

# City of Los Angeles Information Technology Agency 2007-2008 Annual Report



August, 2008

## **Strategic Community Initiatives**

- **Digital Inclusion planning**
  - As part of City's e-government strategy, and in line with LA WiFi initiative goals, ITA has taken the initiative to study ways by which the City can enhance digital inclusion by promoting the use of technology, establishing programs and/or policies that incorporate the use of information technologies into the community. Since January 2008, ITA has worked with various City Departments, community based organizations, community technology centers, and other external stakeholders to establish partnerships and leverage City resources and facilities for creating new programs and building technology centers.
  
- **CRA Wi-Fi Project Expansion in Pershing Square**
  - Obtained Council approval to expand the current Pershing Square Wi-Fi network, operated by CRA, into downtown LA Historic and Financial cores. In Spring 2008, ITA initiated a partnership trial project with LADOT and CRA to evaluate the feasibility of using the expanded 20-block Wi-Fi network for parking meter reading and real-time monitoring, parking enforcement and credit card transaction processing.
  
- **BITC/MapB Public, Educational and Governmental Access (PEG) report formulation**
  - Assisted in the researching, drafting and processing of the "Board of Information Technology and Municipal Access Policy Board Report on the Future of Public, Educational and Governmental Access in the City of Los Angeles".
  - Opened and resolved 357 complaint cases against video providers which consisted of 690 total complaints. A total of 623 telephone calls and 102 E-mails and letters were logged from constituents.
  - Received 102 applications for cable TV tract clearance, processed and cleared 102 Conditions.
  - Facilitated the PEG Interconnection Agreement between Time Warner and Verizon. Agreement will result in carriage of the City's current PEG Access channels on the Verizon FiOS platform.
  
- **InsideLA/Urban Areas Shared Resources Portal**
  - The Shared Resources/InsideLA Portal is a standard, user friendly web portal, that can make user access to a variety of systems, applications and data easier, more efficient, and more secure. The Shared Resources/InsideLA Portal is offered Citywide, as well as to the City's UASI partners who choose to subscribe.
  - Funded by Urban Area Security Initiative (UASI) grant funding, the Portal will offer secured access for City departments to citywide and departmental applications, as well as for the City's public safety departments and UASI partners, many of the UASI funded public safety systems, applications, and

projects, who reside on different regional partner networks, on different servers, with different access methods, and many requiring individual communication lines without this secured access method.

- **Wireless Broadband and Wi-Fi Technology Projects**

- In an effort to evaluate and promote use of wireless broadband technology, ITA established a new section to work with various City Departments, community based organizations, community technology centers, and other external stakeholders to facilitate the development of wireless hot zones and/or pilot projects within the City of Los Angeles. This includes identifying project partners and preparing proposals, project plans, and cost estimates for future projects such as the following:
  - Evaluating use of downtown LA Wi-Fi network for LADOT's parking meter monitoring, parking enforcement, and credit card processing.
  - Pole leasing and attachment for private Wi-Fi community network deployment in Korea Town / Wilshire Corridor.
  - Support City Planning Dept relative to creation of a master list and mapping system of existing wireless facilities.
  - Program proposal for wireless Internet service for residents of Jordan Downs Housing Development.
- Expansion of the Pershing Square Wi-Fi Network to other downtown business districts.

- **San Pedro City Council Remote Video Testimony Service**

- In Spring 2008, ITA, with assistance from GSD constructions division and the Office of the City Clerk, completed the implementation and testing of the second remote site of the City Council remote video testimony service in San Pedro City Hall. As part of this implementation the audio console equipment located in the City Hall Council Chambers was also upgraded in order to accommodate additional connections to the new remote site. ITA is currently working with the Office of the City Legislative Analyst (CLA), Office of the City Clerk and City Council offices to coordinate activities associated with launching and marketing the new service. Target launch date for the new service is not determined, pending approval of the City Council President.

