

REPORT FROM

OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Date: January 6, 2014

CAO File No. 0111-31284-0021

Council File No.

Council District:

To: The Council

From: Miguel A. Santana, City Administrative Officer 

Reference: Transmittal from the Bureau of Sanitation dated December 27, 2013

Subject: **REQUEST FOR SUBSTITUTE AUTHORITY FOR ONE SENIOR SYSTEMS ANALYST I AND ONE SYSTEMS PROGRAMMER II**

SUMMARY

In a transmittal dated December 27, 2013, the Bureau of Sanitation (Bureau) requested substitute authority for one Senior Systems Analyst (SSA) I and one Systems Programmer (SP) II to provide technical support for the City's 311/Customer Relationship Management (CRM) System. As part of the 2013-14 Budget deliberations, the Council adopted a policy, effective July 1, 2013, wherein authorization of substitute positions, except for layoff avoidance, shall require Council approval. Prior to 2013-14, the authorization of substitute positions was primarily performed by this Office. This Office will continue to perform its usual review and analysis of substitute authority requests under this new policy and provide the Council with an independent analysis as it considers requests from departments.

On January 23, 2013, the Council approved (C.F. 13-0045) a settlement with Oracle Corporation, which included the purchase of software licenses to improve the Bureau's Solid Resource Fee Billing and Service Request System and the Citywide 311/CRM System. These improvements will assist the Bureau's efforts to comply with the class action lawsuit settlement agreement *Lilith Chakhalyan, et al. v. City of Los Angeles* (C.F. 11-1902), which requires the Bureau to implement corrective measures to prevent future Solid Resource Fee overcharges. The Bureau has agreed to purchase the hardware, host the systems, and provide the ongoing maintenance and support for the systems and infrastructure. These systems will be supported by a six member team. Four of the positions are currently supporting the existing Sanitation Service Request System and the remaining two positions will be reallocated from two vacant System Analyst II positions to a SSA I and SP II position. This reallocation was approved by the Civil Service Commission on August 22, 2013 and on December 11, 2013, this Office's Employee Relations Division approved the higher level pay grade for the SP position. Substitute authority is required to employ persons at the reallocated classifications until the change can be reflected in the Bureau's Department Personnel Ordinance. These substitute authorities are fully supported by special funds and the Bureau will hold two regular Systems Analyst II positions vacant to fund these positions.

RECOMMENDATION

That the Council approve substitute authority for the Bureau of Sanitation for one Senior Systems Analyst I and one Systems Programmer II position to provide technical support for the City's 311/CRM Project for the period January 1, 2014 through June 30, 2014.

FISCAL IMPACT STATEMENT

There is no General Fund impact as these positions are fully supported by special funds. The Bureau will hold two regular System Analyst II positions vacant to fund the costs of the higher salary substitute authority positions. Full year savings from the two Systems Analyst II vacancies (\$161,182 for both positions) are sufficient to support the six-month costs of the SSA I (\$47,647) and SP II (\$53,812) substitute authorities, which have a total cost of \$101,459. Sufficient funds are available in the 2013-14 Adopted Budget to support the request and the recommendation in this report complies with the City's Financial Policies as ongoing revenues will support ongoing expenditures.

MAS:WKP:06140060

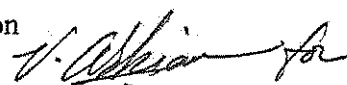
CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: December 27, 2013

TO: Miguel A. Santana, City Administrative Officer
City Administrative Office

Attention: Wilson Poon

FROM: Enrique C. Zaldivar, Director
Bureau of Sanitation



SUBJECT: REQUEST FOR SUBSTITUTE AUTHORITIES FOR TWO POSITIONS - SENIOR SYSTEMS ANALYST I, AND SYSTEMS PROGRAMMER II

In accordance with provisions of the Departmental Personnel Ordinance, the Bureau of Sanitation requests substitute authorities for one Sr. Systems Analyst I (Class Code 1597-1), and one substitute authority for one Systems Programmer II (Class Code 1455-2), be authorized for the Information and Control Systems Division.

