October 19, 2017

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: M. NABIL FARES, DIRECTOR OF INFORMATION TECHNOLOGY

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

Introduction

The Information Technology (IT) Department is pleased to be in the process of hiring new employees to fill existing vacancies that closely mirror the diverse population in the City of Stockton. Continuing to build a diverse work force remains a high priority for the Department. The Department's eight new hires demonstrate an example of successful recruiting and hiring practices implemented to increase and encourage the diversity of our workforce.

Organizational Structure and Responsibilities

MISSION STATEMENT

"A focus on business solutions, service reliability, innovations, and customer satisfaction."

The IT Department is comprised of four divisions – Administration, Data Center, Enterprise Applications, and Enterprise Resource Planning -- and two offices -- Enterprise Portfolio Management Office and Enterprise Information Security Office.

Administration directs the administrative, financial, and human resources functions of the IT Department, including managing business operations, department budget, financial planning, contracts and maintenance agreements, procurements, and employee services.

Data Center provides reliable and secure enterprise computing and telecommunications infrastructure. This Division directs the delivery of computer purchases, repairs, replacements and services to departments and provides support for computer hardware, software, and technology solutions as well as providing computer related training for staff. The Data Center evaluates and plans for the upgrade, consolidation and/or the replacement of infrastructure and explores new technologies such as cloud computing and determines how to apply the new technologies to the infrastructure.

Enterprise Applications supports custom and third-party applications, including the geographic information system, enterprise resource planning, public safety dispatch, records management system and analytics systems. This service area also supports testing and web applications, and develops in-house solutions. It supports Enterprise Architecture and the overall strategy to provide enterprise business systems and

optimizes and transforms business processes, information application systems and technologies into an efficient and integrated environment. This service area provides system interface management, integrations, and replacement planning.

Enterprise Resource Planning (ERP) provides oversight for planning, organization, and control of business and technical operations for the City's ERP Project, while ensuring its alignment with City business objectives. The goal is to ensure ERP project success, which entails on-time and within budget evaluation, selection, and delivery of a new ERP system that meets business users' current and emerging needs. This is a years-long project that will satisfy multiple Council strategic priorities.

Enterprise Portfolio Management Office facilitates all phases of the IT governance process; partners with departments to develop technology solutions based upon business needs; and provides guidance and oversight of project management processes, tools, project consultation and training, documentation and archiving.

Enterprise Information Security Office provides oversight for security policies for the Data Center and the City's lines of business to ensure alignment and optimization of business strategy and IT security. Develops and maintains the City's security architecture and technology recover plans. Enforces security policies and performs audits of systems for security compliance. This service area also performs eDiscovery data collection requests.

In addition to the functional services mentioned above, the organizational chart below illustrates the Department's reporting structure to support its mission.
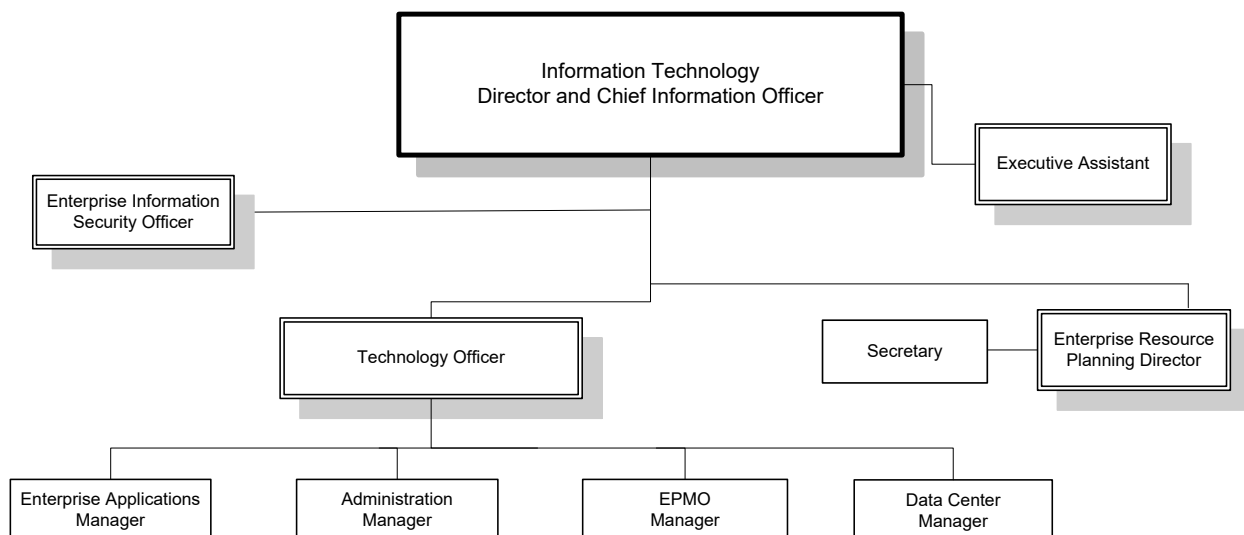
Workforce Composition

