

# CITY OF LOS ANGELES

CALIFORNIA



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MAYOR

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REF: EXE-074-26

Budget and Finance Committee  
Office of the City Clerk  
City Hall, Room 395  
Los Angeles, CA 90012

## **INFORMATION TECHNOLOGY - 2026-27 MAYOR'S PROPOSED BUDGET**

### **OVERVIEW**

As the City of Los Angeles serves as a global hub for innovation, technology is no longer just a support function - it is the very infrastructure upon which every City service, from public safety to public works, is built. As we move into the 2026-27 fiscal year, the Information Technology Agency (ITA) remains committed to its role as a force multiplier for the City of Los Angeles, ensuring that our digital systems are as resilient and effective as possible, knowing that our residents, businesses, and professional City employees rely on them.

The Mayor's 2026-27 Proposed Budget for the ITA is \$98.4 million, representing a 5.4% increase from the prior year. After the unthinkable 15.9% reduction in funding and devastating 29% position eliminations faced since the 2023-24 budget, this year's proposal offers a critical stabilization of some core resources and is much appreciated. We are grateful for the inclusion of nine position authorities in vital areas such as the Human Resources and Payroll (HRP) project and cybersecurity, as well as the essential funding for infrastructure repairs and rising software licensing costs. These investments are a necessary step away from the brink and toward a more sustainable operational baseline.

However, the ITA is obligated to state the limitations of the Proposed Budget. While significantly better than the dramatic cuts of last year, the 2026-27 budget still leaves several critical operational gaps unaddressed. Despite the modest increase, the ITA continues to operate with a workforce that has been decimated over the last 20 years - dropping 61.2% from 845 positions in 2006 to just 328 today. We are currently maintaining the technology for a modern, global city with roughly one-third of the staff we had at the dawn of the smartphone era.

Regrettably, the current proposal excludes several key items that directly impact the safety and efficiency of our City:

- **Public Safety Risk:** The elimination of \$450,000 for on-call support means that critical radio, microwave, and fire station alerting systems will no longer have 24/7 technician coverage. A system failure after hours would remain offline until the next business day, creating an unacceptable risk to LAPD and LAFD operations.

- HRP System Backlogs: The lack of \$2.9 million for HRP Extended Support threatens our ability to clear the 1,400-ticket backlog of department requests for our new payroll system, potentially impacting the accuracy and efficiency of pay for City employees.
- Reduced City Department & Public Safety Support: The removal of three positions in the Citywide Help Desk forces the elimination of our swing shift, reducing service hours and increasing response times for every City department. Furthermore, the loss of six resolution authorities dedicated to field and shop support for public safety systems will diminish the services provided to the Los Angeles Fire Department (LAFD) and the Los Angeles Police Department (LAPD). Lastly, failing to restore the MyLA311 project team position that was cut from the current budget will prevent the resolution of the existing backlog of system issues.
- Inflationary Costs on Essential Systems: The City's capacity to provide secure, dependable, and compliant public services will be at risk if \$823,000 is not provided to cover the rising costs of software and hardware. These funds are vital for the continued maintenance and functional operation of enterprise platforms and systems located within the ITA's on-premise Data Center.

As Los Angeles prepares to host the 2026 World Cup, the 2027 Super Bowl, the 2028 Olympic and Paralympic Games (and other major events), our technology infrastructure must be modern, resilient, and highly usable. Under-investment in technology during periods of financial constraint - such as the 2008 Great Recession - has previously left the City trailing in its capabilities for many years to come. This is especially important in this era of Artificial Intelligence, emerging technologies, and rapid digital transformation.

We sincerely appreciate the Mayor's Proposed Budget and financial commitments meant to keep the City of Los Angeles as a technology leader. We look forward to any additional strategic investments in technology to keep our City running, our residents safe, and our future secure.

## **SIGNIFICANT CHANGES BETWEEN THE 2025-26 ADOPTED BUDGET AND THE 2026-27 PROPOSED BUDGET**

We thank you for the opportunity to provide feedback on the Mayor's 2026-27 Proposed Budget. The ITA's Proposed Budget of \$98.4 million, a 5.4% increase from the 2025-26 Budget, is primarily driven by **nine restored position authorities** in critical operations including the HRP Project, network architecture, enterprise systems and operations, and the Integrated Security Office (ISO); \$2 million in **one-time funding for essential infrastructure projects** such as the Radio Infrastructure Repair project (\$1.5 million) and the Network Outage Prevention program (\$500,000); and \$2.8 million in **base budget adjustments for ongoing funding and rising license and maintenance costs** including MyLA311 System Licenses (\$805,000), Citywide email and collaboration tool software licenses (\$362,500), Workforce Identify Management Tools (\$750,000), hybrid cloud services (\$400,000), endpoint cybersecurity licenses (\$270,000), and 24/7 cybersecurity monitoring services (\$180,000). These strategic IT investments are vital for strengthening the City's infrastructure and improving its overall resilience.

