

CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

Date: May 11, 2017

REF: FAS-091-17

To: Councilman Blumenfield
Member, Budget and Finance Committee
City Hall, Room 415

Date: 5/12/17
Submitted in Budget Finance Committee,

From: Ted Ross, General Manager
Information Technology Agency

Ted Ross

Council File No: 17-0600
Item No.: 1

*Deputy Communication from
Councilmember
Blumenfield*

Subject: **REQUEST FOR ASSISTANT GENERAL MANAGER AUTHORITY- FY 2017-18 PROPOSED BUDGET**

The Information Technology Agency (ITA) requests position authority, without funding, for one Assistant General Manager (AGM) position to oversee Finance, Administration, and Internal Operations, including fiscal operations, legislative coordination, IT project management, and strategic management of departmental personnel. This need has been identified over the last year

Background

Seven years ago, the ITA had five Assistant General Manager (AGM) positions and an Executive Officer. Today, the ITA simply has three AGMs and a Chief Management Analyst to manage a rapidly growing Internal Operations function.

While the ITA Executive staff has been cut in half, the demands on, and influence of, ITA has grown substantially. Over the past three years, the department has greatly expanded its role across City departments and externally with residents, businesses, and the local tech community. Whereas ITA had previously been primarily an internal City service provider, the department now plays a prominent role providing services directly to constituents. Working closely with your office in the CityLinkLA initiative, running the City's computer refurbishment and distribution program (OurCycleLA), providing wi-fi for homeless in skidrow, and facilitating frequent hackathons to promote applications using City data are all new services that ITA has never provided. These initiatives have placed greater demands on the Executive staff who must spearhead them and, when coupled with the vast variety of responsibilities the AGMs have traditionally taken on, have left little capacity for handling internal administrative, budget, project management, and staffing issues. This reduces our capacity to deliver our services to internal and external customers.

Management of new initiatives and the major changes coming from staff retirements requires additional and flexible ITA executive leadership. It has also necessitated a new position of an AGM over Finance, Administration, and Internal Operations to manage resources across ITA Bureaus, ensure adherence to City regulations, promote consistency of procedures and operating policies, optimize internal departmental use of technology, lead staff development, focus on succession planning, and manage project management to ensure successful delivery of IT projects across all teams. Of critical

importance is a broad based knowledge of the department to enable recommending and facilitating organizational and operational changes throughout the Agency. This position must be at the level of an AGM in order to have the authority to effectively direct staff across Bureaus. This position is needed to support the General Manager and work with the AGMs as a peer, providing guidance and support on administrative issues, and also directing staffing changes and realignments when necessary and beneficial to the department. Over the last year, this need has become increasingly clear. This is why we are making the request now.

Agreement of Mayor's Office and CAO

The department initially explored applying the Executive Officer bonus to the Chief Management Analyst to address this need for a position of greater authority but this was rejected by the CAO's Employee Relations office as inconsistent with the MOU. The recommendation of that office was to request an additional Assistant General Manager position. After consulting with and gaining approval for the position from the Mayor's Chief of Staff, Matt Szabo, the department is now requesting that it be authorized in the budget. Due to timing, this request needs to come through City Council. For this reason, I am now making this request.

Fiscal Impact

This new AGM position will have no fiscal impact. The department will hold a Chief Management Analyst position vacant to provide salary savings. The incremental salary increase of 5.5 percent will be more than covered by the unused Executive Officer bonus of 11 percent.

I sincerely appreciate your sponsoring this request at this late stage in the budget process. I consider this AGM position to be critical to the department's ability to carry out our ambitious agenda within the constraints of next year's budget.