- **Video/Cable Regulatory**

- The Cable Regulatory unit opened and resolved 357 cable complaint cases against video providers.
- Facilitated PEG interconnection agreement with Time Warner and Verizon, along with the Municipal Policy Access Board.
- Provided cable clearance for tentative tract maps.
- In April, 2008, the Board of Information Technology Commissioners voted to disband after over 23 years, the last 13 under their current name.

## **Systems Projects (External)**

- **3-1-1 Service Level Improvement**
  - 20% improvement in 3-1-1's service level – Achieved the 3-1-1's service level goal of 80% of calls received answered within 20 seconds.
  
- **Department of Building and Safety Call Center Integration with 3-1-1**
  - The integration of the Department of Building and Safety's (LADBS) call center became effective on December 1, 2007. 11 full-time authorities were functionally transferred from LADBS to ITA (3-1-1). Approximately two-thirds of all inspection and permit related calls – projected at over 550,000 for FY 2008-09 – will be handled entirely by 3-1-1 call agents, with the remaining third being transferred to the specialty group remaining within LADBS.
  
- **Citywide Portal Development**
  - Created a portal environment which allows departments to create portal communities for their staff. Features include RSS feeds, messaging, blogs, polls, and wiki. So far ITA, Emergency Development Department, citywide GIS, Recreation and Parks, Building and Safety, Planning Department, Bureau of Engineering, and Fire Department are participating. Outside regional partners are also being brought in - Long Beach Port and the Joint Reg Intell Ctr (JRIC).
  
- **WebFusion Regional EOC**
  - The WebFusion Regional EOC server is now in production. It includes the following agencies and/or locations: Department of Homeland Security, Los Angeles County Department of Mental Health, the Cities of Alhambra, Anaheim, El Segundo, Ontario and Huntington Beach; Orange County; Maricopa County; Cal State University Long Beach; the Disney Corporation; Sempra Utility; and the Kauai Civil Defense Media/Web.
  
- **Regional WebEOC Hosting and Regional Urban Area Shared Resources Portal**
  - The following cities and locations are part of the Regional WebEOC Hosting: Santa Monica, Beverly Hills, Culver City, West Hollywood, Vernon, LA Unified School District, and the University of Southern California.
  
- **Payment Card Industry (PCI) Data Security Standards Compliance Assessment**
  - ITA assisted the Office of Treasury in a citywide effort to comply with the Payment Card Industry (PCI) Data Security Standards (DSS). The PCI DSS is designed to assist credit card merchants to meet stringent data security requirements. The detailed questionnaire assessments and quarterly network scanning efforts were conducted for fifteen city

departments, and to date, all fifteen city departments have been found in compliance with PCI Data Security Standards.

- **Library E-Rate Cost Reimbursement**
  - “E-Rate”, the Schools and Libraries Program of the Universal Service Fund, is administered by the Universal Service Administrative Company (USAC) to make discounts, in the form of reimbursement, available to eligible schools and libraries for telecommunications services. The filing window for the E-Rate 2008-09 funding was between November 7, 2007 and February 2008. ITA successfully submitted applications to obtain 90% cost reimbursement (estimated over \$550,000/yr savings) for the cost of fiber services installed for LAPL in 2008-09.

## **Systems Projects (Internal)**

- **PaySR Release 6B Implementation**
  - PaySR Release 6B was successfully implemented into production, replacing the last update processes performed by the Legacy Payroll system. Now PaySR is the master of the City’s payroll data. The Legacy Payroll system still performs some reporting functions which are being phased out.
  
- **PaySR Retroactive Pay Module**
  - A new retro pay process was created to work from Pay History instead of Form 41 History. This process was used for performing the retro for 20 MOU’s, starting with one for the Fire Department.
  
- **Supply Management System (SMS) Year End Projects**
  - Closed fiscal year 2007-2008 on schedule.
  - Performed a data reconciliation process to synchronize the data within the SMS’ internal tables and between SMS and FMIS systems.
  - In response to the Mayor’s Memorandum dated 5/9/2008 requesting City departments to review and close unneeded prior-year encumbrance, the SMS team closed 20,729 purchase order lines releasing \$17.3M in funds.
  
