

**INFORMATION TECHNOLOGY AGENCY**

200 North Main Street, Suite 1400,  
City Hall East, Los Angeles, CA 90012  
Internet: <http://ita.lacity.org/>

**Mail  
Stop**

232 **General Information** ..... **213 978-3311**  
**24-Hour Emergency Number**..... **213 978-6744**  
Receptionist Desk (14<sup>th</sup> Floor Reception Area) ..... 213 978-3311

232 **EXECUTIVE OFFICE** .....**Room 1400, CHE**  
**Ted Ross, General Manager**..... **213 978-3311**  
Marina Sanchez, Executive Administrative Assistant III ..... 213 978-3311  
Joyce Edson, Executive Officer..... 213 978-3311  
Maryam Abbassi, Assistant General Manager ..... 213 978-3311  
Bhavin Patel, Acting Assistant General Manager ..... 213 978-3311  
Tita Zara, Acting Assistant General Manager ..... 213 978-3311  
Vacant, Executive Administrative Assistant II..... 213 978-3311  
..... **FAX** 213 978-3310

**Citywide Support and ITA Administrators/Coordinators**

Cable TV Consumer Complaint Hotline..... 311  
Cell Phone Support, Dan Tinajero ..... 213 922-7775  
CityFone (Coordinator Database)

**For support please open a service ticket with ServiceNow**

**Website** ..... <https://cityoflaprod.service-now.com/>

CityFone (Citywide Department Directory Requests)

**For support send email to:**

..... [ita-executiveadmins@lacity.org](mailto:ita-executiveadmins@lacity.org)

Citywide Microwave Systems..... 213 485-3110  
Citywide Radio System ..... 213 485-3110  
Citywide Telcode Administrator, Dan Tinajero..... 213 978-4038  
Citywide Email Support..... 213 978-4080  
Citywide Voice Mail Trouble & Passcode Resets ..... 213 978-4080  
CLA Support ..... 213 978-4080  
Council Audio..... 213 978-2000

**Email** ..... [ita.councilaudio@lacity.org](mailto:ita.councilaudio@lacity.org)

Council Support ..... 213 978-4080  
Internet Infrastructure Support ..... 213 978-2878  
Telephone Coordinator, Lloyd Lau ..... 213 978-2772  
ITA Webmaster, Balmore Botero .....

**Email** ..... [ita.webservices@lacity.org](mailto:ita.webservices@lacity.org)

LAFD & LAPD Radio Systems ..... 213 978-0863  
Mayor Support ..... 213 978-4080  
Network Support ..... 213 473-7614  
Telephone Trouble and Repair..... 213 473-3281  
24-Hour Viewer Comment Hotline (Channel 35) ..... 213 473-3978  
Emergency Response Information

**For access by ITA employees only during a disaster** ..... **800 734-1870**

**Citywide Support and ITA Administrators/Coordinators (continued)**

**HELP DESKS:**

Enterprise Network Operations Center.....	213 978-6744
Technology Service Center (Citywide Help Desk) .....	213 978-4080
L.A. Cityview 35 .....	213 473-9798
Council Phone Operation .....	213 473-9781

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**APPLICATIONS BUREAU**

Joyce Edson, Executive Officer.....	213 978-3311
..... FAX	213 978-3310

**Business & Project Management**

**Department Application Services Division (DASD)**

Ed Magos, Manager .....	213 258-9161
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**CRM/API/Data (CAD)**

Eduardo Magos .....	213 258-9161
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**Document/Forms/Workflow**

Nima Asgari .....	213 268-4064
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**Database Administration**

Ernest Banh.....	213 978-0207
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**Payroll/PaySR/HRP**

Jonathan Biton .....	213 922-7725
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**Finance & Revenue**

(vacant) .....	213 978-XXXX
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**Financial Management System (FMS)**

Coco Lohr .....	213 978-0212
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**Revenue (LATAX)**

(vacant) .....	213 978-XXXX
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**Google Mail and Applications (Team Innovate)**

