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July 7, 2025

REF: EXE-111-25

Honorable Members of the City Council
City of Los Angeles
Room 395, City Hall
Los Angeles, CA 90012

Attn: Government Operations Committee

Subject: **COUNCIL FILE NO. 25-0357 - CITY DEPARTMENTS' COSTS AND INVENTORY ASSOCIATED WITH AT-HOME WORK STATION EQUIPMENT**

BACKGROUND

On April 4, 2025, the Council adopted a Motion (Rodriguez - Harris-Dawson, Council File No. 25-0357) which instructed the Information Technology Agency (ITA), with the assistance of the City Administrative Officer (CAO), to report to Council with an overview of the City Departments' costs and inventory associated with at-home work station equipment, as part of a larger effort to review, in coordination with the General Services Department (GSD) and CAO, whether there are efficiencies to be gained from consolidation of leases, and/or execution of one office telecommuting policy for the City's civilian workforce, and requesting the Chief Legislative Analyst to report on current telecommuting and return-to-office policies in other jurisdictions across the State.

TELECOMMUTING TOOLKIT

On May 1, 2021, ITA published the City's Teleworking Toolkit. This toolkit details key technology specifications and standards for teleworkers at home, teleworkers when they come into the office (hybrid telework), and office considerations to ensure an effective environment for both teleworking and on-premise staff. Departments may utilize alternatives to these standards based on their needs or can discuss these topics with ITA. ITA regularly reviews the Teleworking Toolkit and updates its recommendations as necessary, most recently revising the document on January 22, 2025.

Based on the recommendations currently provided in the Teleworking Toolkit, the cost for each work environment setup, on a per person basis, is shown on the table below.

<u>Equipment Options</u>	<u>Cost</u>
In-Office Only Desktop Setup	\$ 1,700
Teleworker - Basic Setup (Laptop Workspace)	\$ 1,150
Teleworker - Hoteling Premium Setup (Monitor, Mouse, and Keyboard Workspace)	\$ 1,354

Teleworker - Assigned Premium Setup (Monitor, Mouse, and Keyboard Workspace)	\$ 2,170
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When considering potential efficiencies of updating the City's telecommuting policy, this workstation cost information may be used to project potential hardware expenditures and savings for the various telecommuting scenarios under consideration. ITA remains available to assist with any further review of this information.

TELECOMMUTING HARDWARE HISTORY

Early during the Covid-19 pandemic, some departments issued both desktop PC's for office use as well as laptops for use while telecommuting. This was necessary for some use cases at the time due to limited technological support for remote access to City assets such as servers, drives, and software. However, given the remote access tools that ITA deployed early during the pandemic, this is no longer required for most use cases. While certain departments may still require multiple devices for some employees due to legal issues with accessing certain information they use in the course of operations, the vast majority of telecommuting City staff can now complete all of their duties using a single City-issued laptop.

RECOMMENDATIONS

The Information Technology Agency recommends that this report be noted and filed.

IMPACT STATEMENT

No impact Statement.

Respectfully Submitted,



For Ted Ross
General Manager

Attachment: Teleworking Toolkit

ec: Matt Szabo, City Administrative Officer
Maria Ramos, ITA
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Information Technology Policy Committee (ITPC)

Teleworking Toolkit

Teleworking Toolkit

For Internal Use Only

Effective Date: May 1, 2021

Overview

Technology enables various City of Los Angeles job classifications the opportunity to telework and perform their work duties anytime, anywhere. The benefits of teleworking are several, including:

1. Reduces costs for both the teleworker and the City of Los Angeles
2. Allows continuity of City operations during a natural disaster
3. Reduces traffic, congestion, and benefits the environment
4. Improves quality of life for employees and their households

Telework technology must support the following key objectives:

- Must provide remote access to necessary work software and tools
- Must be easy to use and reliable as there is limited access to tech support
- Must be cyber secure and prevent data theft by unauthorized individuals

Teleworkers require the following tools:

1. Teleworker Software (the tools and access to perform their job)
2. Teleworker Equipment at Home (the equipment to effectively work from home)
3. Teleworker Equipment in the Office (the equipment and workspace to effectively work when spending time in the office)
4. Other Technology Considerations (additional department considerations when managing a blended workforce of in-person and remote workers)

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Teleworking Toolkit

Purpose

This toolkit details key technology specifications and standards for teleworkers at home, teleworkers when they come into the office (hybrid telework), and office considerations to ensure an effective environment for both teleworking and on-premise staff. Departments may utilize alternatives to these standards based on their needs or can discuss these topics with the Information Technology Agency (ITA).

