

CITY OF LOS ANGELES

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December 2, 2014

REF: EXE-380-14

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

Attention: Information Technology and General Services Committee

Subject: **INFORMATION TECHNOLOGY AGENCY 2014-2017 STRATEGIC PLAN**

Dear Councilmembers:

The Information Technology Agency (ITA) is submitting the attached strategic plan for 2014-2017 for your consideration.

As the second largest City in the United States, Los Angeles is embracing technology at a rapid pace and innovation has become a top priority for the leadership of the City. The ITA is dedicated to serving City Departments, Elected Officials, and the Public with a wide variety of information technology (IT) services.

The ITA 2014-17 Strategic Plan focuses on goals of rebuilding our infrastructure and enhancing our abilities to innovate. Some of the exciting projects the ITA is pursuing in support of the Elected Offices, Council controlled departments and the community include:

- Enhancing reliability of the Data Network and replacing end of life RLAN network
- Setting standards for 10 years for e-mail, office software and various other desktop and enterprise software solutions
- Fiber expansion to all City-owned facilities
- Phone system replacement with a new City standard Voice Over IP (VOIP) solution
- New 311 Customer Relationship Management (CRM) system
- Procurement reform including replacing legacy purchasing system
- Developing an RFP to re-host applications to the IBM Mainframe for a more cost-effective platform
- Migrating remaining City departments to Active Directory and a new Identify Management system to simplify application integration
- Modernizing the ITA data center with new air conditioning, walls, tiles and racks



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- Implementing a Mobile Data Management solution and Bring Your Own Device Policy (BYOD)
- Replacing the legacy Content Management System with Drupal and hosting LACity.org with Acquia
- LA Community Broadband Network (LACBN) for Broadband connectivity to every City of LA Household to ensure affordable access to all Angelinos
- Partnering with non-profits to build a Digital Inclusion program to provide low cost PCs to low income households
- Enhancing the Security Operation Center and collaborating with the Cyber Intrusion Command Center to design a comprehensive center with line of site to all City networks
- Implementing an out of state offsite Disaster Recovery solution with Switch and investigating a solution for replacing tape backup with an on-line solution
- Implementing an IT Classification Study to place new titles and specifications for IT Positions in an effort to attract and retain the talent and skill sets needed, develop an internship, and contract to hire a program to deal with succession planning
- Rolling out WiFi for all elected officials offices
- Implementing Performance Based Budgeting module in the City's ERP

In this strategic plan you will find more information about the ITA's services, our best in class project management and department alignment methodology, our standards and architectures, our major initiatives, projects the ITA is pursuing in collaboration with City departments, and actions we are taking in pursuit of our City's vision for the future.

I trust that the information provided herein will provide a foundation for the development of an innovative and transparent digital government platform for the City of Los Angeles. Please contact me, at (213) 978-3311, should you have any questions or require additional information.

Respectfully submitted,



Steve Reneker
General Manager

Attachment

cc: Honorable Mayor Eric Garcetti
Dan Caroselli, Office of the Mayor
Rick Cole, Office of the Mayor
Peter Marx, Office of the Mayor
Abhi Nemani, Office of the Mayor
Honorable Councilmember Blumenfield

John Popoch, Council District 3
Honorable Councilmember Bonin
Laura McLennan, Council District 11
Honorable Councilmember O'Farrell
Harout Semerdjian, Council District 13
Claudia Aguilar, Office of the City Administrative Officer
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Ruben Vasquez, Personnel Department