- **InfoAdvantage Upgrade**
  - Upgraded InfoAdvantage to version 6.5 to improve the performance and reinstate vendor support for this ad-hoc financial reporting tool.
  
- **New FMIS interfaces**
  - Developed three new FMIS interfaces to automatically upload financial transactions (CRs, CRCs, and IV/JVs) from Public Works, Treasurer’s Office, and PaySR systems.
  
- **FMIS/CCAS**
  - Two new departments were added to the system: Mayor’s Office and Commission of Children, Youth and Families.

- **Street Improvement Bonds II (SIB II)**
  - The new SIB II system is a major effort to upgrade and replace an out-dated batch system for managing the street improvement bonds for the Treasurer's Office. Phase I implementation is to be completed within a month. This system is designed to assist the Treasurer's Office to accurately and effectively manage over 1,800 active accounts for street improvement bonds which require daily and periodic activity for account data management, data inquiry, financial reporting, billings, and receipts and disbursements for over \$2 million worth of financial transactions each year. The new system not only assists the Treasurer's Office to improve the efficiency of its daily operations, but also provides a sequence of online procedures that can help the Treasury establish and enforce its business standards and practices in managing the existing and all future bond accounts.
  
- **Zero-Based Budgeting (Zero-B) System**
  - Managed the design and development of ITA's Zero-Based Budgeting System (Zero-B), currently in initial testing, which will allow multi-user access to budget information from any of three perspectives – by organizational unit, by account(s), and by work effort. Built both as a successor to ITA's Financial Management Model spreadsheet and as a precursor to the City's adoption of Project Portfolio Management software, Zero-B is designed to integrate with the Service Desk Online System (SOS), the Financial Management Information System (FMIS), and the Citywide Payroll System (PAYSR). When fully operational, Zero-B will allow the comparison of actual to budgeted use of resources throughout ITA.
  
- **Application Portfolio System (APS) enhancement**
  - Led the development and implementation of the citywide Application Portfolio System (APS) to catalog all city computer applications into a consolidated application inventory. To date, each city department has entered a comprehensive list of its computer applications into the APS; compiled together, there currently are 1,636 total applications throughout the City. The APS facilitates our analyses of application redundancies and allows us to consider how they might be consolidated.
  
- **Citywide Portal Development**
  - The Citywide Portal Development project includes the following departments: ITA, Emergency Development Department, citywide GIS, Recreation and Parks, Building and Safety and Planning Department.
  
- **SMS Entry Event Implementation and PeopleSoft 9.0 Upgrade**
  - SMS is undertaking a major effort to implement the Entry Event Module and upgrade SMS from PeopleSoft 8.8 to 9.0. Fit gap analysis, design,

development and unit testing phases have been completed. The SMS team met the major milestone of starting the integration test phase on schedule.

- **Service Request System (SRS) Consolidation Analysis**
  - The Project Management Office (PMO) undertook a feasibility study to determine whether the currently disparate service request systems in the Bureaus of Street Lighting, Sanitation, and Street Services could be consolidated into a single system. The study identified and reviewed both the hardware and software costs for operating each of these systems and concluded that such a consolidation was not practical at the present time.
  
- **Information Technology Policy Committee (ITPC)**
  - Continued the oversight and management of the monthly Information Technology Policy Committee (ITPC), comprised of the information systems directors from all City Departments, to establish and implement citywide technology policies and procedures. In the year 2008, this committee passed two major policies: the Disaster Response and Recovery of IT Systems Policy and the Data Share Policy. The Disaster Response and Recovery of IT Systems policy sets guidelines for city departments in preparing disaster recovery goals and procedures; the Data Share Policy implements the procedures required to attain shared use of disparate departmental data sources.
  