Teleworker Software

The teleworker's software and system access is the most important technical consideration of teleworking. Even with the best equipment, teleworking is extremely hampered without the proper software and secure access to departmental resources, such as office productivity software, apps, shared folders, and electronic workflows. The following software standards are in place to provide secure, full featured software access for teleworkers.

Teleworker Capability	City of L.A. Software	Where to Acquire?
Email, Calendar	-GMail -Google Calendar	-Google Enterprise License
Chat	-Google Chat	-Google Enterprise License
Video Conferencing	-Google Meet	-Google Enterprise License
Word Processor, Spreadsheet, and Presentation Software	-Google Docs -Google Sheets -Google Slides	-Google Enterprise License
Work & Task Assignment	-Google Sheets (Basic) -Google Rooms/Tasks (Enhanced) -ServiceNow (Premium)	-Google Enterprise License -Citywide Help Desk (ServiceNow)
Shared Folders & Documents	-Google Drive	-Google Enterprise License
Websites & Surveys	-Google Sites -Google Forms	-Google Enterprise License

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Citywide or Department Apps	-Connect2LACity (LA City Apps) -Connect2LACity (My Office Computer)	-Connect2LACity (ZScaler)
Internet Browser	For optimal Google Workspace compatibility Google Chrome is recommending	-www.google.com/chrome

*The software listed above is configured with enhanced cybersecurity features for City of L.A. teleworkers. The use of unauthorized software may expose your equipment and City data to cyber criminals. For questions, please contact the ITA Security Office (ITA.Security@lacity.org).

Teleworker Equipment at Home

Below is a list of computer standards and options. The computer options are recommended configurations for optimal telework. Windows 11 ARM-based devices (such as Surface Pro 11) are not recommended for teleworkers due to technical limitations with software and drivers (e.g. these devices are not able to access citywide or department applications through Connect2LACity).

Option 1 - Basic Setup (Laptop, Mouse, and Keyboard)

Teleworker uses a full-sized laptop at home or in the office.

Item	Specifications	Where to Acquire?
Laptop	System Minimum Requirements: -Screen Size: 14" or 15" -Processor: i7 -Storage(SSD): 256GB -Memory: 16GB -Operating System: Windows 11 Pro 64bit -Video Card: Integrated Graphics -Webcam: Built-in e.g.: -HP ProBook or Dell Latitude	-Dell Contract 250000000013 -HP Contract 250000000019
Laptop Case	-Shoulder/Messenger/Backpack	-Dell Contract

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	Bag that will fit your laptop, power cable/travel dock	250000000013 -HP Contract 250000000019
Mouse/Keyboard	-Wired	-Dell Contract 250000000013 -HP Contract 250000000019
Headset for Laptop	-wire headset with microphone e.g. Logitech H340 or Logitech H600	-Dell Contract 250000000013 -HP Contract 250000000019
Smartphone	If part of Mobile Worker Program (MWP): -Samsung J3, J7, A10, A11, A12, A13 and TCL30 For the departmental-issued cell phones, please contact the department's phone coordinator for more information.	For MWP: -TMobile Contract 59147 For the departmental issued cell phones, please contact the department's phone coordinator for more information.
Internet	Reliable and Secure Internet connection with a minimum recommended speed of 5 Mbps for most applications	-Provided by teleworker

Option 2 - Enhanced Setup (Laptop with Monitor, Mouse, and Keyboard)

Teleworker uses a laptop that is connected to an external monitor and mouse. The laptop keyboard and webcam are used in the setup. The laptop monitor can serve as a second monitor.