This authority is necessary to work on the 311 project. On January 23, 2013, City Council approved a settlement with Oracle Corporation that was intended to remedy a number of issues. The issues of most interest to the Bureau of Sanitation were the purchase of the Oracle Software necessary for the Solids Billing and Service Request System (SRS) improvements that Sanitation has been working on in partnership with DWP for the past three years. The City agreed to these improvements under the terms of the settlement of the class action lawsuit Lilith Chakhalyan, et al. v. City of Los Angeles (Council File 11-1902). This Software purchase and project also included the much needed improvements to the City's 311 system in partnership with ITA.

Since these systems are so critical to Sanitation, we agreed to purchase the necessary hardware, host it, and provide the ongoing management of these systems and infrastructure. Sanitation agreed to do this with the understanding that the positions needed to support this project would be unfrozen, and that any upgrades required to accommodate the changes in work and complexity would be approved as part of the overall package.

The Systems Programmer II, will be responsible for maintaining and supporting the servers and related infrastructure for the City's 311/CRM (Customer Relationship Management System). The infrastructure and complexity of these hardware components require a more seasoned higher level employee. This person must work independently to manage this complex and critical infrastructure. A less experienced employee at a lower level could jeopardize project completion, system availability and records retention.

The Senior Systems Analyst I, will manage the 311 Project. The settlement of a class action lawsuit against the City, and a claim by Oracle America against the City (Council File 13-0042), has resulted in the Bureau of Sanitation (BOS) forming a partnership with the Department of Water and Power

(DWP) and the Information Technology Agency (ITA). BOS will be implementing a new customer service system (SAN_CSS) with ties to DWP's new customer billing system (CISCON) and ITA's Citywide 311 Customer Relationship Management (CRM) system. BOS will host SAN_CSS and ITA's 311/CRM system in the Public Works Building. This position is required to support the mobile applications for Sanitation field crews associated with SAN_CSS and the interfaces to CISCON and ITA's 311/CRM including the new MyLA311 smartphone mobile application. This additional project management workload and complexity of the interfaces will require a Senior Systems Analyst I.

These positions are 100% Special funded and sufficient salary savings exist to fund these substitute authorities. These positions have already been approved by City Council.

If you have any further questions regarding this request, please contact Loretta Rosas of my staff at (213) 485-2668.

ECZ:RLP:lr

Attachments (2): Position Descriptions
 Proposed Org Chart

POSITION DESCRIPTION

City of Los Angeles

DO NOT USE THIS SPACE

1. Name of Employee: <u><Vacant></u>	2. Employee's Present Class Title/Code: Sr Systems Analyst I (2858 pos)	3. Present Salary or Wage Rate: \$101,497.68
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4. Reason for Preparing Description:	<input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change in Existing Position	<input type="checkbox"/> Routine Report of Duties <input type="checkbox"/> Review for Proper Allocation	Date Prepared
			07/05/13

5. Location of office or place of work: 1149 S. Broadway, 9th Floor Los Angeles, CA 90015	6. Name of Department <u>Public Works - Sanitation</u> Division <u>ICSD</u> Section <u>Solids Support</u>
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7. Name and title of the person from whom you ordinarily receive instructions and who supervises or reviews your work:
 Name <Vacant> Title Senior Systems Analyst II

8. Describe in detail the duties and work of this position, describing each duty in a separate paragraph. Begin with the duties that normally take most of your time and then describe the duties that are infrequent. Be certain to tell what is done, how it is done and what materials or equipment are used. Using percentages, show the distribution of the total working time. Also, if the duties and responsibilities of the position have changed, indicate how and when the changes occurred.

PERCENT OF TIME	DUTIES
25%	Maintaining the enterprise system which runs in Oracle environment, including general user support, upgrading, troubleshooting, data analysis and data management using tools such as Oracle Siebel, Webcenter, etc. Integration to 311 and DWP billing.
20%	Monitoring the "real-time" mobile interface to coordinate work assignments, work order closure, GIS maps as well as automated vehicle location to provide current status and up-to-date data for bureau management and SAN_CSS reporting.
20%	Working with Consultants on special projects related to web self service and field automation.
10%	Developing reports using Crystal Reports and Microsoft Access, etc.
5%	Installing, configuring, troubleshooting and providing general support of mobile devices.
10%	Implementing new and enhanced applications following System Development Life Cycle model
10%	Researching, analyzing and recommending technological solutions and direction.
10%	Engaging in project management activities related to systems projects, utilizing project management software, and communicating the status of projects to peers and supervisors.
5%	Developing and maintaining system and user documentation.
5%	Providing user training.

