

ITD's People Plan A Look Back -2023



ABOUT

The ITD Workplan is revisited annually as part of the ITD Strategic Plan refresh. The People section and the KPI's are evaluated to determine focus areas for the following year. Last year, the focus was on our “Succession Planning and Retention” programs, resulting in a turnover rate that decreased to 7%, nearly 50% under the industry standard!



OUR PEOPLE PLAN

Plan

- Build and maintain a high-performance team that is skilled and adaptable to changing technologies

Attract

- Cutting edge technology
- **Socially conscious**
- Collaborative work environment
- **Stability during volatile job market**
- Modern workspace

Recruit

- **Post broadly and leverage social media**
- Network with industry and County forums
- **Leverage Student Intern program**
- Onboard quickly

Develop

- Extensive training plans
- **Participate in technical forums and conferences**
- Architecture Review Board
- **Training opportunities**
- 7 employees attended PDA

Assess

- Performance Evaluation
- **Leadership Assessment**
- New technology skills gap
- **Regularly scheduled employee/supervisor 1:1s**

Transition

- **Succession planning**
- Knowledge sharing
- **Exec Mgmt Strategic meetings**
- Stretch opportunities

Retain

- **Provide Career paths**
- Practice Herzberg
- **Celebrate success**
- Encourage Community Service
- **Opportunities for internal advancement**

OUR PEOPLE PLAN

Our Differentiators

High Performance Team

- 99% of all projects led internally by highly skilled staff

Diversity

- 87% diverse background
- ITD workforce = 6.5% Gen Z, 24% Millennial, 50.5% Gen X, 19% Baby-Boomer

Community Focus

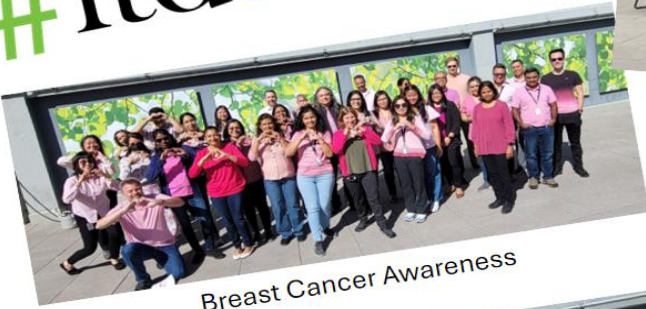
- Holiday Gift/Clothing drive
- Multiple Intern Programs: SSA, Student SIP
- Combined Charities – 89% participation

Our Goal Progress

- Voluntary attrition decreased this year to 7%, approx. half the industry average.
- 47 external candidates hires / 33 employees promoted / 21 employees converted to tenured/permanent.
- Focus on implementation of Leadership/Team Lead programs to bridge gaps in internal promotion and succession planning.

EMPLOYEE ENGAGEMENT/ATTRACT/SOCIALLY CONCIENCE

#itdcares



Breast Cancer Awareness



PRIDE Month



Star Wars Day



Earth Day



Chabot Family Science Night

ITD Cares – Community Engagement

- Book, gift, clothing & pet shelter drives
- Valentine deliveries to senior living communities
- International Women’s Day
- Black History Month
- AC Women’s Hall of Fame
- Sporting events
- AC Combined Charities

OUR PEOPLE PLAN - Recruit

High Tech Layoffs

In this time of industry-wide layoffs, and threat of recession, we used social media for creative recruitment. The benefits and stability of working in Government Tech is highlighted, and ITD has the track record of high-retention and positive employee feedback to prove it!

Stop looking for a job.
Find your career.



COMPETITIVE SALARIES **JOB STABILITY** **HYBRID WORKPLACE**

Alameda County
Information Technology Department



JOIN OUR TEAM

NETWORK SERVICES MANAGER

Our award-winning organization is seeking a visionary leader to join our team!