However, there are a number of changes in the Proposed Budget that will have an impact on operations. These include:

- *Elimination of Human Resources and Payroll Extended Support*

The Proposed Budget does not include the third year of Extended Support for the HRP System. Since the HRP system went live in June 2024, the Extended Support team provided by Workday

Inc. has been vital to assisting the Controller's Office, Personnel Department, City Administrative Office, and ITA to achieve critical goals, such as clearing the system change backlog, improving performance for department operations, and effectively troubleshooting new issues. They are also key to implementing MOU and FLSA changes, and LAPD and LAFD system resets. Discontinuing HRP extended support will result in the following:

- **Reduction in amount of tickets resolved** - With the help of the Extended Support team, the combined resources of ITA, Personnel, and the Controller's Office have been able to resolve between 800 and 1,000 new support requests, an equal number to the amount of tickets received each month. Without the help of Extended Support, the team will no longer be able to keep up with the amount of the new tickets, increasing the backlog.
- **Inability to clear backlog** - The combined HRP Support and Extended Support teams have been unable to clear the 1,400-ticket backlog. The tickets that make up the backlog are consistently pushed back so the team can address issues that take precedence (MOU changes, etc.). ITA's request would have increased the number of consultants and thereby helped to clear the backlog.
- **Increased liability** - These unaddressed tickets pose potential liabilities to the City, despite being lower priority.
- **Loss of expertise** - Although City staff are rapidly gaining expertise, the volume of complex issues and backlog of change requests require additional consultant support.

Without the help of Workday's Extended Support Services (ESS), unresolved tickets and delayed system updates will grow, reducing operational efficiency and potentially impacting payroll and human resources functions for thousands of City employees. Additionally, complex issues may take additional time to resolve without the technical know-how of the consultants. In turn, these delays will increase the potential liability to the City.

- *Elimination of Six (6) Communications Electricians Resolution Authorities*

Six (6) Communications Electricians (CE) resolution authorities are not continued in the 2026-27 Proposed Budget. These positions provide skilled work in the construction, installation, repair, maintenance, and modification of radio, microwave, 911 Dispatch Centers, audio, video, Voice over Internet Protocol (VoIP), cloud services, wireless communications systems, alarm systems, and the data network.

Originally granted in 2025-26, these positions were held vacant to fund substitute authorities that were authorized for layoff avoidance. Without these positions and due to staffing shortages, we've relied on overtime and Hiring Hall to mitigate service impacts where possible. However, ITA has not been adequately funded for the increased usage of these accounts. Additionally, relying on the same group of employees for consistent overtime is not a viable long-term strategy, as it inevitably results in staff burnout. Elimination of these positions will result in the following:

- **Field and Shop Service Delays** - ITA expects additional delays in providing field and shop support to our public safety systems, impacting LAPD and LAFD services.
- **Reduction in Support** - ITA would not be able to continue to provide adequate support for ongoing and future public safety systems projects. Support for other City departments, as well as the Mayor's Office and City Council and external entities like the Department of Justice, will also be impacted.
- **Increased Backlog** - ITA has a backlog of Citywide Communication Service Requests and daily operational responsibilities that need to be completed.

Retaining these six (6) CE positions is critical for the ITA to sustain basic service levels for all City agencies, most notably the LAPD and LAFD, while also preventing further staff exhaustion.

- Elimination of Funding for On-Call Support

With most radio, microwave, and fire station alerting systems having aged out of support, ITA technicians are solely responsible for maintaining public safety 9-1-1 system reliability and repairing any deficiencies. Staffing reductions have resulted in ITA no longer being able to provide swing shift and graveyard shift workers to field emergency calls. Instead, technicians are given on-call or standby pay to ensure that someone is able to respond when a system goes down. Whenever an issue arises, these on-call technicians provide immediate support to the affected system whether it is on a mountaintop radio tower site or at one of the many Police or Fire stations in the City.

Historically, on-call support had been funded through salary savings. However, due to the deletion of 99 vacant positions since FY 2024-25 and MOU salary increases, ITA no longer has the capacity to fund the support. One-time funding was included in the 2025-26 Budget to allow approximately 3,400 hours of on-call/standby support, despite additional staffing cuts. Without the appropriate on-call funding, ITA will have to reduce, if not completely eliminate, after-hours public safety and data network support which will have the following impacts:

- **Public Safety Risks** - Without 24-hour coverage, critical services, including LAPD and LAFD radio communications and fire alerting systems, may face operational disruptions, putting the safety of the public and emergency response capabilities at risk. If a system goes down after hours, technicians would not be able to respond until the next business day, which could result in vital systems being shut down for days.
  - **City-Owned Building Security** - The reduction in alarm and surveillance system monitoring, particularly outside of peak hours, could leave City-owned buildings and public officials' properties vulnerable.
  - **Emergency Response Efficiency** - Delays in responding to incidents at night, when emergencies often occur, could impact the effectiveness of command post operations during deployments and other critical events.
  - **Liability Risks** - If on-call hours are reduced, ITA may not be able to send the number of staff to an incident that is required by Union and Occupational Safety and Health Administration (OSHA) safety standards. Liability issues could arise from unsafe practices on the field or in working environments.
- Citywide Helpdesk Staffing Reductions

The 2026-27 Proposed Budget does not include ITA's request to continue and regularize three positions in the Citywide Help Desk (CHD) within the Customer Engagement Bureau. These positions (Systems Analyst, Sr. Computer Operator II, and Information Services Specialist) were eliminated in the 2025-26 Budget. Substitute authorities were authorized at the beginning of the year for layoff avoidance. However, these authorities will be deleted on July 1st.

