October 15, 2020

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: NORBERT RUIJLING, DIRECTOR OF INFORMATION TECHNOLOGY

SUBJECT: **2020 ANNUAL EQUAL EMPLOYMENT REPORT**

Introduction

The Information Technology (IT) Department is in the process of hiring new employees to fill 11 existing vacancies to closely mirror the diverse population in the City of Stockton. 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.
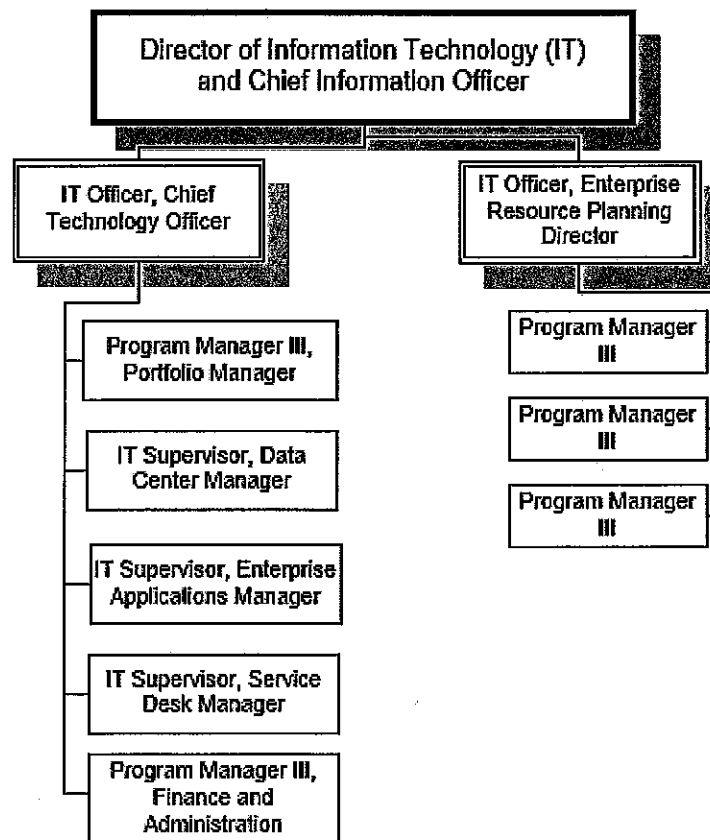
Finance and Administration Office directs the financial, administrative, and human resources functions of the IT Department with a mission to provide efficient administrative systems and internal controls to ensure economical operations with a focus on business solutions, service reliability, innovations, and customer satisfaction.

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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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                    Director of Information Technology (IT)
                        and Chief Information Officer

        IT Officer, Chief                    IT Officer, Enterprise
        Technology Officer                   Resource Planning
                                             Director

        Program Manager III,                 Program Manager
        Portfolio Manager                          III

        IT Supervisor, Data                  Program Manager
        Center Manager                             III

        IT Supervisor, Enterprise            Program Manager
        Applications Manager                       III

        IT Supervisor, Service
        Desk Manager

        Program Manager III,
        Finance and
        Administration
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Workforce Composition

The IT Department currently has 53 full-time positions. The figures reported below are as of September 18, 2020 and show a total count of 42 employees. The Department currently has 11 vacancies for the following classifications:

- 1 IT Officer
- 1 Program Manager III
- 1 Program Manager II

- 7 Senior Systems Analyst
- 1 Systems Analyst

Currently, among the 11 leadership positions, two are currently vacant and 36.36% 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. Efforts are underway to recruit and diversely fill the 11 remaining vacant positions.

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A breakdown of ethnicity and gender 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	18	42.86%	834	53.3%	66,836	23%	246,025	36%
Hispanic	2	4.76%	429	27.8%	117,590	40%	266,584	39%
Black	5	11.90%	89	5.70%	33,507	12%	48,657	7%
Asian	16	38.10%	164	10.51%	61,945	21%	97,999	14%
American Indian	0	0.0%	11	0.70%	1,237	0%	3,427	1%
Two or More Races	1	2.38%	27	1.73%	0	0%	0	0%
Other	0	0.0%	7	0.5%	10,592	4%	22,614	3%
Total	42	100.0%	1561	100.0%	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	26	61.90%	1054	67.52%	142,925	49%	341,230	50%
Female	16	38.10%	507	32.48%	148,782	51%	344,076	50%
Total	42	100.0%	1561	100.0%	291,707	100%	685,306	100%

Personnel Changes in the Department

The IT Department continually seeks to recruit and retain employees of all gender types and races. The Department strives to create a diverse and highly skilled workforce by improving recruitment efforts, investing in staff training, and hiring skilled and qualified employees. Our Department has had multiple separations since October 1, 2019, due to retirements, promotions, and natural attrition. During the reporting period, our dynamic recruiting efforts showed with 3 of the eight vacancies being filled with women. Within those eight filled positions, 37.5% of the employees are Asian, with 12.5% being Hispanic, with 12.5% being two or more races and 37.5% being white, shown below by job classification:

Title	Gender	Ethnicity
Program Manager III	Female	White
Program Manager I	Female	Asian
Technology Support Specialist	Male	Asian
Technology Support Specialist	Male	Hispanic
Technology Support Specialist	Male	Asian
Secretary	Female	White
IT Supervisor	Male	White
Program Manager III	Male	Two or More races

Professional and Diversity Training

When the COVID-19 pandemic temporarily closed some of our workplaces in March, our leadership team and staff continued to work at full capacity utilizing virtual platforms for engagement, communication, and collaboration. IT had a dedicated response team put together to manage, triage and implement the remote workforce citywide. That specific team oversaw preparing, hosting, and providing training materials for all City staff in a matter of three weeks. Over the course of the 11 weeks while the City was temporarily closed to the public, and majority of City staff were working remotely in some capacity, the IT department worked tirelessly to maintain deadlines and forward momentum on several of our high profile / citywide projects and programs.

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. Customer Service
2. Cybersecurity Awareness
3. Defensive Driving
4. Harassment Awareness
5. Municipal Information Systems Association of California (MISAC)
6. Project Management Certification

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7. Publisher Fundamentals
8. Supervisor's Certificate Program
9. Lead Worker's Certificate Program
10. Labor, Leaves and Accommodations
11. Supervisor's Role in Worker's Compensation
12. Emotional Intelligence
13. Leave Benefits
14. Building a Workplace of Mutual Respect
15. SharePoint Site Collection and Site Administration
16. Training for Supervisors
17. Visio Diagraming Fundamentals

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. Our Department also attends various job fairs throughout the year, one of which includes the University of the Pacific School of Engineering and Computer Science Career Fair.

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.

NORBERT RULJLING
DIRECTOR OF INFORMATION TECHNOLOGY