9. How long have the duties been substantially as described above? N/A

10. List any machinery or equipment operated and any unusual or hazardous working conditions.
N/A

11. Percent of time spent supervising (training and evaluating employees, assigning and reviewing work). 10%

12. Indicate the number of employees supervised by class titles.
1 Systems Analyst II (1596)

13. I certify that the above statements are my own and to the best of my knowledge are accurate and complete.

Signature *Steven Jen* Date 7-8-13 Phone No. (213) 485-2244

ITEMS TO BE FILLED IN BY THE IMMEDIATE SUPERVISOR

14. Indicate in what respects if any the duties and responsibilities on the other side are not sufficiently or accurately described.

None

15. SUPERVISION RECEIVED: Describe the nature, frequency, or closeness of supervision received by the employee, including the way that the employee's work is assigned and reviewed.

Minimal amount of supervision needed.

16. REQUIREMENTS. Indicate the minimum requirements to perform the duties of this position:

(a) Education (include specific matter).

As reflected in the Class Specification

(b) Experience (type and length; list appropriate city classes, if any).

As reflected in the Class Specification

17. PHYSICAL REQUIREMENTS. Check below all physical capabilities needed to do this job.

Strength to: _____ Lift _____ Push _____ Pull _____

Average weight _____ Heaviest weight _____

Climbing (stairs, ladders, poles)

How far _____

Face severe work conditions

Outdoors _____ on/near water _____

Other/explain _____

SPECIAL NEED FOR:

Vision, to read fine print/numbers

Hearing, for telephone/alerts

Balance, for working heights

Other/explain _____

EXTENSIVE USE OF:

Legs, for walking/standing

Hands and fingers

Back, for strenuous labor

Other/explain _____

Hours per week

40

(a) List any alternative methods or devices that can be used to aid in meeting the physical requirements checked above.

Assistive devices may be used if needed.

18. RESPONSIBILITIES

(a) Policy and Methods: Describe the responsibility for the interpretation and enforcement of policy and methods; indicate the extent of participation in development, if any, and approval by higher authority required.

Interpret and enforce established policies and procedures related to databases; participate in the development of same. Approval by higher authority is normally required.

(b) Materials and Products: Describe the responsibility and opportunity for bringing about economies and/or preventing losses through effective handling, processing or storing of materials or products, or through planning or engineering in connection with same.

Responsible for prudent use of time, materials, software and equipment.

(c) Machinery and equipment: Describe the responsibility for the operation, use, repair or care of machinery, equipment, or facilities, or for planning or engineering in connection with the same; indicate the size and kind of such machinery and equipment; describe the opportunity for preventing losses or achieving economies.

N/A

(d) Money: Describe the responsibility for and access to cash, stamps or other negotiables, or the responsibility for authorizing the expenditure of funds; indicate the average value of negotiables handed each month, or the amounts which are authorized to be expended each month.

Is position bonded? No ; amount of bond \$ N/A

(e) Personal Contacts: Describe the purpose and frequency of personal contact with others, both within and outside the organization; indicate the types of contacts, purpose thereof, and the importance of persons contacted.

Will be responsible to report status of projects to Sanitation executive management. Will interface with division heads, contractors and other City departments.

(f) Records and Reports: Describe the records and reports, including the kind and value of records in descriptive terms, and the action employee takes in respect thereto

Project management reports. Contract and requirement documents. System and end user documentation. Will need to run / create reports from Oracle / WebCenter.

Signature of the immediate supervisor

Steve Dan

Date

7-8-13

Class Title

SR. SYSTEMS ANALYST I

Phone No.