- **Evaluation and planning of Project and Portfolio Management**
  - Initiated the Project and Portfolio Management (PPM) project in response to two predominant goals linked to the sustainable evolution of information systems in the City: (1) the need to eliminate duplicate work efforts that could more efficiently accomplished through inter-departmental cooperation; and (2) the need to be able to track the availability and utilization of both labor and non-labor resources throughout the City in order to maximize the efficiency and effectiveness of total spending on IT projects, products, and services. PMO began addressing these concerns by undertaking a Proof of Concept hosted by an existing City vendor, Computer Associates (CA), which allowed PMO to examine whether Project and Portfolio Management software would be of value in meeting these two goals. Working with CA's Clarity software in a sandbox environment, PMO determined that such a software solution did have the capacity necessary to organize and manage the usage of IT resources much more effectively than existing systems allow: (1) PPM software is able to track, analyze and map resource usage from a wide variety of user-defined perspectives; (2) PPM software can easily be configured to interface with the City's financial management and payroll systems; (3) PPM software easily facilitates "what-if" scenarios regarding new ideas and resource distributions; and (4) PPM software allows access to data from perspectives ranging from high-level "dashboard" views to detailed drill-downs. Based upon its experience in the

Proof of Concept, PMO strongly recommended the implementation of PPM technology as soon as possible.

- **Operational Risk and Computer Assessments (ORCA)**
  - Designing and developing the Operational Risk and Computer Assessment (ORCA) system to automate the workflow in ITA's review of all medium to large scale IT projects and all software and hardware purchase requests throughout the City. The ORCA system is in response to a March 2008 initiative by the Mayor mandating that City departments take advantage of volume discounting, consolidate IT hardware purchases, reduce infrastructure costs, and eliminate redundant work efforts.
- **LAFD Complaint Tracking System**
  - Designed and implemented a system to manage, monitor and track all complaint cases being filed by the LAFD staff and by the general public.
- **LAFD Disciplinary Tracking System**
  - Designed and implemented a system to manage, monitor and track LAFD disciplinary cases.
- **LAFD Kaiser Targeted Destination Program Tracking System**
  - Integrated a new intranet system with the emergency Management Services System to handle the billing, payment/adjustment posting, and progress tracking of the Kaiser Target Destination program.
- **Implementation of EMS Card System, map servers, Oracle servers, web servers, and domain controllers.**
  - Implemented an automated Emergency Medical Service protocol capability for 0-1-1 dispatchers and completed upgrades to hardware components that support computer aided dispatch, mapping, database and webservices.
- **LAPD Kitroom Inventory Tracking System**
  - Designed and implemented an asset tracking system for LAPD's kitrooms to automate all aspects of kitroom operations, KITS has been rolled out to nine police stations and has saved kitroom officers' valuable time and reduced the numbers of lost equipment.
- **Expanded Archive Drive for the LAFD Magnasync 9-1-1 Recorder System**
  - Working with Magnasync, Inc., ITA completed the expansion of the LAFD Recorder System to add capacity for storage of recorded 9-1-1 calls. Efficient archiving is critical to the timely reproduction of 9-1-1 recordings by the LAFD for court proceedings.
- **Replaced last two LAFD voice radio channels**
  - ITA completed the effort to replace the last two LAFD voice radio channels from MSF5000 to Quantar base stations. All LAFD's 18 voice radio

channels at all nine sites are now on new base stations. This upgrade improves the coverage and signal quality of the LAFD radio system.

- **GSD Office of Public Safety radio dispatch consoles implementation**
  - Completed the installation of two new Dell server/computers for the GSD Office of Public Safety's radio dispatch consoles. The servers will enhance public safety services provided by GSD.
  
