Department of the Month

Information Technology Agency

Improving City's Technology Means Addressing All Depts.

by Liza Lowery
Chief Information Officer, Information Technology Agency (ITA)

As you may know, I'm fairly new to the City, having been recruited by Mayor Hahn just over a year ago to serve as Chief Information Officer (CIO), with a directive to improve management of IT for the entire City, not just ITA. This directive represents a challenging, new approach for the City.

One of the first activities is to assemble a clear picture of the City's IT resources and determine how well we are using them. Our investment in IT is significant – more than $215 million in non-proprietary departments last fiscal year alone. Additionally, we have nearly 1,200 IT positions across the City supporting more than 27,000 internal IT users.

While the City has enjoyed many IT successes, our current approach results in significant redundancies and inefficiencies, and we have many problems to address. It's been suggested that I focus solely on improving ITA and "leave the departments alone." I don't agree, especially since more than 35 percent of the City's IT employees and nearly one-half of IT spending are outside of ITA.

Obviously, improving ITA's delivery of services is very important. The dedicated employees of ITA provide a variety of services. Whether they are working on the new payroll system, maintaining communications equipment in public safety vehicles, producing award-winning cable TV programming, or answering the phone in the City's new 3-1-1 Center, ITA employees understand that we are here to serve our customers. Their hard work has resulted in ITA being the recipient of numerous Productivity and Improvement Awards, as well as national recognition.

Improving ITA's services is only part of the solution. As recommendations come forward for consideration and approval, the focus is on how the City, as a whole, can maximize its investment in technology to improve services to the public. I ask that you consider what "has been," but support what "can be" by recognizing that we have new leadership with a clear mandate for improvement, letting go of the past, valuing our IT professionals, and working together as a City family. I know we can do it. That's why I came here.

Thanks for inviting me!

At Piper Tech, from left: Jesus Cabrera, Warehouse & Tool Room Worker, 4 years; Frank Delavara, Communications Cable Worker, 5 years; Daniel Rivera, Tool Room Warehouse Worker, 2 years; and Ron Murray, Communication Electrician, 5 years.

Clarence Irvin, Communication Cable Worker, 18 years.

Rhonda Smith, COII, 11 years.

Liza Lowery, Chief Information Officer

Fire Support Group, from left: Stella Bairamian, Sr. Systems II, 15 years; Patrick Stevens, PA II, 4 years; Grace Lee, PA IV, 4 years; and Hoaag Pham, PA III, 3 years.

Mauricio Ramirez, PA II, 2 years; Jin Jin Hantragoon, PA V, 15 years; Judy Chu, SSA II, 17 years; Amy Lin, AP, 9 months; and Annamae Peji, PA IV, 5 years.

From left: Victor Dickerson, Student Worker, 5 years; Anthony Lewis, Professional Student Worker, 5 years; and Gladys Monroe, Sr. DP Tech, 33 years.

From left: Wendell Ayala, Computer Graphic Artist, 2.5 years; Ephraim Manabat, Clerk Typist, 1 year; Laura Roberts, Production Coordinator, 3 years; Taffy Eason, Sr. Clerk Typist, 9 years; Souheil Helou, Video Tech, 2 years; Ted Lin, Video Production Manager, 3 years; and Francisco Montano, Council Phone & Voicemail Tech, 10 years.

Larry Stiner, CO II, 17 years.

From left: Quang Tran, Communication Electrician Supervisor, 18 years; Rito Cisneros, Communication Cable Supervisor, 19 years; Howard Nishina, Communication Electrician Supervisor, 19 years; Dennis Brown, Communication Electrician, 24 years; and Mario Hall, Communication Supervisor, 17 years.

Technical Support. Back row, from left: Truc Phan, System Programmer, 13 years; Jose Ramirez, Student Worker, 4 years; Edward Jones, System Analyst, 13 years; and Henry Shi, System Programmer II, 19 years. Front row: Brian Lu, System Programmer, 13 years; Kim Chu, SP, 18 years; Jade Cheng, SP, 17 years; Sam Chen, SP, 18 years.

Cynthia Simon, CO II, 18 years.

Jimmy Tran, CE 4 years; Peter Benjamins, Sr. CE Supervisor, 22 years; Roy Lau, CE Supervisor, 19 years; and David Wong, CE, 8 months.

