

October 18, 2018

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: NORBERT RUIJLING, DIRECTOR OF INFORMATION TECHNOLOGY

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

Introduction

The Information Technology (IT) Department is in the process of hiring new employees to fill 13 existing vacancies to closely mirror the diverse population in the City of Stockton. I promoted into the IT Director position on June 18, 2018 and welcomed a new IT Officer on August 1, 2018. Striving to build a diverse workforce remains a high priority for the Department. Our newly filled positions 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 six divisions – Data Center, Enterprise Applications, Enterprise Information Security Office, Enterprise Portfolio Management Office, Enterprise Resource Planning, and Finance and Administration Office.

Data Center directs the delivery of computer and telecommunication purchases, repairs, replacements and services to the business, and provides support for computer hardware, software, and technology solutions. Its mission is to provide reliable information technology support services to employees and ensure end-user devices are meeting business requirements while maintaining the appropriate level of security on business assets.

Enterprise Applications supports custom and third-party applications, including the geographic information system, enterprise resource planning, public safety dispatch, records management systems, and analytic systems. This service area also supports testing and web applications, as well as 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.

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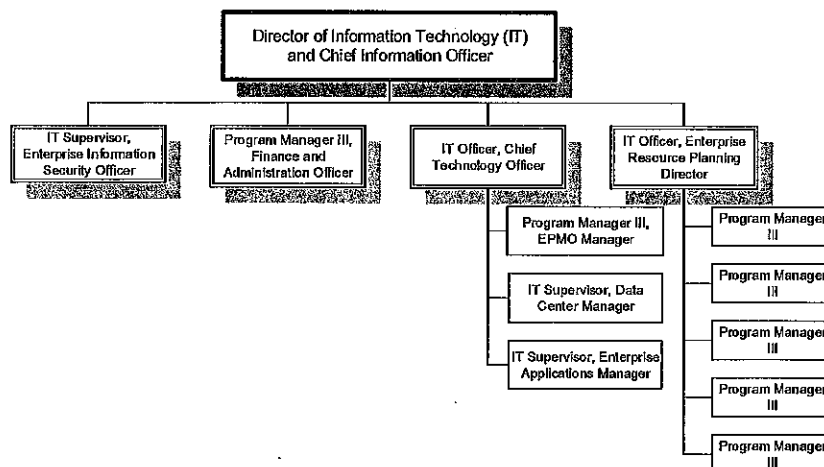
Enterprise Information Security Office provides management and oversight of security policies for the City. In our Data Center and within the City's lines of business, the Information Security Office ensures alignment and optimization of business strategy and security. This office develops and maintains the City's security architecture and technology recovery plans, enforces security policies, and performs audits of systems for security compliance. This service area also performs eDiscovery data collection requests.

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. Its mission is to provide an enterprise-wide approach to identifying, prioritizing, and successfully executing a technology portfolio of initiatives and projects that are aligned with the City's strategic goals.

Enterprise Resource Planning 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 multi-year project that will satisfy multiple Council strategic priorities.

Finance and Administration Office directs the financial, administrative, and human resources functions of the IT Department with a mission to provide efficient administrative systems and internal controls to ensure economical operations with a focus on business solutions, service reliability, innovations, and customer satisfaction.

In addition to the functional services mentioned above, the abbreviated organizational chart below illustrates the Department's reporting structure and leadership positions to support its mission.



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Workforce Composition

The IT Department currently has 54 full-time positions. The figures reported below are as of September 18, 2018, and show a total count of 41 employees. The Department currently has 13 vacancies for the following classifications:

- 1 Administrative Analyst I
- 1 IT Officer
- 1 IT Supervisor
- 2 Program Manager II/III
- 1 Senior GIS Analyst
- 1 Senior GIS Specialist
- 5 Systems Analyst I/II/Sr
- 1 Technology Training Coordinator

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) <i>Taken from the 2010 U.S. Census Bureau</i>		San Joaquin County (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>	
White	19	46.34%	875	56.42%	66,836	28%	246,025	36%
Hispanic	4	9.76%	390	25.15%	117,590	40%	266,584	39%
Black	5	12.19%	85	5.48%	33,507	12%	48,657	7%
Asian	12	29.27%	162	10.44%	61,945	21%	97,999	14%
American Indian	0	0%	16	1.03%	1,237	0%	3,427	1%
Two or More Races	1	2.44%	19	1.22%	0	0%	0	0%
Other	0	0%	4	.26%	10,592	4%	22,614	3%
Total	41	100%	1551	100%	291,707	100%	685,306	100%

The Department is comprised primarily of male employees, 70.7%, as compared to 68.7% within the City of Stockton, and 49.8% within San Joaquin County. Among the 13 leadership positions, three are currently vacant and 40.0% are held by female employees. The Department continues to improve upon this ratio, aligning ethnicity and gender representation more closely with that of City and County demographics.

Gender	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>		San Joaquin County (Figures Reflect Employable Population Only) <i>Taken from the 2010 U.S. Census Bureau</i>	
Male	29	70.73%	1065	68.67%	142,925	49%	341,230	50%
Female	12	29.27%	486	31.33%	148,782	51%	344,076	50%
Total	41	100%	1551	100%	291,707	100%	685,306	100%

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The IT Department continually seeks to recruit and retain employees of both genders and all races and strives to create a more diverse 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 October 1, 2017, due to retirements and promotions. During this reporting period, the Department filled six positions as shown below by job classification:

Title	Gender	Ethnicity
Administrative Analyst I	Female	Asian
Director of Information Technology	Male	White
Executive Assistant	Female	White
Information Technology Officer	Male	Asian
Program Manager III	Female	Hispanic
Program Manager III	Female	White

Efforts are underway to recruit and diversely fill the 13 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's management staff continues to gain skills and enhance awareness through training conferences and seminars. These learning opportunities allow our management staff to keep abreast of innovative technologies. To maintain a good understanding of our diverse employees and citizens, Harassment Awareness and Customer Service trainings are provided to all staff.

IT staff has attended training and/or focus groups in the following areas during this reporting period:

1. Basic SQL Queries
2. CA Digital Government Summit
3. California Technology Forum
4. CIO Academy
5. Cisco Network Interconnectivity
6. Customer Service
7. Cybersecurity Awareness
8. Defensive Driving
9. ESRI User Group
10. Harassment Awareness
11. Leadership Academy

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12. League of California Cities
13. Microsoft Azure Fundamentals
14. Microsoft Office 365
15. Municipal Information Systems Association of California (MISAC)
16. Project Management Certification
17. Revolutionary Technologies Expo - Future Technologies for a Better Government
18. SharePoint Site Collection and Site Administration
19. Superion Conference
20. Training for Supervisors
21. TriTech 2018 Conference

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 Now, Hispanic Hotline, Asian Pacific Careers, Indeed.com, Municipal Information Systems Association of California (MISAC), Western States, Linked-In, Zip Recruiter, Project Management Institute, Tiger Jobs (UOP), Facebook, and Twitter. The intent of this extensive outreach is to expand the Information Technology Department's climate of diversity while attracting the most qualified candidates.

Summary

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

Marcus Moreno for Norbert Ruijling

NORBERT RUIJLING
DIRECTOR OF INFORMATION TECHNOLOGY