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Item	Specifications	Where to Acquire?
Laptop	System Minimum Requirements: -Screen Size: 14' or 15' -Processor: i7 -Storage(SSD): 512GB -Memory: 32GB -Operating System: Windows 11 Pro 64bit -Graphic Card: Integrated Graphics -Webcam: Built-in e.g.: -HP EliteBook or Dell Latitude	-Dell Contract 250000000013 -HP Contract 250000000019
Monitor	Minimum Display size: 20"	-Dell or HP
Laptop Case	-Shoulder/Messenger/Backpack Bag that will fit your laptop, power cable/travel dock	-Dell or HP
Mouse/Keyboard	-Wireless	-Dell or HP
Headset for Laptop	-wire (usb) or wireless headset with microphone e.g. Logitech H340 or Logitech H600	-Dell or HP
Smartphone	For MWP: -Samsung J3, J7, A10, A11, A12, A13 and TCL30 For the departmental-issued cell phones, please contact the department's phone coordinator for more information.	For MWP: -TMobile Contract 59147 For the departmental issued cell phones, please contact the department's phone coordinator for more information.
Internet	Reliable and Secure Internet connection with a minimum recommended speed of 5 Mbps for most applications	-Provided by teleworker

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Option 3 - Premium Setup (Laptop with Monitor, Mouse, and Keyboard)

Teleworker uses a laptop that is connected to an external monitor, mouse, and keyboard using a USB replicator. The laptop is used as the CPU, with a full-sized monitor, keyboard, and mouse for ease of use.

Item	Specifications	Where to Acquire?
Laptop	System Minimum Requirements: -Screen Size: 14' or 15' -Processor: i7 -Storage(SSD): 1TB -Memory: 32 GB -Operating System: Windows 11 Pro 64bit -Graphic Card: NVIDIA/AMD -Webcam: Built-in E.g.:HP zbook,Dell Precision Mobile	-Dell Contract 250000000013 -HP Contract 250000000019
Monitor	-Minimum Display size: 20"	-Dell or HP
Laptop Case	-Shoulder/Messenger/Backpack Bag that will fit your laptop, power cable/travel dock	-Dell, HP, or Office Depot
Mouse/Keyboard	-Wireless	-Dell, HP, or Office Depot
USB Port Replicator	-HP or Dell	-Dell or HP
Smartphone	For MWP: -Samsung J3, J7, A10, A11, A12, A13 and TCL30 For the departmental-issued cell phones, please contact the department's phone coordinator for more information.	For MWP: -TMobile Contract 59147 For the departmental issued cell phones, please contact the department's phone coordinator for more information.
Internet	Reliable and secure Internet with a minimum recommended speed of 5 Mbps for most applications	-Provided by teleworker

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Option 4 - Fixed in Place Setup (Desktop Computer for 100% Teleworker)

Teleworker uses a fixed in place desktop computer. Occasional visits to the office would require teleworkers to check out a loaner City-issued laptop while in the office (see Office Considerations for Teleworkers below).

Item	Specifications	Where to Acquire?
Desktop computer	-System Minimum Requirements: -Processor: i7 -Storage(SSD): 256GB or 512GB -Memory: 16GB -Operating System: Windows 11 Pro 64bit -Video Card: Integrated Graphics e.g.: HP ProDesk or Dell Optiplex	-Dell Contract 250000000013 -HP Contract 250000000019
Monitor	-Minimum Display size: 20"	-Dell or HP
Mouse/Keyboard	-wireless	-Dell, HP, or Office Depot
Webcam	-built-in microphone -minimum video 720p e.g.: Logitech C920	-Dell, HP, or Office Depot
Smartphone	For MWP: -Samsung J3, J7, A10, A11, A12, A13 and TCL30 For the departmental-issued cell phones, please contact the department's phone coordinator for more information.	For MWP: -TMobile Contract 59147 For the departmental issued cell phones, please contact the department's phone coordinator for more information.
Internet	Reliable and Secure Internet connection with a minimum recommended speed of 5 Mbps for most applications	-Provided by teleworker

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Teleworker Equipment in the Office

Hybrid teleworkers work in their home, but also come into the office periodically. This requires workspace setups in the office that effectively support a teleworker who brings a City-issued laptop and smartphone into the office.