Charlene Dennis, Systems Programmer III.....	213 978-2873
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**Email:**..... [teaminnovate@lacity.org](mailto:teaminnovate@lacity.org)

232	<b>CUSTOMER ENGAGEMENT BUREAU</b>	
	<b>Maryam Abbassi, Assistant General Manager</b>	213 978-3311
	..... <b>FAX</b>	213 978-3310
	<b>Cable TV Consumer Complaint Hotline</b> .....	311
131	<b>Citywide Video Services/L.A. CityView Channel 35</b>	
	Ted Lin, Cable TV Product Manager.....	213 473-9767
	Main Office.....	213 473-9798
	..... <b>FAX</b>	213 473-6822
	Control Room/City Council Live Coverage.....	213 978-3975
	Live and Taped Production.....	213 473-9714
	Program Scheduling.....	213 473-9715
	Technical Operations.....	213 473-9767
	Video Services Requests.....	213 473-9714
	24-Hour Viewer Talk Back Line.....	213 473-3978
	Studio, 319 East 2nd Street.....	213 473-9714
232	<b>3-1-1 Call Center</b>	
	<b>Donna Arrechea</b> , 3-1-1 Director.....	213 473-3228
	Kilay Maranon, 3-1-1 Chief Communications Operator .....	213 473-3233
	3-1-1 Supervisors.....	213 473-3288
	City Information.....	213 473-3231
232	<b>Client Services and Support</b>	
	Roger Fernandez, Director of Systems.....	213 978-3350
	<b>Desktop Technical Services/Elected Support</b>	
	Tuan Ngo.....	213 978-3357
	<b>IT Professional Services Contracts</b>	
	Email: ..... <a href="mailto:ITProfessionalContract@lacity.org">ITProfessionalContract@lacity.org</a>	
	<b>Elected Officials Support</b>	
	Mayor's Office, Jonathan Luu.....	213 978-2882
	City Council, Binh Vuong.....	213 978-2715
	City Attorney, Kim Amancio.....	213 978-2952
	Controller, Kim Amancio.....	213 978-2952
	<b>General Desktop Support</b>	
	Ly Lam.....	213 978-3007
703	<b>Council Audio</b>	
	Manuel Giron, Communications Electrician Supervisor.....	213 978-2000
	<b>Email:</b> ..... <a href="mailto:ita.councilaudio@lacity.org">ita.councilaudio@lacity.org</a>	
232	<b>Strategic Partnerships Section</b>	
	Vanessa Regalado.....	213 978-3337
	Private Line Telecom Franchise.....	213 978-3337
	Materials Inventory Support..... Email: <a href="mailto:ITA.Invco@lacity.org">ITA.Invco@lacity.org</a>	213 978-0180
	<b>CPRA Requests:</b> ... Email: <a href="mailto:ITACPRACoordinator@lacity.org">ITACPRACoordinator@lacity.org</a>	
232	<b>Citywide Help Desk</b>	
	Help Desk .....	213 978-4080
	Ryan Norwall, Information Systems Manager I.....	213 978-9966
	John Hawkins, Technology Service Center.....	213 978-2715
	<b>Email:</b> ..... <a href="mailto:ita.tsc@lacity.org">ita.tsc@lacity.org</a>	

**CUSTOMER ENGAGEMENT BUREAU (continued)**

**Enterprise Network Operations Center**

Casey Riggs, Operations Manager..... 213 978-7575  
24 Hour Operations Line..... 213 978-6744  
Production Control, Document, Security Admin. 213 978-6744  
Email:..... [itanetworkscheduler@lacity.org](mailto:itanetworkscheduler@lacity.org)

**Citywide Training**

Olivia Alvarez..... 213 978-3006  
Email ..... [office.hours@lacity.org](mailto:office.hours@lacity.org)

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**Web Services/Visual Media**

Jayson Joseph, Information Systems Manager I  
Email..... [ita.webservices@lacity.org](mailto:ita.webservices@lacity.org)

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**FINANCE AND ADMINISTRATIVE SERVICES**

Tita Zara, Acting Assistant General Manager ..... 213 978-3346  
..... FAX 213 978-3310

*Vacant, Director of Finance and Administration* .....