Are you interested in helping shape and implement Alameda County's network and telephony strategy for the future? This is an opportunity for you to manage a team that will have a big impact on building an advanced connectivity and technology architecture for the County. Working for county government is challenging and rewarding. It's also stable. We won't move you to Texas. And layoffs? What's a layoff?

Benefits include:
Pension Plan (County-contributions) + Comprehensive cafeteria benefit selection options for Medical/ Dental/ Vision/ FSA + 12 paid holidays/year + Vacation days that increase based on time employed (10 days/year to start) + 7 additional management leave days/year + 4 floating holidays/year + accrual of 13 sick days/year. and much more!

\$152,422.40-\$203,340.80 b.o.e



APPLY ONLINE
Deadline: 2-13-24

JOB STABILITY | MODERN OFFICE | HYBRID WORKPLACE | COMPREHENSIVE BENEFITS

OUR PEOPLE PLAN - Recruit

Leveraging the Summer Intern Program (SIP)

In 2023, we had record numbers of applicants for ITD's SIP. The 8-week program has the interns taking the lead on various projects to prepare them for their future careers.



CONGRATULATIONS!!



OUR PEOPLE PLAN - Assess

ITD's Performance Metrics

Through competency-based performance evaluation, forward-looking leadership assessment, focus on narrowing the new technology skills gap, and regular communication between supervisors and employees at all levels, our ongoing prioritization of assessment means ITD is continually meeting and surpassing the benchmarks we set for our organization.



OUR PEOPLE PLAN - Retain

CIO Meet and Greet

All new employees attend a session led by the CIO and his management team to learn about Government, the County and ITD and a bit about each other! Exposing our employees to the bigger picture and County-wide perspective is an important step in the retention piece of our greater initiative.



CIO Meet and Greet

TIM DUPUIS, CIO/REGISTRAR

MARCH 1, 2023



OUR PEOPLE PLAN - Develop

Successful Completion of the Professional Development Academy (PDA)

The Professional Development Academy was founded on the goals of enabling professional development to make good leaders great, and peer collaboration to further benefit the leader and those who these leaders work with. Last year, ITD sent 7 current and future leaders through this excellent program.



OUR PEOPLE PLAN - Develop

Architecture Review Board

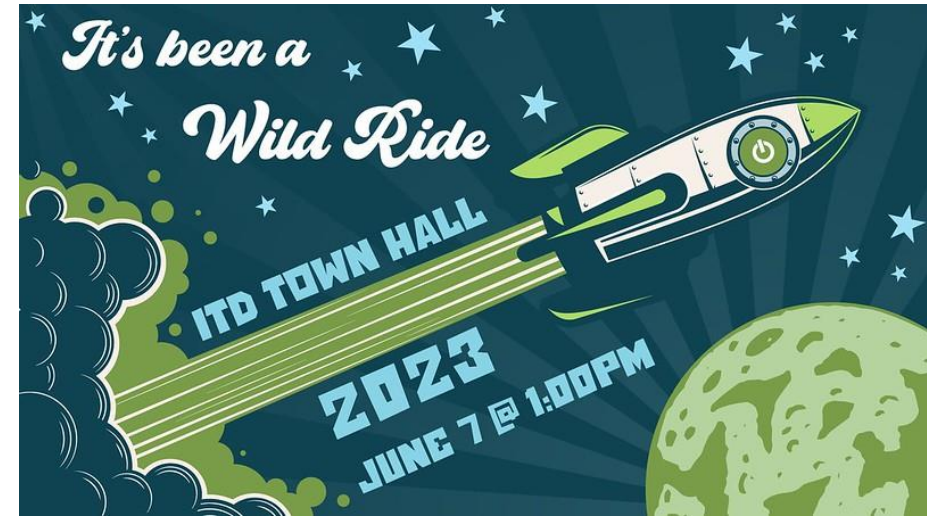
The Architecture Review Board serves as an ITD platform for assessing new projects to ensure alignment with the ITD Enterprise Reference Architecture, architectural best practices, and security protocols. It promotes engagement from project leaders and developers, facilitating presentations of their projects and collaborative reviews of other ITD initiatives in a roundtable format. A great opportunity to present and get to know your peers!



