

October 21, 2021

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: NORBERT RUIJLING, DIRECTOR OF INFORMATION TECHNOLOGY

SUBJECT: **2021 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. 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 – Support Desk, Enterprise Applications, Data Center and Cybersecurity, Enterprise Portfolio Management Office, Enterprise Resource Planning, and Finance and Administration Office.

Support Desk 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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Data Center and Cybersecurity 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.

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 (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 multi-year project that will satisfy multiple Council strategic priorities.

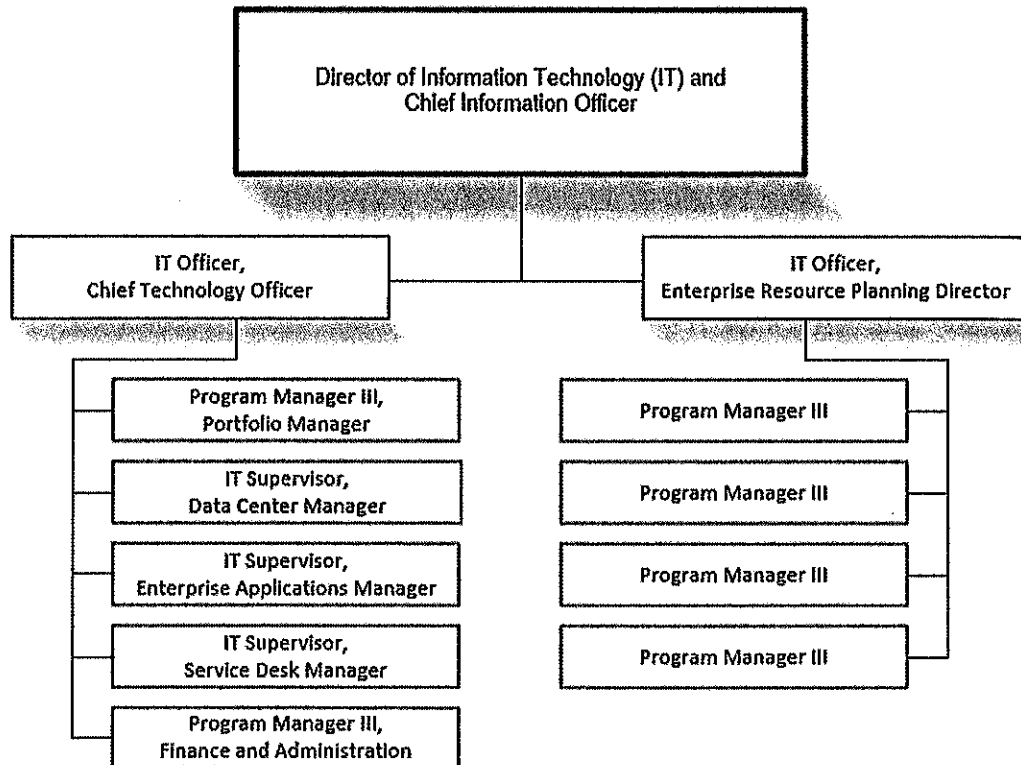
Finance and Administration Office directs the financial, administrative, and human resources functions of the IT Department with a mission to provide efficient administrative systems and internal controls to ensure economical operations with a focus on business solutions, service reliability, innovations,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



Workforce Composition

The IT Department currently has 52 full-time budgeted positions, 42 of which are permanently allocated positions for ongoing IT operations. As of October 1, 2021, there are a total of 13 vacant positions in the Department, nine of which are for ongoing operations. Current vacancies include the following classifications:

IT Operations:

- 1 Program Manager I
- 3 Senior Systems Analyst
- 1 Systems Analyst II
- 1 Senior Network Support Analyst
- 1 Senior Administrative Analyst
- 2 Technology Support Specialist I

ERP Project:

- 2 Program Manager III
- 2 Senior Systems Analyst

Currently, among the 12 leadership positions, two are vacant and 42% 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 13 remaining vacant positions.

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) <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	49%	797	53%	66,836	23%	246,025	36%
Hispanic	2	5%	441	29%	117,590	40%	266,584	39%
Black	5	13%	81	5%	33,507	12%	48,657	7%
Asian	12	31%	156	10%	61,945	21%	97,999	14%
American Indian	0	0%	10	1%	1,237	0%	3,427	1%
Two or More Races	0	0%	22	2%	0	0%	0	0%
Other	1	2%	6	0%	10,592	4%	22,614	3%
Total	39	100%	1513	100%	291,707	100%	685,306	100%

