Career Service Rule Section 14-42 b) 3) provides that a request for consolidation or de-consolidation of appropriation accounts or appropriation sub-accounts may be initiated by appointing authorities, employees, or the Personnel Director and shall be determined by the Board only after interested parties have been given an opportunity to be heard. In addition to the normal notice required for public hearings under Career Service Rule 2-32 A, notice of this public hearing shall be posted so that employees affected by the consolidation or de-consolidation shall be given reasonable notice of the time, date, place and subject of the hearing (Career Service Rule 2-32 B. 1).

PLEASE POST ON ALL BULLETIN BOARDS AS SOON AS POSSIBLE

A Career Service Board Public Hearing has been scheduled regarding the proposed de-consolidation of Technology Services.

The scheduled time for the public hearing is Monday, September 14, 2009 at 9:15 a.m., in the CSA Board Room, 4.F.6., Webb Municipal Building, 201 West Colfax Avenue.

If anyone wishes to be heard by the Board on this item, please contact Leon Duran at 720-913-5168 no later than 12:00 Noon on Friday, September 11, 2009.

If anyone wishes to submit written comments, please submit them

IN PERSON NO LATER THAN 12:00 NOON ON FRIDAY, SEPTEMBER 11, 2009, TO:

Pete Garritt
HR Supervisor
Career Service Authority
201 West Colfax, 4th Floor
Denver, Colorado

BY MAIL TO BE RECEIVED NO LATER THAN NOON ON FRIDAY, SEPTEMBER 11, 2009, Addressed TO:

Pete Garritt
HR Supervisor
Career Service Authority
201 West Colfax, Department 412
Denver, Colorado 80202

BY FAX, TO BE RECEIVED NO LATER THAN NOON ON FRIDAY, SEPTEMBER 11, 2009 TO: (720-913-5720)

OR BY E-MAIL TO BE RECEIVED NO LATER THAN NOON ON FRIDAY, SEPTEMBER 11, 2009 TO: Peter.Garritt@ci.denver.co.us

If you would like to schedule a meeting with a member of Career Service Authority to discuss this proposed appropriation account de-consolidation prior to the Public Hearing, please contact Pete Garritt at 720-913-5671.
September 14, 2009

Dear Career Service Board Members:

The Technology Services department currently has two appropriation accounts: 311 (01010-3090000) and Technology Services (01010-3070000). In accordance with Section 14-42 b) 2) of the Career Service Rules, I am requesting to deconsolidate the existing appropriation account for Technology Services. The Rule states:

The Career Service Board may reverse the consolidation of appropriation accounts or appropriation sub-accounts making up one lay-off unit, or break a lay-off unit consisting of one appropriation account into sub-accounts or combinations of sub-accounts, based on business functions demonstrated by the department or upon a showing that circumstances giving rise to the consolidation are no longer applicable.

Technology Services currently has 45 subaccounts that will be reconfigured into 17 layoff units. The appropriation account and attendant sub-accounts for 311 will remain unchanged.

The following sub-accounts will be reconfigured:

<table>
<thead>
<tr>
<th>Technology Services</th>
<th>01010-3070000</th>
<th>TSO Denver Human Svcs Operatns</th>
<th>01010-3071900</th>
</tr>
</thead>
<tbody>
<tr>
<td>TS Office of the CIO</td>
<td>01010-3070100</td>
<td>TS Applications Development</td>
<td>01010-3074000</td>
</tr>
<tr>
<td>TSCIO Chief Information Offic</td>
<td>01010-3070110</td>
<td>TS Administration</td>
<td>01010-3074100</td>
</tr>
<tr>
<td>TSCIO Budget &amp; Revenue Admin</td>
<td>01010-3070120</td>
<td>TSA Apps Support-Solutions Dev</td>
<td>01010-3074200</td>
</tr>
<tr>
<td>TSCIO Security &amp; Identity Mgmt</td>
<td>01010-3070130</td>
<td>TSA Enterprise Resource Svcs</td>
<td>01010-3074300</td>
</tr>
<tr>
<td>TSCIO HR &amp; Org Development</td>
<td>01010-3070140</td>
<td>TSA Denver GIS</td>
<td>01010-3074400</td>
</tr>
<tr>
<td>TS Operations</td>
<td>01010-3071000</td>
<td>TSA Denver GIS-PW General Fund</td>
<td>01010-3074410</td>
</tr>
<tr>
<td>TSO Enterprise Licensng &amp; Mtce</td>
<td>01010-3071100</td>
<td>TSA Denver GIS - WMD</td>
<td>01010-3074420</td>
</tr>
<tr>
<td>TSO Helpdesk-Desktp Supprt Svcs</td>
<td>01010-3071200</td>
<td>TSA Program Management</td>
<td>01010-3074500</td>
</tr>
<tr>
<td>Helpdesk Technology Services</td>
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<td>TSA Safety Applications</td>
<td>01010-3074600</td>
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<tr>
<td>Helpdesk Safety Personnel</td>
<td>01010-3071260</td>
<td>TS APPS Safety-Tech Svcs - OSI</td>
<td>01010-3074610</td>
</tr>
<tr>
<td>Desktop Support</td>
<td>01010-3071280</td>
<td>TS APPS Safety-Ofc of the Mgr</td>
<td>01010-3074620</td>
</tr>
<tr>
<td>Cellular Support</td>
<td>01010-3071290</td>
<td>TS APPS Safety-Sheriff</td>
<td>01010-3074630</td>
</tr>
<tr>
<td>TSO Server Technology</td>
<td>01010-3071300</td>
<td>TS APPS Safety - Fire</td>
<td>01010-3074640</td>
</tr>
<tr>
<td>TSO Mainframe Sys &amp; Storage</td>
<td>01010-3071400</td>
<td>TS APPS Safety - Police</td>
<td>01010-3074650</td>
</tr>
<tr>
<td>TSO Safety Operations-Systems</td>
<td>01010-3071600</td>
<td>TSA System Quality Assurance</td>
<td>01010-3074700</td>
</tr>
<tr>
<td>TS Ops Safety-Tech Svcs - OSI</td>
<td>01010-3071610</td>
<td>TSA App Supprt-Solns-Mainfram</td>
<td>01010-3074800</td>
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<tr>
<td>TS Ops Safety-Ofc of the Mgr</td>
<td>01010-3071620</td>
<td>TSA Denver Human Services Apps</td>
<td>01010-3074900</td>
</tr>
<tr>
<td>TS Ops Safety-Sheriff</td>
<td>01010-3071630</td>
<td>TS Denver 8 TV - TSTV</td>
<td>01010-3041000</td>
</tr>
<tr>
<td>TS Ops Safety-Fire</td>
<td>01010-3071640</td>
<td>TSTV Administration</td>
<td>01010-3041100</td>
</tr>
<tr>
<td>TS Ops Safety-Police</td>
<td>01010-3071650</td>
<td>TSTV TV Product Development</td>
<td>01010-3041200</td>
</tr>
<tr>
<td>TSO Electronic Engineering</td>
<td>01010-3071700</td>
<td>TSTV Programming &amp; Content Dev</td>
<td>01010-3041300</td>
</tr>
<tr>
<td>TSO Network &amp; Telecomm</td>
<td>01010-3071800</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Into the following units:

- Chief Information Officer (CIO)/Admin, 01010-3070110
- Finance, 01010-3070120
- Denver 8, 01010-3041000
- Program Management Office (PMO), 01010-3074500
- Enterprise Architecture, 01010-3070130
- Enterprise Application Development, 01010-3074900
- Enterprise Resource Planning (ERP), 01010-3074300
- Geospatial Applications, 01010-3074400
- Database Administration (DBA), 01010-3074700
- Enterprise Business Applications (EBA), 01010-3074600
- Tax Collection Systems (TCS) Support, 01010-3074200
- Technology Operations, 01010-3071100
- Customer Support, 01010-3071200
- Systems Administration (SA), 01010-3071300
- Network & Data Center Services, 01010-3071800
- Mobile Communications, 01010-3071700

The purpose of this proposed deconsolidation is to create units that contain related functions within Technology Services and which support our strategic business plan. The definition of each of these units is attached.

Thank you for your consideration in this matter.

Sincerely,

Molly Rauzi
Chief Information Officer
The Office of the CIO
The Office of the CIO is responsible for overall policy, direction, management, and internal and external communications for Technology Services (TS). The Office supports all TS divisions by providing strategic direction and execution plans in support of the Mayor’s goals, in accordance with the Information Technology Investment Committee’s (ITIC) prioritized objectives.

The Office of the CIO also includes Administration. The Administration team coordinates and manages all HR and administrative support functions for Technology Services. This includes communications, contract administration, executive assistance, and ensuring employee relations and personnel actions are properly coordinated with Career Service Authority as it affects TS operations.

Finance
The Finance team provides services to TS that include accounting, budgeting, purchasing, and contract management. This includes close coordination with TS Directors on contract compliance & execution, revenue assurance, accounts payable & receivable, and working in close cooperation with the Budget Management Office (BMO).