The IT Department currently has 54 full-time positions. The figures reported below are as of 9/6/17 and show a total count of 42 employees. Since then the Department filled one additional vacancy and currently has 11 vacancies for the following classifications:

- 1 Administrative Analyst I
- 1 Executive Assistant
- 4 Program Manager II/III
- 5 Senior System Analyst

The Department is comprised primarily of male employees, 76.2%, as compared to 69.0% within Stockton, and 49.8% within San Joaquin County. Of the eight leadership positions in the Department, one-quarter are female employees. A breakdown of Ethnicity for the Department as it compares to City Employees, Stockton residents, and San Joaquin County residents is as follows:

Ethnicity	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) *Taken from the 2010 U.S. Census Bureau*		San Joaquin County (Figures Reflect Employable Population Only) *Taken from the 2010 U.S. Census Bureau*	
White	21	50.00%	877	58.04%	66,836	23%	246,025	36%
Hispanic	4	9.52%	361	23.89%	117,590	40%	266,584	39%
Black	5	11.90%	80	5.29%	33,507	12%	48,657	7%
Asian	11	26.19%	158	10.46%	61,945	21%	97,999	14%
American Indian	0	0%	17	1.13%	1,237	0%	3,427	1%
Two or More Races	1	2.38%	15	.99%	0	0	0	0
Other	0	0%	3	.20%	10,592	4%	22,614	3%
Total	42	100%	1511	100%	291,707	100%	685,306	100%

Gender	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) *Taken from the 2010 U.S. Census Bureau*		San Joaquin County (Figures Reflect Employable Population Only) *Taken from the 2010 U.S. Census Bureau*	
Male	32	76.19%	1042	68.96%	142,925	49%	341,230	50%
Female	10	23.81%	469	31.04%	148,782	51%	344,076	50%
Total	42	100%	1511	100%	291,707	100%	685,306	100%

The IT Department continually seeks to recruit and retain employees of both genders and all races. The Department as a whole strives to create a better workforce by improving recruitment efforts, providing adequate training, and hiring qualified, educated staff.

Personnel Changes in the Department

The IT Department had several separations since July 1, 2016, due to retirements and promotional opportunities. The Department also added the new Enterprise Resource Planning Division and 11 new positions, some of which have been filled. During this reporting period, the Department filled 10 positions as shown below by job classification:

Title	Gender	Ethnicity
Administrative Analyst II	Female	Black
Information Technology Officer	Male	White
Information Technology Supervisor	Male	White
Program Manager II	Female	White
Program Manager III	Male	Hispanic
Program Manager III	Male	Two or More Races
Secretary	Female	Asian
Systems Analyst I	Male	Black
Systems Analyst I	Male	White
Technology Training Coordinator	Female	White

Efforts are underway to recruit and fill the 11 remaining vacant positions.

Professional and Diversity Training

The IT Department utilizes advanced training and seminars to network with colleagues, attract qualified professionals, and encourage diversity in our workforce. The Department management staff continue skill enhancement through training conferences and seminars. These learning opportunities allow our management staff to keep abreast of innovative technologies. In order to maintain a good understanding of our diverse employees and citizens, Harassment Awareness and Customer Service training is provided to all our staff.

IT staff has received training in the following areas during this reporting period:

1. Training for Supervisors
2. Customer Service
3. Harassment Awareness
4. Defensive Driving
5. Project Management Certification Prep Course
6. Budget Analyst Bootcamp
7. ESRI User Group
8. Microsoft Azure Fundamentals
9. Administering SQL Database Infrastructure

10. SharePoint Site Collection and Site Administration
11. League of California Cities
12. Municipal Information Systems Association of California (MISAC)
13. California Technology Forum
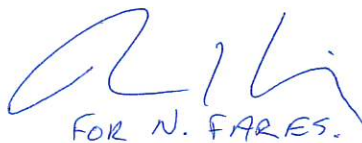
Recruitment Efforts

Recruitment outreach efforts are coordinated through the Human Resources Department. Opportunities are posted in publications and with agencies such as: The Record, Black Careers, Hispanic Hotline, Asian-Pacific Careers, Indeed.com, Municipal Information Systems Association of California (MISAC), Western States, Linked-In, Zip Recruiter, Project Management Institute, Facebook, and Twitter. The intent of this extensive outreach is to expand IT's climate of diversity while attracting the most qualified candidates.

Also during this reporting period, the Department implemented an IT Internship Program. The program operates continuously with eight rotating positions, providing the Department with four interns who change every six months. The strategy is to expose local university students to government and promote the City of Stockton as a viable career option, while increasing organizational capacity in managing enterprise IT projects.

Summary

By continuing our outreach and recruitment efforts (both within and outside of our local community), the IT Department will move closer to accomplishing our goal of closely representing the diverse demographics of the City's citizens.

FOR N. FARES.

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