- **Conceptual design of HeadSet Interface System for implementation of new E9-1-1 telephone system**
  - As part of the ongoing support for the Public Safety System Project (PSSP), ITA assisted the LAFD in completing the Functional Design Document for the implementation of the new E9-1-1 Telephone System. The conceptual design by ITA for the HeadSet Interface System (HIS) for the implementation of the new LAFD E9-1-1 System was also accepted by AT&T, Plant/CML and LAFD. The HIS will be implemented as part of the Computer Telephone Interface (CTI). Using ITA's design provides a means to meet LAFD's unique operational requirements while saving the City hundreds of thousands of dollars it would have had to pay a vendor such as Plant/CML to develop a similar interface.
  
- **Communication facilities and systems for newly-constructed LAPD Metro Bomb Squad Facility, Valley Bomb Squad facility, and Operations-Valley Bureau Headquarters, Traffic Division**
  - Collaborating with the Bureau of Engineering and other stakeholders, ITA provided major support in the implementation of communications facilities and systems for the following newly-constructed facilities:
    - 1) LAPD Operations-Valley Bureau Headquarters/Valley Traffic Division Facility;
    - 2) LAPD Metro Bomb Squad Facility;
    - 3) LAPD Valley Bomb Squad Facility.
  - Completion of the new bomb squad facilities will enhance the ability of the LAPD Bomb Squad Unit to respond to bomb threats and improve overall policing for the citizenry residing in the Metro and San Fernando Valley areas of the City of Los Angeles. Completion of these facilities will also strengthen homeland security. Completion of the LAPD Operations-Valley Bureau Headquarters/Valley Traffic Division Facility will enhance traffic operations for the citizenry of Los Angeles.
  
- **Criminal Case Management System**
  - Successfully implemented the CCMS2 system to replace the out-dated Foxpro CCMS system used within the City Attorney's office. The new system provides a Web-based user interface. The replacement application has help to reduce costs through task automation, reduction of paper usage, the elimination of custom printed forms, and simplified reporting for multiple branch locations.

- **Document Management System (City Attorney and Controller)**
  - The Office of City Attorney has been using Soft Solutions as a document management system since the early 90's and it is no longer supported by the vendor. This system plays an important role in keeping and tracking documents for the office. The new document management system was successfully implemented for the City Attorney and Controller offices and provides the ability to do content searches.
  
- **County Assessor Parcel Number (APN) Trace implemented**
  - This is a new web-based application to assist all City departments in identifying the new parcel numbers for obsolete APN's.
  
- **California Aging Reporting System (CARS) implementation**
  - California Aging Reporting System (CARS), a mandated project that modifies the Department of Aging's Client Tracking System to conform to new State reporting requirements, was implemented into production. Staff was able to obtain a refund from the State for resources used for the modification.
  
- **Replaced Street Lighting Assessments System application**
  - The new web-based application allowed Street Lighting to bill publicly-owned properties, which were not billed in the past. Over \$40,000 in additional City revenue was collected since March 2008, as a result.
  
- **Completed the Communications Assets Inventory and Management System (CAIMS)**
  - Maintenance Control and Management Systems Upgrade: A new project to transmit extracted Hiring Hall employee labor data from Communications Assets Inventory & Management System (CAIMS) to the D-Time system, thereby saving double data entry was completed.
  
- **Systems Support for Department of Building and Safety (LADBS)**
  - Connected LADBS' Disaster Recovery Server to ITA Storage Area Network in Van Nuys, and upgraded LADBS' Interactive Voice Response (IRV) servers to restore vendor support.
  - Implemented Panther, a Client/Server development tool for the Plan Check and Inspection System (PCIS).
  - Automatic Code and Ordinance inspection scheduling prototype has been developed to assist Code Enforcement inspectors to do inspections in the field.
  
- **Coordinated annual Disaster Recovery testing**
  - Thirty-four applications on the mainframe were recovered and tested. The Department Operations Center (DOC) was activated and connected to the SunGard recovery site in New Jersey.

- **Code-1 System**
  - Upgraded Code-1 software to the 3.2 version. Code 1 is the mailing software that validates, corrects, and standardizes customer address data to achieve the lowest postal rate that supports large scale City mass mailings (e.g. elections).
  