In light of these reductions, ITA will need to modify operations to align with available resources by eliminating its swing shift and reducing CHD's hours from 7 am - 11:30 pm to 7 am - 5 pm, consolidating the team on the day shift. Eliminating the swing shift will result in the following:

- **Increase in On-Call Hours:** CHD's swing shift monitors system consoles, the ITA data center, and related facility alarms. Without this staffing, ITA will need to increase the on-call hours of data center personnel to ensure that someone is able to respond to incidents outside of regular working hours, resulting in increased unbudgeted bonus payouts.
- **Risk to Critical Infrastructure:** While on-call staff can assist when alerted of issues, there is an increased risk to infrastructure posed by the absence of on-site staff readily capable

of responding. There may be delays in contacting on-call staff or having staff report on-site.

- **Longer Response Times:** These positions assist ITA with internally managing more than 4,200 service requests per month and re-routing 1,000 additional service requests that are completed by other departments. As these positions comprise 20% of CHD's staff, we project a corresponding increase in response times that will affect all departments. Additionally, high priority issues reported after business hours will not be triaged or routed until the next business day.

## **REQUESTED CHANGES TO POSITION AUTHORITIES OR SERVICES NOT INCLUDED IN THE PROPOSED BUDGET**

The Proposed Budget excludes several critical components, which will lead to significant service impacts across all ITA service areas. Consequently, ITA requests reconsideration of the items listed below, as they are essential for maintaining public safety and core operations. We are committed to collaborating with the Chief Legislative Analyst and the Budget and Finance Committee to identify alternative funding offsets, thereby reducing service impacts. The following requests are organized by priority:

- Extended support for the HRP System (\$2.9M): Since HRP launched in June 2024, the HRP support team continues to receive support tickets from departments. Although the HRP teams within ITA, Personnel, and Controller's Office are gaining expertise in resolving these tickets, there are many issues related to MOU changes and retroactive transactions that predate the Workday go-live date and are yet to be resolved. As we try to stabilize the new system, this request is vital to the success of the City's payroll process. Should this request be reconsidered and funded, we anticipate that the backlog of tickets will be cleared within 12 months and the service can be discontinued.
- Continuation of six (6) Communications Electricians (\$715,627): As previously stated, these positions are responsible for the operation and maintenance of the City's data, voice, and wireless communications systems, including those utilized by LAPD and LAFD. These positions are necessary to ensure that ITA can provide 24/7 maintenance and support for these public safety and Citywide communications systems, as well as provide full support during incidents, disasters, and emergency situations, assisting the Emergency Management Department and other City, State, and Federal agencies.
- Funding for On-Call/Standby staff support for the Public Safety Radio and Citywide Network Operations (\$450,000): This funding will provide On-Call/Standby support for 24/7 LAPD and LAFD systems that provide mission critical public safety service. The lack of On-Call/Standby support means any system failure will have to be triaged and mitigated the next business day. This will result in increased delays in all public safety systems and enterprise systems in case of system outages, which can put lives and properties at risk.
- Restoration of one (1) Programmer Analyst IV for MyLA311 (\$127,670): This position would provide the dedicated staffing needed to resolve the MyLA311 System issues backlog. The goal of this restoration is to clear the ticket backlog in order to create a more stable, modern, and efficient MyLA311 system to better serve Los Angeles residents and City departments.
- Annual hardware and software renewals for the Data Center and Enterprise Operations (\$823,000): Ongoing budget reductions and inflation have made it increasingly difficult to maintain operations of the City's on-premises data center. The City's hybrid IT strategy provides flexibility and resilience by distributing workloads across both on-premises and

cloud environments. This balanced approach reduces the risk of vendor lock-in and allows the City to choose the most effective technologies for each specific need. ITA is requesting this funding in order to preserve the status quo and keep the on-premises data center up and running. Without it, ITA anticipates service disruptions, data integrity risks, security and compliance exposure, and reduced productivity.

- Restore three (3) positions in CHD for layoff avoidance and to maintain current operations (\$333,499): These three positions - Systems Analyst, Senior Computer Operator II, and Information Services Specialist - are essential for maintaining the Citywide Helpdesk's current 7:00 am to 11:30 pm schedule. Restoring these roles would prevent a 20% reduction in staffing, which would otherwise significantly increase response times and force a service reduction to a 7:00 am to 5:00 pm window.

### **CURRENT ORGANIZATIONAL CHART AND OPPORTUNITIES TO REALIGN PERSONNEL TO STREAMLINE SERVICES**

As requested, a copy of ITA's current organization chart is provided as an attachment (Appendix A). It provides details on each division's programs and contracting dollars.

In alignment with its standard practices, ITA continuously identifies ways to bolster departmental efficiency, particularly when faced with resource constraints. Key initiatives stemming from a comprehensive service reassessment are included in the Proposed Budget. These initiatives are:

- Add/Delete - Add one (1) Chief Management Analyst and delete one (1) 311 Director in the Customer Engagement Bureau to consolidate and align management functions of its public-facing services, such as the City's 311 Call Center, Telecommunications Regulatory and Cable Franchise Administration functions, and California Public Records Act (CPRA) response and coordination. This position change will ensure that the bureau's growing administrative, compliance, and strategic needs are met by an individual with a background in administrative support and analytical problem-solving, thereby improving ITA's public-facing services.
- Position Realignment - A paygrade for one (1) Sr. Management Analyst II in the Finance, Administrative, and Internal Operations Bureau is necessary to direct and manage the daily operations of the Process Management and Operations Section. Despite a decrease in Bureau personnel over the last two (2) years, there has been no corresponding reduction in labor-intensive responsibilities. Tasks such as internal process management, Communication Services Requests, and document preparation and reporting have either stayed stable or increased. The loss of experienced staff through transfers and retirements following position eliminations has created a gap in process efficiency and employee development. Consequently, this position is essential to act as ITA's primary coordinator for both internal processes and employee training. Furthermore, the position will serve as the lead liaison for mandatory Citywide directives, providing expert advice and planning for interdepartmental policies. A reorganization within the Bureau was implemented to address the significant evolution of these duties and the overall rise in workload. Given the complexity and scope of these responsibilities, a management-level position is necessary to properly reflect the current requirements of the assignment.