(213) 465-2241

Signature of department head

[Signature]

Date

7/23/13

POSITION DESCRIPTION

City of Los Angeles

DO NOT USE THIS SPACE

1. Name of Employee: Vacant	2. Employee's Present Class Title/Code: Systems Programmer II (POS 3102)	3. Present Salary or Wage Rate: \$114,631.20
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4. Reason for Preparing Description <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change in Existing Position	<input type="checkbox"/> Routine Report of Duties <input type="checkbox"/> Review for Proper Allocation	Date Prepared 07/05/13
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5. Location of office or place of work: 1149 S. Broadway, 9th Floor Los Angeles, CA 90015	6. Name of Department: Public Works - Sanitation Division: ICSD Section: SONG
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7. Name and title of the person from whom you ordinarily receive instructions and who supervises or reviews your work: Name: ChunMei Liu Title: Systems Programmer III

8. Describe in detail the duties and work of this position, describing each duty in a separate paragraph. Begin with the duties that normally take most of your time and then describe the duties that are infrequent. Be certain to tell what is done, how it is done and what materials or equipment are used. Using percentages, show the distribution of the total working time. Also, if the duties and responsibilities of the position have changed, indicate how and when the changes occurred.

PERCENT OF TIME	DUTIES
15%	Data center management, including system performance and testing, backup, power, and cooling
15%	Management of 311/CRM infrastructure, including Oracle Enterprise Linux cluster administration
10%	Responsible for implementing, configuring, and administering VMware vSphere: Virtual Network Switches, Permissions, HA settings, DRS settings, Clusters, Resource Pools, Host Profiles, Licensing, Templates, and Datastores
5%	Deployment of VMware ESX/ESXi hosts, and virtual and physical Windows 2003/2008 R2/2012 servers
10%	Scripting using PowerCLI (built on PowerShell platform) and ESXCLI for vSphere administration
5%	Setup and maintenance of HP BladeSystem and Virtual Connect network technology
10%	Monitor server function and health using HP Systems Insight Manager, VMware vSphere, and VeeamOne Monitor
10%	Implementation, provisioning, optimization, and troubleshooting of HP and Dell Compellent Fibre Channel Storage Area Networks (SAN), and configuration and maintenance of Brocade Fibre Channel switches
5%	File Server administration and migration
10%	Infrastructure and business resumption planning
5%	Hardware and software procurement and evaluation

9. How long have the duties been substantially as described above? <u>N/A</u>

10. List any machinery or equipment operated and any unusual or hazardous working conditions. None

11. Percent of time spent supervising (training and evaluating employees, assigning and reviewing work). <u>None</u>
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12. Indicate the number of employees supervised by class titles. None
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13. I certify that the above statements are my own and to the best of my knowledge are accurate and complete.		
Signature <u>Chunmei Liu</u>	Date <u>7/5/13</u>	Phone No. <u>(310) 648-5246</u>

ITEMS TO BE FILLED IN BY THE IMMEDIATE SUPERVISOR

14. Indicate in what respects if any the duties and responsibilities on the other side are not sufficiently or accurately described.
None

15. SUPERVISION RECEIVED. Describe the nature, frequency, or closeness of supervision received by the employee, including the way that the employee's work is assigned and reviewed.
Minimal amount of supervision needed.

16. REQUIREMENTS. Indicate the minimum requirements to perform the duties of this position:
(a) Education (include specific matter).
As reflected in the Class Specification
(b) Experience (type and length; list appropriate city classes, if any).
As reflected in the Class Specification

17. PHYSICAL REQUIREMENTS. Check below all physical capabilities needed to do this job.		Hours per week
<input type="checkbox"/> Strength to: _____ Lift _____ Push _____ Pull Average weight _____ Heaviest weight _____ <input type="checkbox"/> Climbing (stairs, ladders, poles) How far _____ <input type="checkbox"/> Face severe work conditions Outdoors _____ on/near water _____ Other/explain _____	SPECIAL NEED FOR: <input type="checkbox"/> Vision, to read fine print/numbers <input type="checkbox"/> Hearing, for telephone/alarms <input type="checkbox"/> Balance, for working heights Other/explain _____	EXTENSIVE USE OF: <input type="checkbox"/> Legs, for walking/standing <input checked="" type="checkbox"/> Hands and fingers <input type="checkbox"/> Back, for strenuous labor Other/explain _____
		40

(a) List any alternative methods or devices that can be used to aid in meeting the physical requirements checked above.
Assistive devices may be used if needed.