Option 1 - Basic Setup (Laptop Workspace)

Teleworker brings a City-issued laptop, smartphone, and power cables to the office. Department provides a desk, chair, power outlet, and Internet access. Workspace can be shared by other employees based on in-office work schedules. COVID-19 cleaning guidelines should be applied to shared workspaces.

Item	Specifications	Where to Acquire?
Desk	-TBD by department	-
Power Outlet	-Provided by City of L.A.	-
Internet	-WiFi or wired connection -Provided by City of L.A.	-

Option 2 - Enhanced Setup (Monitor and Mouse Workspace)

Teleworker brings a City-issued laptop, smartphone, and power cables to the office. Department provides a desk, chair, power outlet, monitor, mouse, and Internet access. Workspace can be shared by other employees based on in-office work schedules. COVID-19 cleaning guidelines should be applied to shared workspaces and equipment.

Item	Specifications	Where to Acquire?
Desk	-TBD by department	-
Power Outlet	-Provided by City of L.A.	-

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Monitor	-Minimum Display size: 20"	-Dell Contract 250000000013 -HP Contract 250000000019
Mouse	-Logitech B100	-Dell, HP, or Office Depot
Internet	-WiFi or wired connection -Provided by City of L.A.	-

Option 3 - Premium Setup (Monitor, Mouse, and Keyboard Workspace)

Teleworker brings a City-issued laptop, smartphone, and power cables to the office. Department provides a desk, chair, power outlet, monitor, mouse, keyboard, and Internet access. Workspace can be shared by other employees based on in-office work schedules. COVID-19 cleaning guidelines should be applied to shared workspaces and equipment.

Item	Specifications	Where to Acquire?
Desk	-TBD by department	-
Power Outlet	-Provided by City of L.A.	-
Monitor	-Minimum Display size: 20"	-Dell Contract 250000000013 -HP Contract 250000000019
Mouse	-Logitech B100	-Dell, HP, or Office Depot
Keyboard	-Logitech MK120	-Dell, HP, or Office Depot
Webcam	-Logitech C920	-Dell, HP, or Office Depot
Internet	-WiFi or wired connection -Provided by City of L.A.	-

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Other Technology Considerations for Teleworkers

In addition to the software and equipment listed above, effective teleworking requires an embracing of teleworking as a part of the department culture. This will require that you consider both teleworking and on-premise staff in the day-to-day activities of the department. The following are additional considerations:

1. *Loaner Laptops* - Departments should maintain a set of loaner laptops on hand. These will be important for malfunctioning teleworker City-issued laptops (teleworker can come into office and swap their City-issued laptop with a working one) and teleworkers that come into the office but are missing their laptop
2. *A/V in Conference Rooms* - Conference rooms should be equipped with audio/video equipment (wall screen, camera, and microphone) to support hybrid meetings (mixture of in-person and teleworking attendees). The City of Los Angeles standard A/V setup includes two selections: Option (1) Dell Interactive Systems: Dell Display (TV), computer, logitech camera, and wireless keyboard/mouse. Option (2) a Google Chromebox, Samsung Wall Monitor, computer, Logitech camera, and wireless keyboard/mouse. Please contact the Citywide Help Desk for assistance.
3. *Include Google Meet Link in All Meetings* - All meetings should include a Google Meet link to ensure teleworkers have proper access to the meeting
4. *Secure Teleworker Support Through BeyondTrust* - Department IT staff should use the BeyondTrust software to securely troubleshoot teleworker equipment issues remotely. This tool has enhanced cyber security features for the City of Los Angeles to prevent unauthorized access by a cyber criminal.
5. *Cybersecurity Checklist* - Departments and teleworkers should follow [Teleworker Cybersecurity Checklist](#) and guidelines prepared by ITA's Cybersecurity team to ensure secure teleworking environments (devices, workspaces, connectivity, etc.) and report suspicious activities on any

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teleworking device to their department's IT support staff, Citywide Help Desk, or the ITA Security Office (ITA.Security@lacity.org).

6. *Work From Home Online Resources* - City employees can find work from home resources, online training, and important information such as how to best use the Google Suite or how to connect to your work PC from home, on Connect2LACity.org site, prepared by the ITA Web Services team.

For questions or comments, please contact the Citywide Help Desk at 213-978-4080 or ita.citywide-help-desk@lacity.org