These bureau-level reorganizations represent strategic realignments of personnel and core functions designed to increase departmental responsiveness and efficiency, ultimately resulting in higher service satisfaction.

ITA remains committed to strategic restructuring and redistributing of its resources. These adjustments are driven by evolving technological requirements and shifting institutional obligations, especially when evaluative data highlights a clear necessity for realignment.

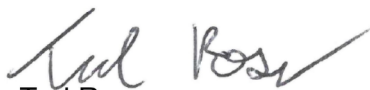
## **CLOSING**

In this era of unprecedented digital transformation, technology is the cornerstone upon which a modern City of Los Angeles operates. As we move past the devastating cuts of the previous two (2) fiscal years, the 2026-27 Proposed Budget represents a necessary shift toward stabilization. However, the ITA must note that "better than last year" is not the same as Information Technology investments that are effective, easy-to-use, and resilient for our diverse communities and stakeholders. This year's proposal is much improved from last year, while still leaving critical gaps in on-call public safety support, critical field staff, data center software licenses, HRP system support, etc.

The City of Los Angeles learned from the 2008 Great Recession that reducing technology investments during a period of global innovation creates a "digital debt" that takes a decade to repay. Today, we face a similar choice. With the 2026 World Cup fast approaching and the 2028 Olympics & Paralympics on the horizon, the City's digital infrastructure will be under more scrutiny - and more pressure - than ever before. Whether it is ensuring 24/7 radio communications for our first responders or leveraging Artificial Intelligence to make City Hall more accessible and efficient, the Information Technology Agency is the force multiplier for every other department and our elected officials.

The Mayor and City Council have long been champions of using technology to improve the lives of Angelenos. We stand at a critical junction where the growth of emerging technologies offers a path to a more responsive, effective government. We look forward to working closely with the Budget & Finance Committee and ensuring that Los Angeles remains a world-class digital city, prepared for the global stage.

Respectfully submitted,



Ted Ross  
General Manager

ec: Matt Hale, Mayor's Office  
Elyse Matson, Mayor's Office  
Matt Szabo, CAO  
Melissa Velasco, CAO  
Robert Roth, CAO  
Austin Patrick, CAO  
Sharon Tso, CLA  
Karen Kalfayan, CLA  
ITA Executive Team

*Attachment - Appendix A - Current Organization Chart with Program Details*

# INFORMATION TECHNOLOGY AGENCY ORGANIZATION CHART FY 2025-26

**Effective July 1, 2025**  
Updated 04/20/2026

**EXECUTIVE OFFICE** - Provides strategic leadership and oversight for the Department's operations, programs, and policy initiatives. Sets organizational priorities and ensures alignment with City and objectives.

2025-26 Contract Amount - \$0

<b>INFORMATION TECHNOLOGY AGENCY</b>  Ted Ross General Manager (F13250 Unit E000)
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<b>FINANCE, ADMINISTRATIVE and INTERNAL OPERATIONS</b>
Assistant General Manager Pg. 2 (F13250 Unit B100)

<b>INFORMATION SECURITY OFFICE</b>
Chief Information Security Officer Pg. 3 (FP3210 Unit B800)

<b>BUDGET &amp; FINANCE SERVICES AND CONTRACT ADMINISTRATION</b> Pg. 2
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<b>PROCESS MGMT AND OPERATIONS (PMO)</b> Pg. 2
<b>ACCOUNTING AND PAYROLL SERVICES</b> Pg. 2

<b>EXECUTIVE SUPPORT</b> Pg. 2
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<b>SECURITY OPERATIONS SECTION (ISOC)</b> Pg. 3
<b>GOVERNANCE SECTION</b> Pg. 3

<b>SECURITY PROJECTS</b>
<b>SPECIAL</b>

<b>CUSTOMER ENGAGEMENT BUREAU</b>
Assistant General Manager Pg. 4 to 6 (F13250 Unit B000)

<b>INFRASTRUCTURE BUREAU</b>
Assistant General Manager Pg. 7 to 10 (AE3201 Unit I000)

<b>APPLICATIONS BUREAU</b>
Assistant General Manager Pg. 11 to 12 (F13250 Unit T000)

<b>311 CALL CENTER SERVICES</b> Pg. 4
<b>CUSTOMER SERVICE &amp; SUPPORT (CSS)</b> Pg. 6

<b>CITYWIDE HELPDESK</b> Pg. 5
<b>WEBSITE AND MEDIA SERVICES SECTION</b> Pg. 5

<b>VOICE, VIDEO &amp; DATA COMMUNICATION SERVICES</b> Pg. 7
<b>BROADBAND NETWORK SERVICES</b> Pg. 8

<b>PUBLIC SAFETY RADIO ENGINEERING AND AVIONICS OPERATIONS</b> Pg. 8 and 9
<b>ENTERPRISE SYSTEMS &amp; OPERATIONS SERVICES</b> Pg. 10

<b>HR AND PAYROLLSUPPORT, BUSINESS ANALYSIS, AND HRP PROJECT MANAGEMENT</b> Pg. 11
<b>CUSTOMER RELATIONS MGMT / SNow SECTION</b> Pg. 12