**Accounting & Payroll Services** .....

Mary Lee, Principal Accountant..... 213 978-3332  
Pauline Loo, Payroll ..... 213 978-3398  
Email ..... [ita.accounting@lacity.org](mailto:ita.accounting@lacity.org)  
Email ..... [ita.payroll@lacity.org](mailto:ita.payroll@lacity.org)

**Budget and Contracts** .....14<sup>th</sup> Floor, CHE

**Budget/CSR Work Order Desk**

Angela Lee, Purchasing, CSR Administrator..... 213 978-6354  
Email ..... [ita.trfundingapproval@lacity.org](mailto:ita.trfundingapproval@lacity.org)  
Valerie Palazzolo, Access Control ..... 213 978-3365  
Valerie Palazzolo, Physical Facilities Services..... 213 978-3365  
Lani Ponciano, Communications Service Requests ..... 213 246-6711  
Lani Ponciano, CSR Administrator..... 213 246-6711  
..... FAX 213 978-3310

**Contract Administration**

Sandra Lopez ..... 213 978-3411  
..... FAX 213 978-3310

**PERSONNEL LIAISON** .....

Yuri Zaich, Sr Personnel Analyst I..... 213 978-3394  
Kelsey Sato, Sr. Personnel Analyst I..... 213 978-3392  
Jun (Crisanto) Abad, Sr. Personnel Analyst I ..... 213 978-3390  
..... FAX 213 978-0513  
Email..... [ITA-human-resources@lacity.org](mailto:ITA-human-resources@lacity.org)

**HR Consolidated Records**.....

..... FAX 213 972-5980  
Email..... [HRConsolidatedRecords@lacity.org](mailto:HRConsolidatedRecords@lacity.org)

232	<b>INFORMATION SECURITY OFFICE</b>	
	Timothy Lee, Chief Information Security Officer (CISO).....	213 978-3311
	14th Floor, CHE ..... <b>FAX</b>	213 978-3310
	<b>E-mail</b> ..... <a href="mailto:ita.security@lacity.org">ita.security@lacity.org</a>	
	<b>Governance</b>	
	Madeline Dia, Manager.....	213 239-4145
	<b>Security Operations</b>	
	Daniel Clark Lee, Manager .....	213 436-5739
	Integrated Security Operations Center .....	213 484-6723
232	<b>INFRASTRUCTURE BUREAU</b>	
	<b>Bhavin Patel, Acting Assistant General Manager</b> .....	213 978-3311
	..... <b>FAX</b>	213 978-3310
232	<b>CityWide Data/Voice/Video Engineering &amp; Operations Division</b>	
	<i>Vacant</i> , Director of Communications.....	
	<b>Data/Voice/Fiber Network Engineering Section</b>	
	Frank Gonzalez, Sr. Communications Engineer.....	213 978-4032
	<b>Audio/Visual Systems Engineering Section</b>	
	(Vacant) Sr. Communications Engineer.....	213 978-XXXX
	<b>Citywide Voice Network Engineering Section</b>	
	Jacky Tran, Communications Engineer.....	213 978-2888
	<b>Public Safety Data Network Engineering Section</b>	
	Ramil Lopez, Communications Engineer.....	213 978-4034
	<b>Data Network Engineering and WiFi Section</b>	
	Harry Torikian, Communications Engineer.....	213 978-3030
	<b>Fiber Network Engineering Section</b>	
	Joel Vera, Communications Engineer.....	213 978-4015
	<b>MWP, Data/Voice/Video Billing Accounts and VCC/Cell Management</b>	
	Ka Ling Wong, Information Systems Manager I.....	213 978-6332
	Duncan Angami, Sr. Communications Engineer ( <b>MWP Project</b> ) .....	213 978-0870
	Dan Tinajero, Sr. Management Analyst.....	213 978-4038
	<b>CityWide Data/Voice Network Management Section</b>	
	Carlos Octoman, Sr. Communications Engineer.....	213 978-4016
	<b>Network and Connectivity Management</b>	
	Hanh Le, Systems Programmer III .....	213 978-2956
	<b>Data Network Monitor, Maintenance and Repair (NCC)</b>	
	Mike Frassrand, Sr. Communications Electrician Supervisor... ..	213 978-6637
	<b>Data/Voice/Video Install/Maintenance, Alarms, Command Post</b>	
	Octavio Saucedo, Sr. Communications Electrician Supervisor... ..	213 473-2734
	Jerry Morris, Communications Electrician Supervisor.....	213 446-6039

