Memorandum

Date   : January 15, 2016

To   : David Keenan, Chief
Human Resources Branch
Administrative Services Division

From   : Information Systems Division

Subject   : Request for Approval for Realignment of the Enterprise Services Support Section

Introduction:
The Information Systems Division is requesting approval to realign the functional areas of the Enterprise Services Support (ESS) Section and reassign one staff to the newly created unit within the ISD Administrative Services Section. This request also includes revising duty statements impacting four employees: Data Processing Manager II Joseph Paez (712-1384-001), Data Processing Manager I Kenneth Downing (712-1381-003), Staff Information Systems Analyst Michelle Borinaga (712-1312-029), and Associate Information Systems Analyst Monte Clemmons (712-1470-012).

Background:
The Information Systems Division reorganization on March 10, 2014, requires minor adjustments in order to ensure functional areas that support each other are aligned under the same supervisors and managers. Additionally, ISD identified the need to consolidate all staff currently performing contract renewals in order to ensure timely submission and adequate budget monitoring. There is one position in the Enterprise Services Support Section performing this task. Four staff duty statements are impacted by this request.

Justification:

Enterprise Service Desk Group

The manager (DPM II) and the supervisor (DPM I) duty statements were out dated and did not contain an adequate breakdown of responsible tasks. These have been updated. The OTech Management Unit is currently under the supervision of the End User Support. The OTech Management Unit is the liaison team between the OTech Data Center and the DMV technical teams. The OTech Management Unit staff coordinates new services, upgrades of hardware and software, and monitors technology issues at the Data Center. The OTech Management Unit is functionally aligned with the Enterprise Service Desk Group's first level IT support staff which also coordinates and monitors technology issues at DMV including those managed and supported by the OTech Data Center. These two teams work closely together with the OTech Data Center technical and service desk teams to manage DMV critical applications. Therefore, I am requesting this unit be moved from the End

User Support Group to the Enterprise Service Desk Group and renamed OTech Support Services Unit.

The Incident Response Units 1 & 2 do not function in this manner. Some time prior to the official ISD reorganization, changes were made by the prior manager which created one functional group for first level enterprise IT support and one functional group managing contracted hardware repair or replacement services related to first level enterprise IT support response. This results in an organizational chart change only. There are no duty statement changes to impacted staff. I am requesting that the organizational chart reflect the two separate functional units with one named Vendor Support Services Unit and one named End User Support Services Unit.

IT Asset Management Group

The IT Asset Management Group currently reports directly to the Section manager; and within this Group is also the Systems Admin Support Unit whose functions do not align. Both staff in the Systems Admin Support Unit were impacted by the prior manager's changes to the Enterprise Service Desk Group. Some of the duties of the Systems Admin Support Unit related to managing vendors were transferred to the Enterprise Service Desk Group; however the duties of the two staff in this Unit were not revised. Additionally, the Associate Information Systems Analyst assigned to the Systems Admin Support Unit has been identified as the position that should be transferred to the newly created Contract Management Unit in the Administrative Services Section performing contract renewal tasks.

I recommend revisions to these duty statements and reassigning the two staff eliminating the System Admin Support Unit. The Staff ISA would report in the Environment Administration Unit and perform project support lead tasks in the area of planning, coordinating, directing and managing the development and implementation of various solution including budgets, cost tracking, schedules, resources, etc. The name of this unit would be changed to the Environment Administration and Support Unit. The Associate ISA wholly supports contract renewals related to hardware repair or replacement services as well as software renewals at ISD and the OTech Data Center. Therefore this position should be reassigned to the newly formed ISD Contract Management Unit in the Administrative Services Section.

The IT Asset Management Group itself supports a piece of the hardware and software life cycle and the Desktop Support Unit supports the remaining piece. Together these two groups manage hardware and software from approval to purchase, receipt in inventory, delivery and setup, physical inventory, ensuring compliance with End User Licensing Agreements and disposal/removal. Therefore, I am requesting that the IT Asset Management Group be moved under the supervision of the End User Support Group and renamed the IT Asset Management Unit.

Consequence

Without organized functional teams, goals and objectives based on strategic initiatives will not align and staff will be confused and disjointed on priorities. This will cause managers to spend unnecessary time on dividing priorities and separating goals and objectives due to the functional differences. The lack of functional structure causes staff to work harder, not smarter in that their resources are not readily available to them. This will also lead to customer confusion and dissatisfaction.

Conclusion:
This realignment of the ESS Section and the reassignment of the Associate ISA will ensure greater flexibility in managing functional areas as well as ensuring staff are being utilized to the greatest extent possible fulfilling the services necessary to support ISD efforts.

Your review and approval of this request is highly appreciated. If you have any questions regarding these requests, please contact Maggie Driver at (916) 657-6939.

SJON WOODLYN
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Infrastructure Branch

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