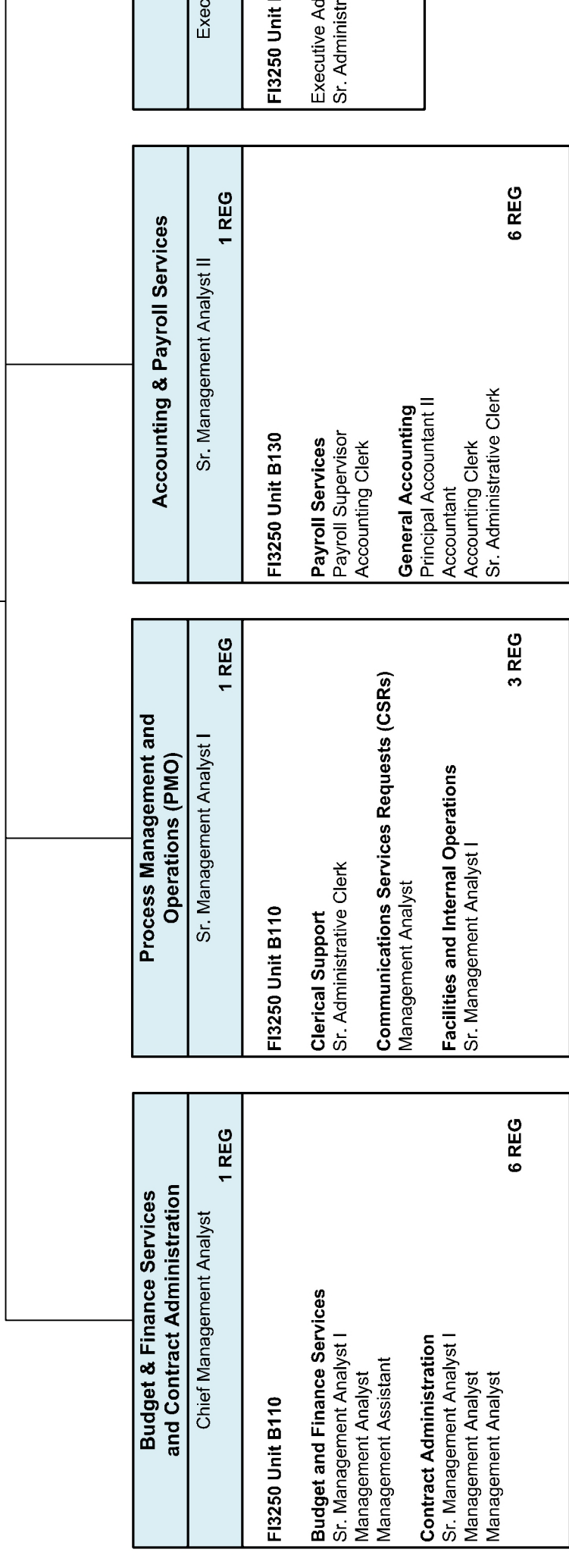
<b>ENTERPRISE</b>
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**FINANCE, ADMINISTRATIVE AND INTERNAL OPERATIONS** – Provides overall direction, control, management, and planning of the Department's fiscal operations through budget preparation and administration, purchasing, contract administration, facilities management, and accounting and payroll services. Provides internal support in areas such as process management, strategic staffing, resource utilization, and safety and risk management.

2025-26 Contract Amount - \$53,641

**FINANCE, ADMINISTRATIVE AND INTERNAL OPERATIONS**

**Assistant General Manager**  
(FI3250 Unit B100) **1 REG**



Exec  
**FI3250 Unit**  
Executive Ad  
Sr. Administr

**INFORMATION SECURITY OFFICE** – Responsible for protecting the confidentiality, integrity, and availability of all voice, data network, application, network infrastructure, and associated information assets; creating an accountable information-security-conscious culture through training and development; implementing and maintaining a security infrastructure based on policies and procedures; and ensuring compliance with applicable Federal, State, and local laws and ordinances.

2025-26 Contract Amount - \$3,591,992

**INFORMATION SECURITY OFFICE**

**Chief Information Security Officer**  
(FP3210 Unit B800)

**1 REG**

<b>Security Operations Section (Integrated Security Operations Center)</b>	<b>1 REG</b>
Sr. Cyber Security Analyst I	
<b>FP3210 Unit B800</b>	
<b>Cyber Threat Intelligence Services</b>	
Cyber Security Analyst II	
Cyber Security Analyst I	
Cyber Security Analyst I	
<b>SIEM Administration/Risk and Vulnerability</b>	
Cyber Security Analyst II	
Cyber Security Analyst I	
	<b>5 REG</b>

<b>Governance Section</b>	<b>1 REG</b>
Sr. Systems Analyst II	
<b>FP3210 Unit B800</b>	
Sr. Systems Analyst I	
Cyber Security Analyst I	
	<b>2 REG</b>

<b>Special (Ad-Hoc) Projects</b>	<b>1 REG</b>
<b>FP3210 Unit B800</b>	
Information Systems Manager I	

<b>Special (Ad-Hoc) Projects</b>	<b>1 REG</b>
<b>FP3210 Unit B800</b>	
Sr. Systems Analyst I	