	<b>INFRASTRUCTURE BUREAU (continued)</b>	
232	<b>Public Safety Engineering Team</b>	
	Samar Das, Sr. Communications Engineer.....	213 922-8305
	<b>LAPD Voice Radio, STRS Systems, and FCC Regulatory Matters</b>	
	Duncan Angami, Communications Engineer.....	213 978-0870
	<b>LAPD 911-Dispatch and Microwave Radio Systems</b>	
	Raoul Broussard, Communications Engineer.....	213 978-0862
	<b>LAFD 911 Dispatch and FSAS</b>	
	Cristina Tolentino, Communications Engineer.....	213 978-0863
	<b>Communications Systems Facilities Engineering and LAFD Voice Radio System</b>	
	Nader Haghighat, Communications Engineer.....	213 978-0819
454	<b>Communication Services Division</b>	
	<b>Mehrdad Larijaniha</b> , Director of Communications.....	213 922-7793
	Mt. Lee – Monitor Services (Radio, Microwave, Fire dispatch and Police Station systems) (Weekends, Holidays & Off-hour Emergencies).....	213 485-3110
	<b>Field Services Section</b>	
	Tony Christensen, Comm Electrician Supervisor .....	213 978-0822
	Field Radio (Base Stations).....	213 473-2750
	Field Microwave (Remote Sites).....	213 473-2755
	<b>Shop Services Section</b>	
	Enrique Sanchez, Sr. Comm Electrician. ....	213 263-6823
	Mobile Services (installation and repair)	213 473-2728
	Portable Labs (Hand held radios) and pickup.....	213 473-2761
	MDC Lab (Mobile Data Radios).....	213 473-2761
602	<b>Avionics/Van Nuys Heliport</b>	
	Iain Blackwood, Sr. Avionics Specialist .....	818 756-9452
232	<b>Enterprise Systems and Operations Services Division</b>	
	Arthur Sales, ISM II.....	213 820-2370
	<b>Enterprise Systems &amp; Facilities Management Section</b>	
	Jonathan Kim, Acting ISM I.....	213 473-5996
	Data Center Resource Management Email.....	<a href="mailto:ita.dcrms@lacity.org">ita.dcrms@lacity.org</a>
	Enterprise Systems Support Email.....	<a href="mailto:ita.ess@lacity.org">ita.ess@lacity.org</a>
	Data Storage, Protection & Appliance Email .....	<a href="mailto:ita.dspa@lacity.org">ita.dspa@lacity.org</a>
	<b>Provisioning, Support &amp; Maintenance and Mainframe Support Section</b>	
	Ben Hua, ISM I.....	213 978-6792
	Server Provisioning, Support & Maintenance Email.....	<a href="mailto:ita-psm@lacity.org">ita-psm@lacity.org</a>
	Mainframe Support Email.....	<a href="mailto:ita-mfsupport@lacity.org">ita-mfsupport@lacity.org</a>

**DevOps & Identity Management Section**

Kevin Cheng, Acting ISM I.....  
DevOps Email.....  
Identity Management Email.....

213 326-4305  
[ita-devops@lacity.org](mailto:ita-devops@lacity.org)  
[itaidm@lacity.org](mailto:itaidm@lacity.org)