Information Technology Agency

In the Network Control Center: Dave Ryan, Communications Electrician Supervisor, 18 years.

From left: Erma Dozier, Data Entry Operator, 29 years; Shu Tan, SP, 28 years; Gabriel Caballero, DP Tech II, 13 years; and Jon Hoang, SP, 12 years.

PROFILE

Information Technology Agency

Headquarters:	City Hall East
General Manager:	Liza Lowery
Executive Team:	Thera Bradshaw, Assistant General Manager, *Office of Policy and Public Services*
	Cliff Eng, Assistant General Manager, *Technology Solutions Bureau*
	Dennis Frady, Assistant General Manager, *Special Projects*
	James Gaston, Executive Officer, *Office of Business Resources*
	Kamton Joe, Assistant General Manager, *Police Services Bureau*
	Mary Kay Kotzman, Assistant General Manager, *Enterprise Services Bureau*
Employees:	825 (2002-03)
Annual Budget:	$107 million (2002-03)
Supported City IT users:	27,000

From left: Robert Book, MAII 16 years; Diana Garcia, Principal CO, 18 years; and Scott Wiles, MAII, 15 years.

Debra Durham, CO II, 9 months.

Dave Lear, Sr. CE, 24 years; Chito Pastor, CE, 8 months; Byron Nyhus, CE, 2 months; Gregory Adams, CE, 2 months; Wade Schmidt, CE, 2 months; and James Retamosa, CE, 2 months.

From left: Arlene Herrero, Club Counselor; and Ted Habbal, CE, 7 years. In the background, above the Hollywood Sign, is Mt. Lee, ITA's communications facility.

From left: Phillip Hoffman, CE, 15 years; Tony Nguyen, CE, 2 years; Dennis Soja, Sr. CE, 18 years; Rhonda Provost, Clerk Typist, 19 years; and Rob Collier, Sr. CE Supervisor, 15 years.

Front: Alonso Yescas Sr. CE 2 months. In back: Back: Richard Parton, CE, 1 week.

Jamiela Knox, CO II, 1.5 years and Kilay Maranon, CO II, 1.5 years.

From left, in sweater: Connie Nelson, Sr. DP Tech I, 30 years; Brian Biggs, ISOM II, 18 years; Doris Bruton, Sr. DP Tech II, 36 years; Nee Truong, SP III, 15 years; Dodie Munoz, Sr. DP Tech II, 16 years; and Audrey Walker, Sr. Computer Operator II, 20 years.

From left: John Guarderas, CE, 22 years; Anthony Prudholme, CE, 2 years; Franco Viteri, CE, 5 years; Thu Hgo, CE, 9 months; and Rudy Isaad, Sr. CE, 5 years.

Allan Ohigashi, CE Supervisor, 22 years; Peter Song, CE, 19 years; Johnnie Gomez, CE, 3 years; Jose Carlos, CE, 15 years; and Lam Xa, 2 years.

From left: Larry Montoya, Sr. Communication Supervisor, 35 years; Mehrdad Larijaniha, Communication Engineer, 19 years; Thomas Lee, Communication Electrician, 23 years; Mike Wosnak, Communication Supervisor, 28 years; Tun Aung, Director of Communication Services, 30 years; Charlotte Bullock, Sr. Clerk Typist, 32 years; and Alonso Yescas Jr., Computer Electrician, 1 year.

Information Technology Agency: It's All About Customer Service

The Information Technology Agency exists to apply technology solutions to business problems—in this case, the business of managing the City of Los Angeles—and to improve the delivery of City services to the public. In support of Mayor Hahn's emphasis on improving customer service, ITA is working with many City departments to implement technologies that result in continuous improvements.

In most cases, the accomplishments of ITA are the result of collaborative partnerships with its internal customers—the other City departments.

As the world of information technology continues to evolve, ITA evolves along with it. The agency increasingly delivers services directly to the public. It begins with the agency's Emmy award-winning government cable channel, LA Cityview 35. It continues with its Website, www.lacity.org and numerous other electronic government initiatives. These delivery channels bring important information and services to the public 24 hours a day, 365 days a year.

Following are some facts in brief.

Protecting the Public:

- ITA implemented a new $60 million digital voice radio system for the LAPD, supporting 57 operational voice radio channels, and significantly improving in-field communications for our police officers throughout the City.