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	23	59%	1023	68%	142,925	49%	341,230	50%
Female	16	41%	490	32%	148,782	51%	344,076	50%
Total	39	100%	1513	100%	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. IT has had multiple separations and vacancies since October 1, 2020, due to retirements, promotions, and staff attrition primarily as a result of people moving away from California or seeking other opportunities. During the reporting period, our dynamic recruiting efforts showed with five of the 11 vacancies being filled with women. Within those 11 filled positions, 27% of the employees are Asian, with 9% being black, with 9% being other races and 55% being white, shown below by job classification:

Title	Gender	Ethnicity
Information Technology Officer	Male	White
IT Supervisor	Male	Asian

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Program Manager III	Female	White
Program Manager II	Female	White
Program Manager II	Female	Black
Systems Analyst I	Male	Other
Geographic Information Systems Analyst I	Male	White
Technology Support Specialist	Male	Asian
Technology Support Specialist	Male	Asian
Administrative Analyst I	Female	White
Administrative Analyst I	Female	White

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. Multiple Adobe & Office365 Application Classes
 - a. Adobe: Essentials and Electronic Forms
 - b. Excel: Advanced
 - c. Excel: Intermediate
 - d. Office 365: Essentials w/SharePoint and OneDrive
 - e. Office 365: Forms, Planner and Stream
 - f. OneNote: Essentials
 - g. Outlook: Mastery
 - h. PowerPoint: Mastery
 - i. Publisher: Essentials
 - j. SharePoint: Site Ownership Essentials
 - k. Teams: Essentials
 - l. Teams: Team Administrators
 - m. Visio: Essentials
 - n. Windows 10: Tips and Tricks

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- o. Word: Advanced
 - p. Word: Intermediate
- 2. Cybersecurity Awareness
- 3. Defensive Driving
- 4. Harassment Awareness
- 5. Building a Workplace of Mutual Respect
- 6. Leave Benefits
- 7. Municipal Information Systems Association of California (MISAC)
- 8. Adobe Webinars & Events
 - a. Adobe's Experience Makers Government Forum 2021
 - b. Adobe Sign, Acrobat and Creative Cloud capabilities with MS Teams
 - c. eLearning World 2021 Digital Event
- 9. Cisco Threat Hunting Workshop
- 10. Webex HUB and Suite Administration
 - a. Webex Webinars
 - i. WebEx Calling
 - ii. WebEx Hybrid Work
 - iii. What's New in Webex Events Center (WEC)
 - iv. What's New in Webex Meeting Center (WMC)
- 11. eLearning Industry Web Events
- 12. Association for Talent Development (ATD) Webcasts
 - a. 7 Essentials for Virtual Software Training
- 13. Remote and Hybrid Workplace Webinars
- 14. The Learning Guild (TLG) Webinars & Events
 - a. Create Compelling Presentations for Virtual Training
 - b. 5 Key Practices for Building a Robust Video Learning Library
 - c. DevLearn: Find the Right Fit to Integrate Microlearning into Your Learning Ecosystem
 - d. 10 Must-Know Adobe Captivate Tips & Tricks
 - e. 5 Key Principles For Designing and Delivering Video-Based Learnings
- 15. BenchPrep Expert Panels
 - a. Strategies for Riding the Next Wave of Training Transformation
- 16. Project Management Certification

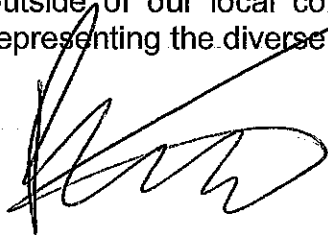
Recruitment Efforts

Recruitment outreach efforts are coordinated through the Human Resources Department. Opportunities are posted in publications and with agencies such as: Governmentjobs (CoS website), Indeed, Glassdoor, Zip recruiter, Jobs Available, Careers Now (which includes Hispanic Now, Asian Now, and Black Now), The Stockton Record, MMANC, IPMA, ICMA, Handshake, LinkedIn, and Facebook. We also did outreach via virtual job fairs on Handshake for Stanislaus State and San Joaquin Delta College. We've also done virtual outreach for veterans through Vet/Net for different areas such as Stockton, Sacramento, and Roseville. The intent of this extensive outreach is to expand the Department's climate of diversity while attracting the most qualified candidates.

The IT Department attends various job fairs throughout the year and works with the University of the Pacific, California State University Stanislaus-Stockton Center, and San Joaquin Delta Junior College. These opportunities frequently result in contacts with people of diverse backgrounds, experiences and cultures interested in pursuing a career with the IT Department.

Summary

Over the next year, the Department will continue to address equal employment with a plan to fill vacancies by attracting and hiring the most qualified candidates for each available position. Our outreach and recruitment efforts include continuing the internship programs with the University of the Pacific and San Joaquin Delta College. In addition, advertisements will be placed for positions in a broad spectrum of mediums to attract diverse candidates. By continuing our outreach and recruitment efforts, both within and outside of our local community, the IT Department will continue to move closer to representing the diverse demographics of the City's citizens.



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