- **DVWEB Customer Reporting**
  - Implemented self serve reporting system. This application will enable customers to view their reports and print directly from the mainframe on-line.
  
- **Application Enhancements**
  - Developed a new web Online Documentation System.
  - Retired the Service Request Tracking System (SERTS), and implemented the Work Order module within the ServiceDesk Online System (SOS).
  - Implemented a Cost Accounting System (CCAS)/D-time work order interface.
  - Implemented Event Registration Management System (ERMS).
  - Implemented ISIS Duplicate Client Prevention and Infraction Tracking Common Module implementation.
  - Added the Program Narrative Interface to CDD's Human Services Delivery System (HSDS).
  
- **InfoAdvantage Upgrade**
  - InfoAdvantage 6.5 is an easy-to-use, intuitive, drag-and-drop web-based user interface which allows the City departments the capability to develop ad-hoc and standard reports to meet their financial reporting and information needs. The team started this upgrade effort during last fiscal year. The business case for this upgrade are: Improving performance and lack of vendor support for the product release. The team has successfully installed and configured the hardware and software as well as migrating some of the existing reports. The InfoAdvantage 6.5 upgrade was implemented on schedule July 2, 2008.
  
- **Documentum infrastructure and VMWare implementation**
  - Deployed Ethics' SEI filing system, Office of Controller's Account Payable, and City Attorney's SoftSolution replacement into the City's Documentum infrastructure. The system already contains over 850,000 files.
  - Upgraded Documentum infrastructure, including increasing the memory on the servers.
  - Moved the Development, QA, and Production servers to a virtual (VMWare) environment, reducing the number of physical machines.
  
- **ePayment Support**
  - Provided ongoing support to the ePayment system and monitored transactions created from Recreation and Park, Ethics, and LATAX applications. This year's number of transactions during the Office of

Finance annual business tax heavy filling season increased 36% over last year's transactions.

- Added Council Support's Earthquake Conference application to the ePayment gateway for their online registration for the International Earthquake Conference in November 2008, hosted by the City of Los Angeles.
- **eForm Project for LAPD**
  - The ITA e-Forms support staff worked closely with LAPD Planning Research and Development (PRD) to conceptualize scope, define requirements and develop a plan for a large scale E-Forms Project. Completed forms modifications, assisted in e-forms design, guidance and recommendations to PRD. The LAPD e-Forms Repository application was successfully implemented and hosted on the ITA server. Later, it was successfully transitioned to LAPD after going through a substantial testing and validation. There were over 650 LAPD forms and references that got converted to eForm with ITA's help.
- **Citywide Blackberry Services**
  - Citywide Blackberry services support up to 704 accounts in 35 departments.
  - Established a direct link to CityFone on many Blackberries.
  - Upgraded and moved all Blackberry Enterprise Servers to Dell hardware platform.
  - The Council Status page icon has been added to many Blackberries.
  - Blackberry Enterprise Server – Instant Messaging feature was installed.
- **Software Asset Management, Novel Zenworks implementation**
  - Implemented Novell Zenworks Asset Management to facilitate Microsoft license audit.
- **Identity Management expansion and enhancement**
  - Helped Building and Safety develop and deploy identity management to help facilitate the population of their personnel system.
  - Helped facilitate and deploy a new city-wide portal project that will also serve outlining areas for the purpose of getting Emergency Response information in a timely manner. This has included new single sign on capabilities for users.
  - Started the clean up of the Diamond 2 (Badge System) with the help of GSD. This will include cleaning up un-matched and terminated users, procedural changes in badge issuance and information sharing. The scope of this project will include the physical security of all city buildings being accessed by city employees.
  - Created procedures for cleaning up the GroupWise database and the Authentication Service Directory to reduce the cost of licensing.