- ITA completed a new microwave communications system connecting the new LAPD Metropolitan Dispatch Center with the new LAPD Valley Dispatch Center.

- ITA, the LAPD and Los Angeles County personnel collaborated to develop the Los Angeles Regional Crime Information System, which enables the LAPD and Los Angeles County Sheriff's Dept. to coordinate their activities more efficiently and effectively.

- ITA and the LAPD collaborated to develop and implement the Detective Case Tracking System to provide automated support for crime analysis, case monitoring, suspect investigation, reporting, and many other key investigative activities. This system facilitates the investigative process and saves thousands of hours of detectives' time.

- ITA completed the second phase of a three-phase program to replace obsolete components in the LAFD's voice and data radio infrastructure, thereby increasing the reliability of communications among firefighters.

Accessible Government:

- ITA led construction and implementation of the new 3-1-1 One Call to City Hall call center facility, a customer service improvement that allows residents, businesses and visitors in Los Angeles to dial 311 for information and access to any non-emergency City service.

- ITA developed several partnerships with the private sector to make technology and access to the Internet available to many community centers, schools, and other nonprofit organizations.

- LA Cityview 35 implemented the Second Audio Program feature, providing simultaneous Spanish language translation for City Council meetings.

- ITA partnered with City departments to launch a number of e-Government initiatives, including online business tax renewals, express building permits, city events calendar, and AskPAT kiosks.

- ITA engaged in various activities to monitor and improve cable television customer service.

- ITA held nine Cable Communications Planning Workshops in various parts of the City to offer forums for neighborhood councils and the general public to provide input to the cable franchise renewal process.

- ITA developed and implemented a summer youth internship pilot program.

Supporting the City Family:

- ITA established the Internet co-location facility, a 24-hour state-of-the-art computer center that provides City departments with space, equipment and information technology management. ITA also upgraded the Enterprise Server network communications infrastructure.

- ITA continued to reduce software maintenance fees, saving more than $500,000 annually.

- ITA and the Office of Finance, joint Executive sponsors, finalized the design of the LATAX project, a new tax and permit system.

- Working with City partners, ITA completed the migration to new printing solutions.

- ITA, with the Controller's office, deployed the first phase of the new City payroll system that will allow City management to better track labor expenditures and make real-time personnel information upgrades.

- ITA enhanced the City's internal telephone directory, CityFone.

- ITA realized savings of $276,000 from the idle phone line elimination project. In addition, $458,000 in credits and refunds was generated from claims submitted by the City's telephone services audit firm.

- ITA's help desk provided computer-related support to City personnel on more than 19,000 calls last year.

Current initiatives (some highlights):

- ITA is working closely with the Department of Neighborhood Empowerment to provide maximum outreach and coverage for the newly certified Neighborhood Councils.

- ITA and the Dept. of Building and Safety, is working to implement the Internet Request For Inspection System and Inspection Call Back System.

- LA Cityview 35 is working to expand its capability to provide live coverage from key City locations.

- ITA continues to implement new dispatch centers for the LAPD and LAFD.

- ITA, with the Controller's office, is working to implement a new Citywide Asset Management System. ▨
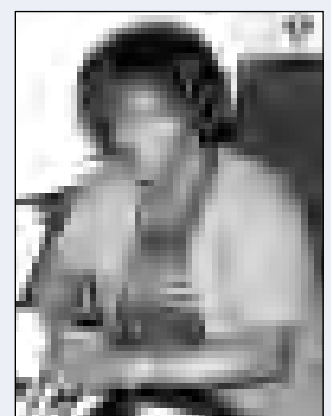

From left: Vanessa Regalado, MA II, 3 years; Tita Zara, MA II, 4 years; Emily Tran, PA, 13 years; Daniel Farrell, Contract Programmer, 1 year; and Bob Gillette, ISM, 15 years.

From left: Mary Ellen Knowles, Education Center Manager, 15 years; Dorothy Black, Sr. DP Tech, 38.5 years; and Nick Rosas, MA, 14 years.

Pat Dorsey, System Analyst, 24 years.

Prestonia R. Dotch, Clerk, 28 years. Prestonia is also a Club department rep.