**CUSTOMER ENGAGEMENT BUREAU (CEB)**

**Assistant General Manager**  
(F13250 Unit B000)

**1 REG**

Pr-Communications Operator  
Communications Info Rep. III **(Hold for Sub)**

Communications Info Rep. III **(SUB)**  
Communications Info Rep. III **(SUB)**

**2 REG + 2 SUB**

311 Director **(Hold Vacant for Sub)**

**311 CALL CENTER SERVICES (Special Fund)**

(AH3203 Unit B400)

**1 REG**

**Chief Communications Operator**

(AH3203 Unit B400)

**1 REG**

**311 CALL CENTER** – Connects residents to various non-emergency services and general City information through multiple channels, including phone, email, mobile app, website, and social media. Maintains a knowledgebase with more than 1,500 City services articles, assists with technology solutions like MyLA311 and the associated chatbot, and serves as a public information liaison during Citywide emergencies, providing critical information and resources to affected communities and supporting Emergency Management efforts.

2025-26 Contract Amount - \$109,924

Sr. Communications Operator I

Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II **(SUB)**  
Communications Info Rep II **(SUB)**  
Communications Info Rep II **(SUB)**

**8 REG + 3 SUB**

Sr. Communications Operator I

Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II **(Hold for Sub)**  
Communications Info Rep II **(SUB)**

**8 REG + 1 SUB**

Sr. Communications Operator I

Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II **(SUB)**  
Communications Info Rep II **(SUB)**  
Communications Info Rep II **(SUB)**

**8 REG + 3 SUB**

Sr. Communications Operator I

Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II  
Communications Info Rep II **(Hold for Sub)**  
Communications Info Rep II **(Hold for Sub)**  
Communications Info Rep II **(SUB)**  
Communications Info Rep II **(SUB)**

**10 REG + 2 SUB**

**CITYWIDE HELPDESK** – Provides support for Citywide technology needs (including networking, hardware, and phone support), managing incidents and outages from 7 AM to 11:30 PM. Monitors critical Citywide and public safety systems and infrastructure. Staffs the Emergency Operation Center's Logistics Section Technology Leader seat and the ITA's Departmental Operations Center during EOC activations. This used to be a 24x7 operation in ITA, but staffing reductions made in the past several years may require services to be cut further to one shift per day. Provides Citywide training through ITA's Office Hours program to help City users improve their digital IQ and work productivity.

2025-26 Contract Amount - \$1,621,832

**WEB AND MEDIA SERVICES** – The ITA supports a portfolio of more than 80 website departments. It also provides general guidance developing Citywide policies and conducting American Disabilities Act (ADA) compliance.

The LA Cityview Media Group (Channel 33) distributes government content through multi-government cable channel operations, including meetings, producing and airing department managing the City's social and digital media

2025-26 Contract Amount - \$2,069,379

**CUSTOMER ENGAGEMENT BUREAU (CEB)**  
**Assistant General Manager**  
 (FI3250 Unit B000)  
**1 REG**

Information Systems Manager II  
**Citywide Helpdesk**  
**1 REG**

Information Systems Manager II  
**Web And Media Services Division**  
 (FP3207 Unit T200)  
**1 REG**

TECHNOLOGY SERVICE CENTER	
<p><b>- DAY - FP3206 Unit B513</b></p> <p>Programmer Analyst V            Systems Administrator II            Programmer Analyst IV            Programmer Analyst IV            Programmer Analyst III            Systems Analyst            Systems Analyst            Information Services Specialist (SUB)</p> <p><b>- SWING - FP3208 Unit I710 and 1711</b></p> <p>Information Systems Operations Manager II            Systems Analyst            Systems Analyst            Systems Analyst            Systems Analyst            Information Services Specialist (SUB)            Sr. Computer Operator II (SUB)</p>	<p><b>12 REG + 4 SUB</b></p>
<p><b>CITYWIDE TRAINING</b></p>	

MEDIA SERVICES SECTION (Special Fund)	
<p><b>AH3203 Unit B200</b>  <b>Engineering and Operations Unit</b></p> <p>Cable TV Production Manager III            Television Engineer            Television Engineer</p>	<p><b>3 REG</b></p>
<p><b>AH3203 Unit B200</b>  <b>Municipal Content Production Unit</b></p> <p>Cable TV Production Manager II            Channel Traffic Coordinator            Council Phone/Voicemail Tech            Video Technician II</p>	<p><b>4 REG</b></p>
<p><b>AH3203 Unit B200</b>  <b>Original Content Production Unit</b></p> <p>Cable TV Production Manager II            Public Relations Specialist II            Computer Graphic Artist II            Video Technician II</p>	<p><b>4 REG</b></p>

WEBSITE SERVICES	
<p><b>FP3211 Unit T320</b>  <b>Website Development and Operati</b></p> <p>Programmer Analyst V            Programmer Analyst IV            Programmer Analyst IV            Programmer Analyst IV            Programmer Analyst III            Systems Analyst</p>	<p><b>1 REG</b></p>
<p><b>FP3211 Unit T320</b>  <b>Website Design, UX and Support</b></p> <p>Graphics Supervisor II            Graphics Supervisor I            Programmer Analyst IV            Systems Analyst            Graphics Designer II</p>	<p><b>1 REG</b></p>

**CUSTOMER SERVICE AND SUPPORT –**  
 Provides IT support to the Department, Mayor, Council, Controller, City Attorney, and other smaller departments that do not have their own IT support group. Processes and coordinates responses to California Public Records Act (CPRA) requests, including e-discovery related to the Citywide email system, MyLA311, Channel 35, ITA contracts, and phones. Provides telecommunications regulatory support for the City's private line and cable franchises.  
 2025-26 Contract Amount - \$498,750