- **Citywide GroupWise Email System consolidation expansion and services enhancement**
  - Completed consolidation for Building & Safety, City Clerk and the Convention Center. A total of 3,729 mailboxes moved into the Consolidated System.
  - Launched GroupWise Archive Pilot with volunteer City Departments.
  - Implemented a solution to handle the large attachments sent/received by City users.
  - Completed a proof of concept for mirroring the virtual tape library to the Van Nuys disaster recovery site to aid in disaster recovery planning.
  - Implemented the redundancy plan for Internet e-mail gateways to ensure constant up time.
  - Supported many e-Discovery requests.
  
- **3-1-1 Technology – Application migration**
  - The Citywide Services Directory Application was successfully migrated to a new server hardware and software platform to replace end-of-life equipment. The application was modified and updated to use software with lower licensing and support.
  
- **Multi Function Copier/Printer citywide rollout**
  - All Canon copiers in the main Mayor office, Council offices, 30 Council field offices and 8 Mayor's field offices throughout the City have been successfully replaced by the new Ricoh copied. In partnership with the vendor, various training sessions have been tailor-made to help our users get familiar with the advanced features. Every workstation has been configured for the new machine to print, scan and fax. The new copiers provide a variety of advanced features in delivering state of the art printing, scanning and faxing capabilities. Energy saving and operation efficiencies have been greatly improved with these new machines. Double-sided printing is now the default setting on all copiers, as well as the available feature on remote faxing and scanning to eliminate the needs for additional fax machine and scanner.
  
- **Telephone Cost Management Savings & Idle Phone Lines Disconnect**
  - The Telephone Cost Management section has generated over \$250,000 in savings by auditing telecommunication bills, requesting federal funding, identifying phone and data lines for disconnection, and recommending alternative contracting options.
  - The Voice and Data communications units have been eliminating idle phone lines throughout city facilities. The savings generated has been over \$241,000. Alternative methods for identify idle phone lines are still be investigated.

- **Data/Voice Warehouse Inventory**
  - The Data/Voice Warehouse launched a new online feature that allows the visibility of the status of materials in the warehouse. This includes materials received, locations stored, and inventory of material removed. This information is updated on a near-real time basis to allow engineers to quickly address their projects.
  
- **LAPD TEAMS II Communications Upgrade**
  - All Ethernet hubs were replaced with switches at the Northeast, Southwest, Southeast, and Newton area. In addition, 77<sup>th</sup> street station and Parker Center floors 1 to 8 were also completed.
  
- **LAFD Wide Area Network (WAN) Upgrade Phase I & II**
  - T-1 connections were built out to 100 remote fire stations and network performance increased by 24 times. The network fully utilizes the City's fiber optic backbone infrastructure that reduces telecom charges with an annual savings of \$360,000. Phase II is currently underway to deploy a wireless high-speed data link architecture.
  
- **Video Surveillance and Security Camera Project**
  - In response to a growing demand for video surveillance cameras systems ITA initiated the evaluation of various broadband technologies (wireless and Fiber networks) used to connect remotely located cameras to a centrally monitored network. ITA worked with Public Safety offices to select five City facilities for pilot implementation to (a) evaluate bandwidth utilization and network performance between multiple sites and (b) determine the level of network improvements and support resources required for expanding it to future video surveillance sites.
  
- **Office of the Controller 21<sup>st</sup> Certification and Fiscal Monitoring Program**
  - The department successfully passed the Controller's 21st Certification and Fiscal Monitoring Program for the period July 07 to December 07. Through this program, the Office of the Controller evaluates each department's compliance of the City's accounting policies and internal control procedures. To become certified, a department has to achieve a score of 70% or higher. Passing the certification is critical to the department's accounting operations as it allows us to process all invoices below \$100,000 internally, without requiring the Controller's review and approval, and generate a payment check by the next day.
  - For the 21st evaluation, the department surpassed the passing score of 70% with a score of 91.20%, a 5% increase from the last period's evaluation score. This included a perfect score in the "Receipts" area and 95% and 96% in the Budget & Appropriation and Payroll functional areas, respectively.
  - We are currently the 22nd evaluation audit for the period second half of FY 07-08.