From left: Sophie Gebrenegus, MAII, 4 years; Nestor Acio, Payroll Supervisor, 19 years; Dan Yoshimura, Personnel Director, 18 years; Sandra Valdez, Accounting Clerk, 23 years; Lisa Claro, Sr. Clerk Typist, 15 years; Maria Gonzalez, DP Tech II, 27 years; and Mildred Conway, Sr. Clerk Typist, 35 years.

Back row, from left: Roger Fernandez, Sr. Systems Analyst, 15 years; Tony Ighani, Station Manger Channel 35, 12 years; Terry Halberg, Telecommunication Planner, 8 years; Chris Krehmeyer, Telecommunication Planner, 2 months; Dennis Frady, Assistant General Manager, 30 years; and John Logan, Consultant with Cable Division, 1 month. Front row, from left: Lisa Harris, Executive Secretary, 16 years; Thera Bradshaw, Assistant General Manager Office of Policy and Public Services, 1.5 years; Yvette McFrazier, Executive Secretary, 34.5 years; and Stacy Burnette, Telecommunication Regulatory Officer, 2 years.

Information Technology Agency

Department of the Month

From left: Rafael Rosales, Student Worker, 10 months; Cliff Eng, Assistant General Manager, 20 years; Stephanie Nunn, Student Worker, 10 months; Jose Venegas, Student Worker, 2 years; and Fazeel Chauhan, System Programmer, 13 years.

From left: Debbie Cabeza, PA, 13 years; Miriam Weiner, PA, 5 years; Jack Ng, PA, 28 years; Dan Clark, ISM, 15 years; Richard Chames, PAII, 20 years; Robin Cannon, System Aid, 26 years; Martha Ruiz, System Analyst, 17 years; David Yoshihara, PA, 13 years; and David Rhodes, PA, 14 years.


Back row, from left: Peter Lam, PAIV, 19 years; Leonardo Reyes, AP, 1 year; Isabel Rodriguez, PAIII, 2 years; and Gaidzag Shahbazian, PA, 11 years. Front row: Sonya Bhudhkanok, PA, 22 years; Judy Shum, PA, 2 years; Connie Kang, DBA, 18 years; Joy Magallanes, DBA, 21 years; and Jose Alvarez, Sr. System Analyst, 15 years.

From left: Vicky Ngo, Contractor, 2 years; Fran Kobayashi, PA III, 22 years; William Diaz, Student Worker, 3 years; Eddie Vinyaratn, Student Worker, 3 years; and Josef Isidro, MA II, 3 years.

Mario Aldaz, COII, 1 year and Sandra Corbett, COII, 1 year.

From left: Dominic Degrassi, Student Worker, 2 years; Lynh Tran, Student Worker, 2 years; Jason Nishi, Student Worker, 3 years; and Kim Ly, System Programmer, 8 years

Front row, from left: Shan Yen, PAIII, 16 years; Choon Shim, PAIV, 23 years; and Jack Lazerson, PAII, 21 years. Back row: Rob Wilson, ISOMII, 34 years; Joan Hiscocks, Contractor, 4 years; Frank Maldovan, PAV, 29 years; and Clyde Talley, Contractor, 6 years.

From left: Tuan Ngo, System Programmer, 5 years; Chris Nguyen, System Analyst II, 6 years; Abby His, PA IV, 15 years; John Hawkins, PA II, 5 years; Michael Madayag, System Analyst II, 5 years; and Emma Jack, Sr. DP Tech II, 26 years.

From left: Kathy Takahata, SSA, 15 years; Ron Park, PA, 18 years; Joseph Lin, PA, 4 years; Purvesh Patel, Contractor, 1 year; Kevin Freund, Contractor, 2 years; Frances Woods, PA, 23 years; Edwin Lorenzana, PAII, 10 years; Carmen Contreras, PA, 22 years; and Lou Lavarro, AP, 10 months.

Mary Figueroa, COII, 9 months.
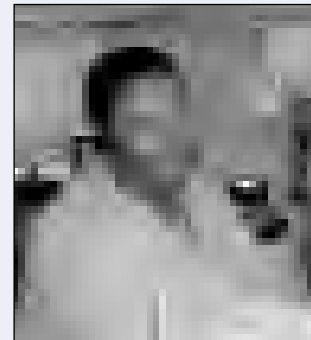
Valerie Dixon, Acting Sr. COI, 18 years.
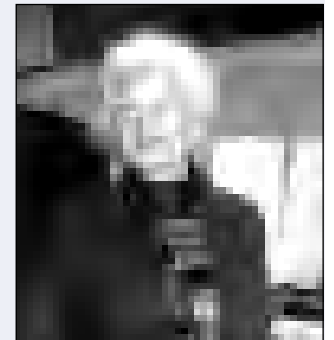
Lynn McCord, COII, 50 years.

