 Constituent Relationship Management, M5 Fleet Management System, Firearms Inventory Tracking System, and ePay Portal; administers the Google Workspace accounts (email); provides business, process, and workflow analysis, giving a technical review of general department operations and areas where technology would benefit; and digitizes data critical to a modern, "smart" Los Angeles.