**CUSTOMER ENGAGEMENT BUREAU (CEB)**  
**Assistant General Manager**  
 (F13250 Unit B000) **1 REG**

**Director of Systems**  
**CUSTOMER SERVICE & SUPPORT**  
 (FP3206 Unit B500) **1 REG**

<b>IT Policies and Support</b> FP3206 Unit B600	Information Systems Manager I	<b>1 REG</b>
<b>AH3203 Unit B300</b> Telecommunications Regulatory Officer III		
<b>AE3202 Unit B620</b> Sr Management Analyst I Sr Management Analyst I Systems Analyst		
<b>ITA &amp; Small Department Support</b> FP3206 - Unit B512	Systems Administrator III Systems Administrator II Systems Administrator I Programmer/Analyst III Systems Analyst	<b>9 REG</b>

<b>Desktop Technical Services/Elected Official Support</b> FP3206 Unit B510	<b>Unit B511</b> <b>City Attorney &amp; Controller Support</b> Sr. Systems Analyst II Systems Administrator III Programmer/Analyst IV Systems Analyst	<b>4 REG</b>
<b>Unit B511</b> <b>Council Support</b> Systems Administrator III Sr. Systems Analyst II Systems Administrator II Programmer/Analyst IV Systems Analyst Systems Analyst Systems Analyst		<b>7 REG</b>
<b>Unit B511</b> <b>Mayor Support</b> Information Systems Manager I Programmer/Analyst IV Systems Administrator I Systems Analyst		<b>4 REG</b>

<b>Council Audio</b> FP3206 Unit B530	Communications Electrician Supervisor	<b>1 REG</b>
	Communications Electrician Communications Electrician Communications Electrician	<b>3 REG</b>

**VOICE, VIDEO & DATA COMMUNICATIONS** – Operates and maintains the City's voice and video communications systems, supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects, and the contracts related to these services. Provides Command Post support during Citywide emergencies and special events. Responds to and fulfills City departments' Customer Service Requests (CSRs).

2025-26 Contract Amount - \$375,000

**Infrastructure Bureau (IB)**

**Assistant General Manager**

Unit 1000

1 REG

Director of Communications Services

**VOICE, VIDEO & DATA COMMUNICATIONS SERVICES**  
(FP3209 Unit 1500)

1 REG

<b>Citywide Facilities</b>	
<b>FP3209 Unit 1570 Mobile Worker Program</b> Sr. Management Analyst II Systems Administrator II Sr. Administrative Clerk (SUB)	2 REG + 1 SUB
<b>Data Network Engineering</b>	
<b>AE3202 Unit 1510 Citywide Systems</b> Sr. Communications Engineer Communications Engineering Associate IV	
<b>Citywide Audio &amp; Video Engineering Unit 1511</b> Communications Engineer Communications Engineering Associate III Communications Engineering Associate III Communications Engineering Associate II Communications Engineering Associate II Communications Engineering Associate II	9 REG

<b>Data Network Engineering</b>	
Information Systems Manager I	1 REG
<b>FP3210 Unit 1140</b> Communications Engineering Associate IV	1 REG
Sr. Communications Engineer <b>Citywide Fiber Network Engineering</b> Communications Engineering Associate III Communications Engineering Associate III Communications Engineering Associate III	
<b>FP3209 Unit 1550 Citywide Voice Network Engineering Voice/Call Center Network Engineering</b> Communications Engineering Associate III Communications Engineering Associate II	6 REG

<b>Network Architecture &amp; Connectivity Infrastructure</b>	
Systems Administrator III Systems Administrator II Systems Administrator II (SUB) Systems Administrator I	4 REG + 1 SUB
<b>Special Projects</b>	
Programmer/Analyst V	1 REG

<b>Data Network Operations – (+ Comm)</b>	
<b>FP3210 Unit 1140 Citywide Data Network Construction/Maintenance</b> Sr. Communications Electrician Supervisor  <b>Day Shift – Maintenance</b> Communications Electrician Supervisor Communications Electrician Supervisor Communications Electrician Communications Electrician Communications Electrician Communications Electrician <b>Night Shift – Maintenance</b> Sr. Communications Electrician Communications Electrician Communications Electrician  <b>Day Shift – Construction</b> Communications Electrician Communications Electrician Communications Electrician Communications Electrician Communications Electrician Communications Electrician <b>(Hold for Sub) (RES)</b>	

<b>AE3202 Unit 1530 Intrusion Alarms / Command Post &amp; City Wide Voice</b> Sr. Communications Electrician Supervisor	
<b>Intrusion Alarms / Command Post</b> Communications Electrician Supervisor Communications Electrician Communications Electrician Communications Electrician Communications Electrician Communications Electrician <b>(Hold for Sub) (RES)</b> <b>(Hold for Sub) (RES)</b>	
<b>Citywide Voice/Phones</b> Communications Electrician Supervisor Communications Electrician Communications Electrician Communications Electrician Communications Electrician	



**BROADBAND NETWORK SERVICES** – Provides engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites. Supports critical public safety radio, 911 Dispatch, and Microwave systems through continuing site improvements, upgrading the existing microwave network, and building robust radio systems. Provides Avionics support, which includes installation, maintenance, and programming of all communications, navigation, and avionics equipment used in City aircraft.