From left: James Lockhart, Sr. Computer Operator II, 33 years; and Silvestre Dipasupil, Sr. Computer Operator I, 23 years.

From left: Brenda Reed, DP TechII, 26 years; Robert Saenz, PAIII, 4 years; and Mary Pool, Sr. DP TechII, 17 years.

Veronica Hester-Allen, COII, 14 years. Karen Estrada, COII, 1 year.

From left: Dave Chan, System Programmer, 5 years; Tam Young, System Programmer, 4 years; Jess Chong, AP, 2 years; Ly Lam, System Analyst, 4 years; and Lonnie Drew, System Programmer 15 years.

Back row, from left: William Imperial, Telecommunication Regulatory Officer, 1 year; Ken Sinclair, MA, 2 months; Adel Etman, CE, 12 years; and Richard Benhow, Telecommunication Regulatory Officer, 1 year. Front row: Marie E. Hernandez, MAII, 25 years.

Department of the Month

Information Technology Agency

Nashaat Girgis, Mt. Lee Monitor, 22 years.

From left: Anthony Sanchez, System Programmer, 32 years; Giselle Federis, PA, 11 years; Jackie Tran, DBA, 14 years; Jun Bui, PA, 5 years; and Dennis Moody, PAV, 23 years.

From left: Hans Pravecek, PA, 16 years; Richard Tom, PAV, 15 years; Greg Steinmehl, ISM I, 18 years; and Ernest Banh, System Programmer II, 5 years.

Lisa Miller, COI, 19 years.

From left: Caroline Lorenzo, ISMII, 23 years; Charlene Dennis, System Programmer, 14 years; Luis J. Rodriguez, SA, 5 years; Sylvia Baray, Sr. DP Tech, 33 years; and Diep Le, AP, 3 years.

From left: Eduardo Cartagena, Intern, 2 years; Anita Lee, SA, 14 years; Sohn Nguyen, System Programmer, 14 years; Canh Pham, System Analyst II, 8 years; and Greg Wilcox, PA, 4 years.

Jim Koga, CE, 17 years.

From left: Lucy Hwang, Accounting Clerk, 17 years; Jenny Kwok, Accounting Clerk, 17 years; Phyllis Palomino, Sr. MA, 22 years; Susie Feliciano, Sr. Accountant, 21 years; Arcadia Caballero, Accountant I, 19 years; and Tianna Saucedo, Contractor, 1 year.

From left: Arthur Sales, SP 5, years; Gina Chen-Lin, SP, 2 years; Anson Fong, SP, 200 days; Zasky Tse, SP, 3 years; and Doreen Poon, SP, 6 years.

Alba Alvarez, COII, 4 years.

Victoria Valencia, COII, 1 year.

Sandra Rubio, COII, 2 years.

From left: His-Ping Wang, System Programmer, 1 year; Thomas Nguyen, SP, 2 years; Dennis Paragos, SP, 4 years; Bob Cheong, SP, 14 years; and Charles Lee, Contractor, 3 years.

From left: Evelyn Martinez, SA, 29 years; Bob Taylor, System Programmer, 13 years; Bill Lau, System Programmer, 15 years; Shahla Dallalzadeh, System Programmer, 15 years; Bruce Wise, PA, 4 years; and Jeff Orr, System Programmer, 19 years.

Back row, from left: Jackie Johnson, ISM, 25 years; Albert Raad, PAV, 14 years; Howard Picard, PAV, 13 years; and Gregg Noerase, PAIII, 4 years. Front row: Amy Lava, DBA, 14 years; Mike Ma, PAIV, 4 years; and Jesse Diego, PAII, 4 years.

Information Technology Agency

From left: Roger Fernandez, Sr. System Analyst, 15 years; Betty Ngo, ISM, 20 years; Elida Cruz, Executive Secretary, 23 years; Liza Lowery, CIO, 1 year; James Gaston, Executive Officer, 10 months; and Yvette McFrazier, Executive Secretary, 34 years.