EMPLOYEE ENGAGEMENT/RETAIN/ACCOMPLISHMENTS

Town Hall - “It’s Been a Wild Ride”

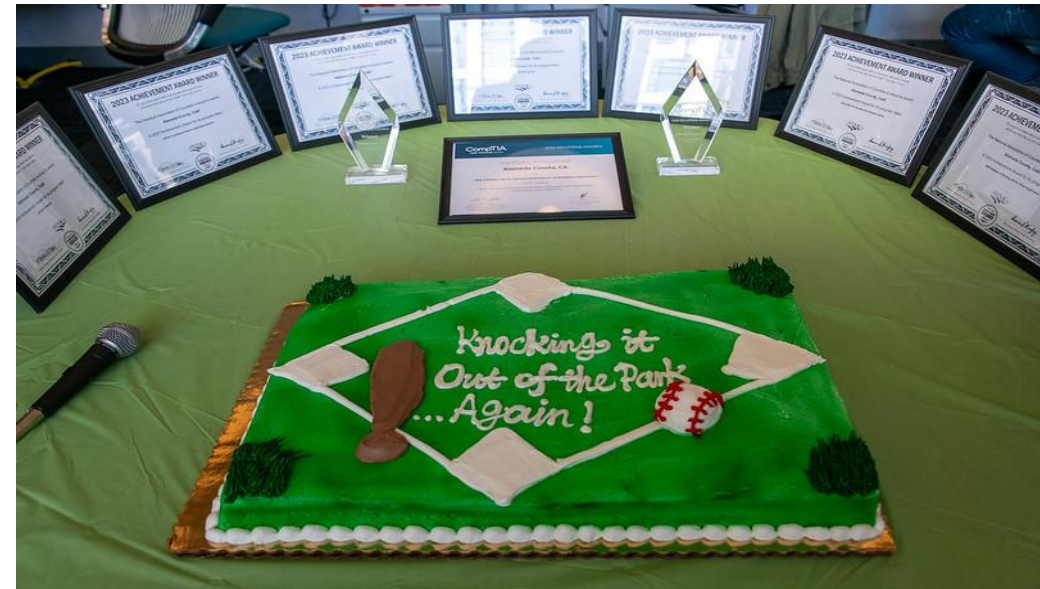
Our numerous teams had an opportunity to shine and show off their excellent work. This agency-wide event gave co-workers the chance to see what their fellow “ITDers” were doing. It was an opportunity for the staff to look back at where we have been and see where we are going in the future.