Denver 8
Denver 8 manages and operates television production facilities to produce City-related television programming and creates video products for City agencies and their partners, provides live and repeat coverage of City Council legislative and committee meetings, selected public hearings, Mayoral news events, election coverage, public affairs events, and public policy forums; and collaborates with regional and national partners to develop and acquire programming for cablecast.

Program Management Office (PMO)
The Program Management Office delivers program management, project management, systems analysis and budget development assistance to City agencies for technology projects. The PMO is also responsible for the ITIC process in support of enterprise technology investment across the city.

Enterprise Architecture (EA)
Enterprise Architecture is responsible for designing the city’s technology roadmap and technology standards. This team is also responsible for defining and auditing the security architecture for TS. The EA team has the overall responsibility for the design, deployment and execution of the Foundational Technologies project, which will provide core, re-usable technology services and products to technology projects as well as internal and external customers.

Enterprise Application Development
Enterprise Applications Development is responsible for the development and maintenance of integrated software and data solutions for City agencies. The functional areas of Enterprise Applications Development include Application Design, Development, Maintenance & Support, Quality Assurance, Enterprise Content Management, Collaboration, & Enterprise Records Management.

Enterprise Resource Planning (ERP)
The ERP team is responsible for the design, development, implementation, testing, and support of the City’s Oracle/PeopleSoft environment. The environment consists of applications and business processes for HR, Finance, and Citizen Relationship Management (CRM). This team manages business critical back-office applications, including multiple tasks & projects simultaneously. This team also prioritizes business requests, and improves the overall systems by leveraging existing functionality and incorporating new technology.
Geospatial Applications
The Geospatial Applications team provides mapping products, data layers, web-based mapping services, and custom applications to CCD organizations as well as the public. This team provides users the ability to view and analyze data using geospatial tools, while supporting the overall technology services standards and enterprise services.

Database Administration (DBA)
The DBA team ensures the availability, performance, and integrity of production & non-production database environments via adherence to policies, procedures, and standards related to industry best-practices. This team ensures TS objectives are met in support of delivering products and projects in accordance to planned schedules. This team will optimize physical and virtual database assets in order to optimize quality, recoverability, maintenance, and capacity planning.

Enterprise Business Applications (EBA)
The EBA team is responsible for vendor management, maintenance, and support of domain specific, commercial-off-the-shelf (COTS) applications. This team will ensure that EBA environments are well-maintained, up to date, and in compliance with the business needs of the agencies the systems support. Tasks also include capacity planning, release management, quality assurance, change management and documentation.

Tax Collection System (TCS) Support
The TCS Support team is responsible for the maintenance and operation of the legacy Tax Collection System (TCS). This system is being replaced by the FAST/GenTax system by 11/16/2009.

Technology Operations
Technology Operations is responsible for setting the TS strategy on acquisition, configuration, deployment, and maintenance of technology platforms, storage solutions, and technology operating environments. This team is also responsible for licensing & asset management services across the agencies supported by TS.

Customer Support
The Customer Support team provides remote and local support for computing platforms (desktops, laptops, printers, monitors, etc.) that are essential to CCD operations. This team is responsible for Tier 1 & 2 support in accordance with the Information Technology Infrastructure Library (ITIL) policies. This team also supports the acquisition, delivery, and maintenance of desktop-oriented computer applications.

Systems Administration (SA)
The SA team is responsible for project design, implementation, operations, maintenance, storage solutions, and backup/recovery systems across the TS server and data center systems environment. This team is responsible for provisioning resources in accordance with project and customer needs, performance management, availability, system recovery, and capacity planning across all server and storage domains.

Network & Data Center Services
The Network & Data Center Services team is responsible for data center infrastructure, network design engineering, cable plant design & implementation, network security, voice services, and voice/data maintenance. This team also provides support to the 911 communications center. This team is responsible for provisioning resources in accordance with project and customer needs, performance management, availability, system recovery, and capacity planning for converged network assets.
Responsibilities also include network intrusion detection monitoring, spam protection, and content filtering.

**Mobile Communications**
The Mobile Communications team is responsible for ensuring the provisioning, configuration, support, and maintenance of mobile communication devices, including portable and mobile radio devices, the CCD Simulcast system, Mobile Data Terminals (MDT’s), cell phones, and PDA’s. This team is the service provider for all public and non-public radio functionality and vendor relationships. This team also manages the vendor relationship with the CCD Billing Services Provider.

There are no changes proposed to 311:

**311**
Denver 311 answers citizen inquiries for Municipal and Non-Emergency services with efficiency, consistency and accountability. 311 receives inquiries by telephone (311), E-mail, and in-person walkups, and provides self-service information through DenverGov.