- **AT & T Calnet1 Conversion to Calnet2**
  - The conversion of the AT & T CalNet 1 contract into CalNET 2 generated thousands of refund checks from AT & T within a three-month period from March 2008. The Accounting team was responsible for tracking and controlling these checks and for monitoring the postings into the new CalNet2 accounts. While the process has not been fully completed, the assignment required a great deal of teamwork within our group and good coordination with AT & T representatives.
  - To date, we have received 2,500 checks for a total amount of approximately \$400,000.
  
- **Zero Based ITA Financial Management Model implementation**
  - Developed and maintained the Financial Management Model to implement a “zero-based” approach in drafting ITA’s FY 2008-09 budget request. Built on a Microsoft Excel platform, the Financial Management Model facilitates a drill-down examination of costs and resources (i.e., labor and non-labor) throughout our department. The completed Model reports budget items aggregated along a variety of programmatic, organizational, and accounting parameters.

## **Media/Web Projects**

- **Redesigned of Six Elected Official websites**
  - Redesigned websites for At the request of the Mayor’s Office, Council Offices 1, 3, 7, and 14, as well as the City Attorney to reflect recent changes.
  
- **Launched New Web Content Management Solution**
  - Completed the customization and production setup of a citywide Web Content Management system using Stellent software, and successfully implemented the first 2 sites – ITA and the Mayor’s Office sites. This allows non-technical staff to make regular content updates to their websites, replacing the process of sending requests to web developers.
  
- **Implemented New Kid’s Website**
  - Designed and implemented a Kids Page on the Lacity.org site, which serves as a place for kids to find out about all the fun and educational things to do, places to go, and online games to play that the City has to offer.
  
- **Created Mayor’s Business Solutions Website**
  - Created a new Business Solutions website for the Mayor’s Economic Development Office.
  
- **Environmental Affairs Department Website**
  - Redesigned the Environmental Affairs Department website, which combines information from the old department website and the City website on sustainability.

- **Channel 35 Programming**
  - Created central file sharing system.
  - Reconfigured the Station's post-production environment.
  - Replaced three outdated edit bays with digital HD capability.
  - Implemented live cablecast capability from the Mayor's Press Room and EOC.
  - Developed plans to outfit five commission rooms with video systems.
  - Began providing on-demand content on our web site and helped re-design the page which won its first award at the SCAN conference.
  
- **Channel 35**
  - Received 13 honors by SCAN NATOA for the annual STAR Awards Programming competition.
  - Broadcast the Santa Parade for the first time.
  - Covered Mayor's Annual State of the City Address
  - Expanded LA Update to double the number of stories covered each day
  - Covered over 300 City events.

## **Infrastructure Projects**

- **Mainframe Print Elimination (Green LA)**
  - Mainframe print elimination is being achieved through the suppression of departmental production jobs and allowing them to view the reports online instead. Over 360 million print lines annually have already been eliminated.
  
- **Hardware Contracts optimization**
  - Assisted General Services with implementation of two citywide hardware contracts – one with Hewlett Packard and the other with Dell. Both contracts are directly with the vendors thereby eliminating third party overhead of 6% to 8.5%. Coordinated implementation of City-specific websites with both Hewlett Packard and Dell. Defined city desktop standard products based on volume discounts to allow the best possible pricing from both vendors.
  
- **Library Communications Upgrade**
  - On behalf of the Los Angeles Public Library (LAPL), ITA negotiated and executed a contract to obtain fiber optic services at the Central Library and seventy-two branches to improve the Library's broadband network performance. This agreement reflects the phase II of a district-wide broadband infrastructure upgrade plan for LAPL which was developed by ITA in 2006-07.
  
- **Data Center Optimization**
  - Server Consolidation
  - Hardware Deployment
  - Server Vulnerability Assessment

- Mainframe Cost Reduction Measures
- SNA 3174 Elimination
- Storage Data Migration