EMPLOYEE ENGAGEMENT/RETAIN/ACCOMPLISHMENTS

Awards Ceremony

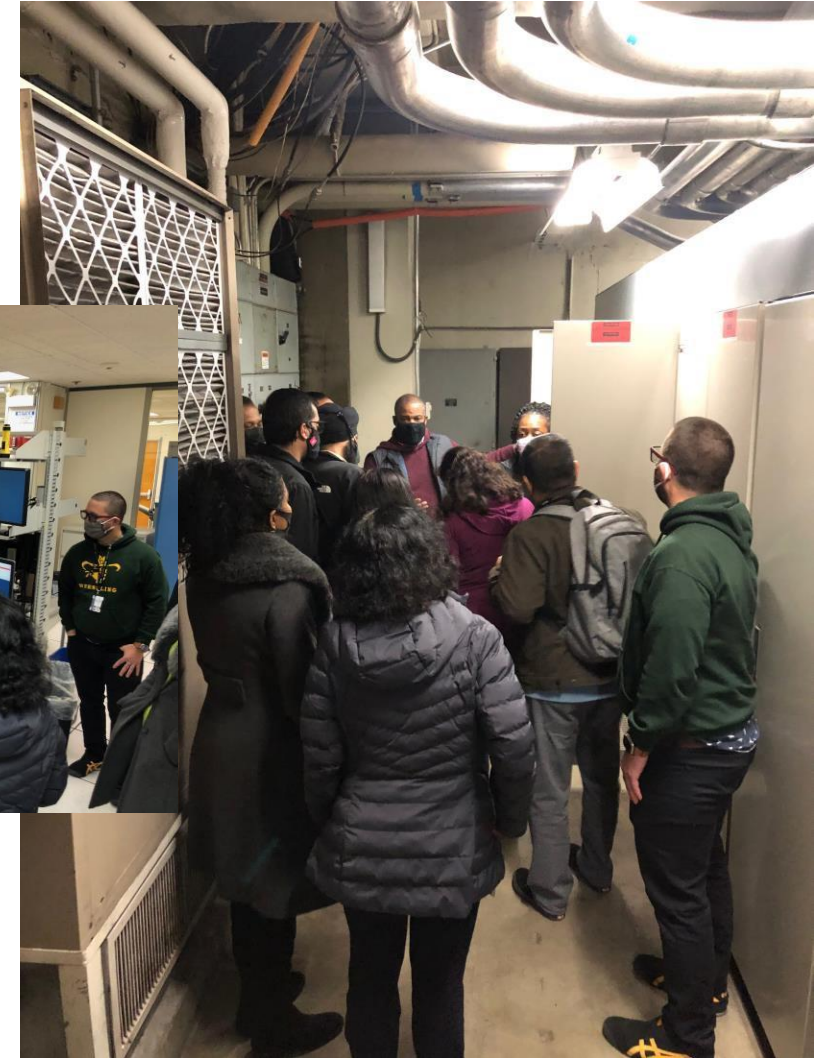
Recognizing ITD's award-winning teams with a celebration of the achievements and awards bestowed during the year. These events build good morale and maintain a collaborative work environment as well as celebrating success!



EMPLOYEE ENGAGEMENT/RETAIN/ACCOMPLISHMENTS

Data Center and Building Tours

ITD set up Data Center and Building Tours to get people together from cross-teams to meet and learn about the facilities and each other.



EMPLOYEE ENGAGEMENT/RETAIN/ACCOMPLISHMENTS

Employee Appreciation

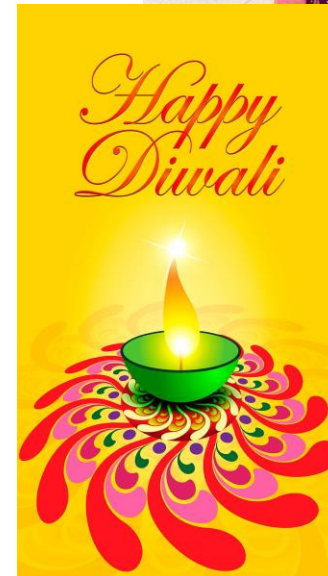
ITD organized a spring BBQ and ice cream party to appreciate our amazing team. In addition to appreciation, special recognition was given to employees who celebrated milestone work-anniversaries.



EMPLOYEE ENGAGEMENT/RETAIN/ACCOMPLISHMENTS

Diwali

Our culturally diverse teams have many rich traditions and customs. In 2023, a group of ITD employees coordinated a Diwali event to share this beautiful holiday with their colleagues. It included a ceremony, dancing, music and wonderful food.



EMPLOYEE ENGAGEMENT/RETAIN

Employee Holiday Fiesta

To help close off the year, ITD held a holiday lunch with events, including a gingerbread house building contest, Super Smash Bros video game and a scavenger hunt for friendly competition and teambuilding.



OUR PEOPLE PLAN - Transition

Environment of Transition

With our atmosphere of growth, including succession planning, knowledge-sharing, strategic process, and stretch opportunities, ITD is well prepared to thrive as we continue our transition into the future.



innovate.
impact.
inspire.

Alameda County's Information Technology Department is more than a great place to work. It is a great place for learning, growth, and making a meaningful difference in our community.