2025-26 Contract Amount - \$824,244

**Infrastructure Bureau (IB)**

**Assistant General Manager**

Unit 1000

1 REG

**Director of Communications Services**

**Broadband Network Services**

(2703)

1 REG

**Public Safety Radio Engineering Services**

Sr. Communications Engineer

1 REG

**AE3202 Unit I620**

**Simulcast Trunked Radio System (STRS)**

Communications Engineer  
Communications Engineering Associate II

**Microwave Radio Transmission/FCC Regulatory**

Communications Engineer

3 REG

**Public Safety Radio Engineering Services**

**AE3202 Unit I610**

**LAFD & LAPD Dispatch/Fire Station Alerting**

Communications Engineer

1 REG

**AE3202 Unit I610**

**LAFD MDN/LAPD VRS**

Communications Engineer

1 REG

**AE3202 Unit I620**

**LAFD VRS/Facilities**

Sr. Communications Engineer  
Communications Engineer

2 REG

**AE3202 Unit I654**

Avionics Specialist  
Avionics Specialist  
Avionics Specialist  
Avionics Specialist

**ENTERPRICE SYSTEMS & OPERATIONS –**  
 Manages and maintains the Hybrid (private and public) infrastructures encompassing the on-premise ITA Data Center (Storage, Servers, and VMWare) and the Cloud environments (AWS, GCP, and Azure) that host City data and serve as a backbone for City operations. Supports a wide range of critical platforms, including the 311 Call Center, SSL Certificate Management, LATAx, Remote Access, Active Directory, City websites, Managed File Transfer (MFT), Control-M Job Management, the Vehicle Management System (VMS), Data Backup (Cohesity), Web Load Balancing (NetScaler), Patch Management, GitHub, Terraform, and public safety systems such as TEAMS II.

2025-26 Contract Amount - \$1,352,134

**INFRASTRUCTURE BUREAU (IB)**  
**Assistant General Manager**  
 (FI3250 Unit T000) **1 REG**

Information Systems Manager II  
**ENTERPRICE SYSTEMS & OPERATIONS SERVICES (ESOS)**  
 (FP3208 Unit T700) **1 REG**

<b>ENTERPRICE SYSTEMS SUPPORT (ESS) AND DATA CENTER RESOURCE MANAGEMENT (DCRM)</b>	<b>1 REG</b>
Information Systems Manager I	
<b>Enterprise Systems Support</b> (LATAx, PaySR, FMS, TEAMS II, CRM/311, VMS, Control-M, AIX, MFT/SFTP)	
<b>FP3208</b> Systems Administrator II Systems Administrator II Systems Administrator II (SUB) Systems Administrator II (SUB)	<b>2 REG + 2 SUB</b>
<b>Data Resource Management</b> (Data Center Facility Mgmt, Netscaler, Netbackup, IBM/HP/PE SAN, Brocade Fiber Switches)	
<b>FP3208</b> Systems Administrator III Systems Administrator II Systems Administrator II Systems Administrator II	<b>4 REG</b>

**PLATFORM SUPPORT AND MAINTENANCE (PSM) AND DEVELOPMENT, SECURITY AND OPERATIONS (DEV SEC OPS)**  
 ^Information Systems Manager I **1 REG**

<b>Platform Support and Maintenance</b> (Patch Mgmt, CDSAD, EOCAD, Server Support, VMWare, Coldfusion, Nagios/IKM, Yippy Search, ListServ, Synergy, On-premise Web Hosting, SSL Cert, PrimeGov, Cloud Broker/Consulting, Azure, GCP, AWS Platforms, Terraform Mgmt & Dev, Bitwarden, DMV Access, BlueZone)	
<b>FP3208</b> Systems Administrator III Programmer/Analyst V Systems Administrator III Systems Administrator II Systems Administrator II (SUB) Systems Administrator III Systems Administrator III (SUB) Sr. Systems Analyst II	<b>6 REG + 2 SUB</b>

<b>Development, Security and Operations</b> (311 AWS Connect, AWS Static Sites, Github, BeyondTrust, MS Dynamics, PowerBI, O365 License Mgmt, Azure/Google Proxy [CCMS], Terraform Dev, SaaS, Cloud Middleware)	
<b>FP3208</b> Systems Administrator III Systems Administrator II Systems Administrator I	<b>3 REG</b>

**HR AND PAYROLL SUPPORT / BUSINESS ANALYSIS / HRP PROJECT MANAGEMENT** – Provides platform administration over Workday, software development, project planning, change management, and ongoing support of the City's Human Resources and Payroll System.

2025-26 Contract Amount - \$6,570,278

**Applications Bureau (AB)**  
**Assistant General Manager**  
 (FI3250 Unit T000)  
**1 REG**

**Information Systems Manager II**  
**HR and Payroll Support/Business Analysis/HRP Project Management**  
 FP3207 Unit T110  
**1 REG**

**HR and Payroll Support**  
 Information Systems Manager I  
**1 REG**

**FP3207 Unit T110**  
 Sr Systems Analyst II  
 Programmer/Analyst V  
 Programmer/Analyst V  
 Programmer/Analyst V  
 Programmer/Analyst IV  
 Programmer/Analyst IV  
 Programmer/Analyst IV  
 Programmer/Analyst IV  
 Programmer/Analyst III  
 IT Specialist

**10 REG**

**Business Analysis and HRP Project Management**  
 Sr. Systems Analyst II

**FP3211 Unit T320**  
 Sr. Systems Analyst I  
 Systems Analyst  
 Programmer/Analyst IV

