Office of the City Manager

<u>CONSENT CALENDAR</u>
September 13, 2022

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Subject: Appointment of Director of Information Technology

RECOMMENDATION
Adopt a Resolution confirming the appointment of Kevin Fong as the Director of Information Technology to be effective September 18, 2022 at an annual salary of $205.000.

FISCAL IMPACTS OF RECOMMENDATION
The salary and benefits for the Director of Information Technology are included in the Fiscal Year 2022-2023 Department budget. The position is paid 100% from the Information Technology Cost Allocation Fund (Budget Code: 680-35-361-000-0000-000-471-511110).

CURRENT SITUATION AND ITS EFFECTS
Kevin Fong has worked at the City of Oakland since June 2021 following the resignation of the previous Director of Information Technology. He has a lengthy employment history within the Information Technology field since 1987. He has worked with East Bay Municipal Utility District, the port of Oakland and the City of Oakland and in the private sector.

In accordance with the City Charter, Section 28(b) of Article VII, I am submitting my selection for the Director of Information Technology to the City Council for confirmation. I have selected Kevin Fong for appointment to the Director of Information Technology position, to be appointed with an annual salary of $205,000. I am requesting confirmation of this appointment so that I may formally offer this regular at will benefited department head position to Kevin Fong to be effective September 18, 2022.

The City retained Koff and Associates HR Consulting, an executive search firm, to conduct an extensive, nationwide search for a new Director. The City conducted a competitive interview process consisting of three interview panels including community stakeholders, technical experts and city department directors. Top candidates were recommended for final interviews conducted by the City Manager and Deputy City Managers.

BACKGROUND

 The Department of Information Technology (IT) provides citywide strategic technology direction, infrastructure support for the City of Berkeley network, and all Geographical Information Systems (GIS) data. The department sets Cyber Security protocols and provides operational support of citywide enterprise software applications across a variety of technology platforms. Our 311 Customer Service Call Center provides a first point of contact for the City Services, as well as delivers information to and collects service-related data from community members, businesses, and visitors on behalf of the City. Our vision is to provide excellent customer service through innovative and intuitive solutions with a diverse workforce to enable City operations, and to connect and deliver quality solutions for the community. Our mission is to provide cost-effective smart technology solutions to our business partners and community with integrity and commitment to excellence.

The Department of Information Technology has a staff of 48, organized into the following divisions:

Administration: The Administration Division directs the department in budget and purchasing and Contract Management.

Customer Services: The Customer Service Division has the 311 Call Center, Website and Lagan CRM

Coordinators: The coordinators are the Department Portfolio Coordinators
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Network Operations: The network operations division work in the Help Desk and Field Support, Advances Support and Network Engineering

Programming and Configuration: The programming and configuration work in Baseline, Non-Baseline.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects or opportunities associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

Kevin Fong started his career in IT in 1987 and has held several positions throughout his career. Most recently as the Chief Information Officer for the City of Oakland. He holds a Bachelors degree in Statistics. He has certificates in Advanced Project Management (Octel), OO Design and Analysis (Octel) and a certification in Communications and Senior Leadership (UC Berkeley Extension)

ALTERNATIVE ACTIONS CONSIDERED
None

CONTACT PERSON
Dee Williams-Ridley, City Manager, City Manager's Office (510) 981-7000

Attachments:
1. Resolution

RESOLUTION NO. ##,'I#f.#-N.S.

CONFIRMING THE APPOINTMENT OF Kevin Fong as Director of Information Technology

WHEREAS, Kevin Fong is currently working as a Chief Information Officer at the City of Oakland and has over twenty years of experience working in Information Technology. He has significant experience working in the public sector in the Information Technology field; and

WHEREAS, Mr. Fong also worked as a Deputy CIO in the Information Technology Division; and was responsible for the overall leadership and management of city-wide MIS (Microsoft Azure, Office 365, SharePoint, VMWare, AWS, platform integrations, etc.), Networking (Cisco, Meraki, Palo Alto, Extreme, etc.), Telecom (Shoretel, Meridian) and customer service/help desk (ServiceNow);.and

WHEREAS, Mr. Fong has worked in the private sector and higher education by designing and delivering an employee self-service solution that saved the UC system a minimum of 1.2 million a year. He has also implemented a new campus tour registration system saving the campus $100K; and

WHEREAS, Mr. Fong received a Bachelor of Science Degree in Statistics from the University of California, Berkeley; and

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that it hereby confirms the City Manager's appointment of Kevin Fong as the Director of Information Technology with an annual salary of $205,000 on the same terms and conditions as other regular at will employees effective September 18, 2022.