18. RESPONSIBILITIES
(a) Policy and Methods: Describe the responsibility for the interpretation and enforcement of policy and methods; indicate the extent of participation in development, if any, and approval by higher authority required.
Interpret and enforce established policies and procedures related to databases; participate in the development of same. Approval by higher authority is normally required.

(b) Materials and Products: Describe the responsibility and opportunity for bringing about economies and/or preventing losses through effective handling, processing or storing of materials or products, or through planning or engineering in connection with same.
Responsible for prudent use of time, materials, software and equipment.

(c) Machinery and equipment: Describe the responsibility for the operation, use, repair or care of machinery, equipment, or facilities; or for planning or engineering in connection with the same; indicate the size and kind of such machinery and equipment; describe the opportunity for preventing losses or achieving economies.
Make use of computers, software, cell phones, portable devices, and other technologies to perform work and improve efficiency.

(d) Money: Describe the responsibility for and access to cash, stamps or other negotiables, or the responsibility for authorizing the expenditure of funds; indicate the average value of negotiables handed each month, or the amounts which are authorized to be expended each month.
Is position bonded? NO ; amount of bond \$ N/A

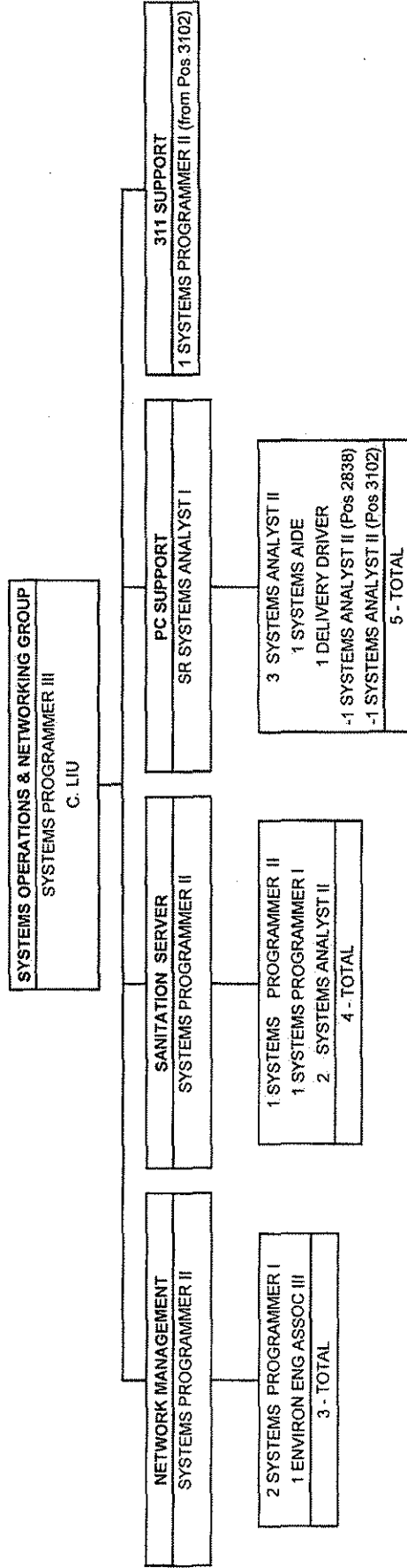
(e) Personal Contacts: Describe the purpose and frequency of personal contact with others, both within and outside the organization; indicate the types of contacts, purpose thereof, and the importance of persons contacted.
Other sanitation employees, vendors, contractors and other City departments.

(f) Records and Reports: Describe the records and reports, including the kind and value of records in descriptive terms, and the action employee takes in respect thereto.
Project management reports. Contract and requirement documents. System and end user documentation. Will need to run / create server and network management reports.

Signature of the immediate supervisor Chuanjin Liu Date 7/5/13
Class Title Systems Programmer III Phone No. (310) 648-5246
Signature of department head [Signature] Date 7/23/13

BUREAU OF SANITATION
 INFORMATION & CONTROL SYSTEMS DIVISION
 2013-2014

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BUREAU OF SANITATION
 INFORMATION & CONTROL SYSTEMS DIVISION
 2013-2014

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