Arlene Herrero,
Member Services Counselor

Hey, ITA:
I'm Your Counselor!

Hi, I'm **Arlene Herrero**, your Club Member Services Counselor. I can help you with insurance products … advice … ticket discounts … and all your Club benefits. It's my job!

I'm over at ITA all the time. Call or e-mail me to schedule an appointment: (800) 464-0452, or aherrero@cityemployeesclub.com

From left: Donna Dowe, PA III, 21 years; Carlo Abrantes, SP I, 7 years; Sandy To, Intern, 2 years; and Tony Tai, SP I, 10 months.

From left: Leon Leung, PA IV, 5 years; Gloria Osbourne, Sr. Clerk Typist, 19 years; Emily Lo, Fiscal System Specialist, 19 years; and Vick Madenian, Computer Professional Intern, 2 years.

From left: Ben Hua, SP I, 3 years; Reza Zaheri, Intern, 2 years; and Thomas Wang, SP II, 14 years.

From left: Eddie Williams Jr., ISOM, 22 years; Juan F. Norona, Sr. Computer Operator 1, 17 years; LeVertis Hooker, Sr. Computer Operator, 23 years; and Claudia Hawkins, DP Tech, 17 years.

From left: Bob Fukanaga, ISOM, 30 years; You-Hsin Chuang, DBA, 19 years; and Irene Watanabe, PA, 16 years.

From left: Audrey Dunbar, Sr. DP Tech II, 23 years; Bok Mui Kim, DP Tech II, 24 years; Seung Yoo, DP Tech II, 28 years; and Joyce Hernandez, ISOM II, 28 years.

From left: Karina Chow, Student Worker, 1 year; Winnie Leong, PA, 15 years; Gennady Weisburd, System Programmer, 3 years; Arlon Matsunaga, PA, 21 years; and Irene Munoz, ISM, 16 years.

From left: Joseph Robinson, Sr. Communication Electrician, 5 years; Kenton Soohoo, Communication Electrician, 16 years; Ronald Carter, Communication Electrician, 5 years; and J.P. Del Mundo, Communication Electrician, 2 years.

From left: Stephen Siu, System Programmer, 13 years; Dennis Pham, Student Worker, 9 months; Aura Moore, Telecommunications Planner, 13 years; Edgar Samayoa, Student Worker, 6 years; and Jim Lee, Sr. System Analyst II, 17 years.

From left: Mary Iniguez, DP Tech II, 36 years; Jung Kim, DP Tech II, 25 years; Lucrecia Maturan, DP Tech II, 28 years; and Josie Palacios, Sr. DP Tech II, 34 years.

ITA ESB Opens Doors to The Public
For First Time in 20 Years; Club Is There

■ **The Enterprise Service Bureau (ESB) of the ITA Department held its first Open House since moving to its current home deep under City Hall East 20 years ago.**

The Club was honored to have been invited.

"We are happy to do it," said ITA tour host Greg Steinmehl, who coordinated the inaugural Open House. "It might be another 20 years until we do it again, but I hope not. It's been a big success."

More than 140 people got to see firsthand where much of the City's mainframe and server hardware is centralized.

The Enterprise Service Bureau handles a number of large duties for the City, including Web servers, City Council video streaming, 911 and police dispatch, tape backup, firewall and proxy protection, system monitoring, and many other major functions.

The Enterprise Service Bureau serves all City departments, with the exception of the DWP, Airports and Harbor. ▲

Below are photos of the event.

Dodie Munoz, Senior Data Processing Tech, describes the Tape Library System.

David Lindsay, Systems Programmer, explains to a group the workings of the ECCCS Police Dispatch System.

Brian Biggs, Day Shift Operations Manager, explains the Enterprise Network Operations Center to employees of the Club taking the tour.

Employees in the Network Control Center welcome small groups during the ITA ESB Open House.

Brian Lee, Systems Programmer, explains a bit about the department's firewall capabilities. There have been more than 1 million documented hacker attacks on the City's computer system. This computer system blocks those attacks.

Bob Taylor, Systems Programmer, explains the city's Network Monitoring Systems.

Viras Tangnavarad, Systems Programmer, shows off the department's Enterprise Server, an IBM mainframe.