

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 (14th 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, Assistant General Manager..... 213 978-3311
Jeanne Holm, Assistant General Manager 213 978-3311
Anthony Moore, Assistant General Manager 213 978-3311
Laura Ito, Assistant General Manager 213 978-3311
Sherry Pennyjelly, 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
Citywide Department Directory (CityFone)
E-mail 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 Voice Mail Trouble & Passcode Resets 213 978-4080
CLA Support 213 978-4080
Coordinator Database (CityFone)
For support please open a service ticket with ServiceNow
Website <https://cityoflaprod.service-now.com/>
Council Audio..... 213 978-2000
E-mail ita.councilaudio@lacity.org
Council Support 213 978-4080
Citywide Email Support..... 213 978-4080
Internet Infrastructure Support 213 978-2878
Telephone Coordinator, Lloyd Lau 213 978-2772
ITA Webmaster, Balmore Botero
E-mail 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	213 847-2775

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APPLICATIONS BUREAU

Joyce Edson, Assistant General Manager	213 978-3311
..... FAX	213 978-3310

Business & Project Management
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Department Application Services Division (DASD)

Judy Chu, Manager	213 473-7088
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CRM/API/Data (CAD)

Eduardo Magos	213 258-9161
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Document/Forms/Workflow

Sohn Nguyen.....	213 978-2871
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Database Administration

Ernest Banh.....	213 978-0207
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Server Operations & Cloud Services

Syed Towhid	213 978-3356
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Tony Le.....	213 239-3530
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Payroll/PaySR/HRP

Jonathan Biton	213 922-7725
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Finance & Revenue

Jose Alvarez	213 978-0896
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Financial Management System (FMS)

Coco Lohr	213 978-0212
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Revenue (LATAX)

Bill Aguilar	213 978-8063
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Web Services/Digital Media

Jayson Joseph	
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E-mail..... ita.webservices@lacity.org

232	CUSTOMER ENGAGEMENT BUREAU	
	Jeanne Holm, Assistant General Manager	213 978-3311
 FAX	213 978-3310
	Cable/Video Service Regulation, Private Line Telecom Franchise	
	William Imperial, Telecom Regulatory Officer III.....	213 922-8383
	Cable TV Consumer Complaint Hotline.....	311
131	Citywide Video Services/L.A. CityView Channel 35	
	Ted Lin, Cable TV Product Manager.....	213 473-9767
	Main Office.....	213 473-9798
 FAX	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	3-1-1 Call Center	
	Donna Arrechea , 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	Strategic Partnerships Division	
	Maryam Abbassi, Information Systems Manager.....	213 473-9797
	Compliance Management, Materials Inventory Support, and Digital Inclusion	
	Wayne Chan, Information, Systems Manager I	213 978-6368
	Material Inventory Support	213 978-0180
	IT Professional Services Contracts and CPRA Requests	
	Kuljeet Arora	213 922-8307
	City Data Science and Predictive Analytics	
	Hunter Owens, Programmer Analyst III	213-978-0847
232	Google Mail and Applications (Team Innovate)	
	Charlene Dennis, Systems Programmer III.....	213 978-2873
	Email: teaminnovate@lacity.org	
232	Smart City and Broadband Technologies	
	Omotayo Ige, Director of Communications.....	213 485-1597
232	Client Services and Support	
	Roger Fernandez, Director of Systems.....	213 978-3350
	Desktop Technical Services/Elected Support	
	Tuan Ngo.....	213 978-3357
	Elected Officials Support	
	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
	General Desktop Support	
	Ly Lam.....	213 978-3007
703	Council Audio	
	Manuel Giron, Communications Electrician Supervisor.....	213 978-2000
	E-mail: ita.councilaudio@lacity.org	

232	CUSTOMER ENGAGEMENT BUREAU (continued)	
	Enterprise Service Center	
	Lonney Ferguson, Director of Systems.....	213 978-3091
	Technology Service Center (Citywide Help Desk).....	213 978-4080
	David Rhodes.....	213 978-7567
	Enterprise Network Operations Center	
	Casey Riggs, Operations Manager.....	213 978-7575
	24 Hour Operations Line.....	213 978-6744
	E-mail: itanetworkscheduler@lacity.org	
	Production Control, Document/Tape Library, Security Admin.	213 978-7575

232	FINANCE AND ADMINISTRATIVE SERVICES	
	Laura Ito, Assistant General Manager.....	213 978-3322
 FAX	213 978-3310
	Tita Zara, Director of Finance and Administration	213 978-3346
	Accounting & Payroll Services	
	Mary Lee, Principal Accountant.....	213 978-3332
	Pauline Loo, Payroll.....	213 978-3398
	Budget and Contracts 14 th Floor, CHE	
	Budget/CSR Work Order Desk	
	Sabena Wong, Purchasing, CSR Administrator	213 978-3342
	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	
	Irene Mayeda.....	213 978-3327
 FAX	213 978-3310
	PERSONNEL LIAISON	
	Regina Hernandez, Sr Personnel Analyst I.....	213 978-3394
	Susan Asuncion (Bautista), Sr. Personnel Analyst I.....	213 978-3392
	Crisanto Abad, Sr. Personnel Analyst I	213 978-3390
 FAX	213 978-0513
	E-mail ITA-human-resources@lacity.org	
	HR Consolidated Records.....	213 972-5980
 FAX	213 972-5916
	E-mail HRConsolidatedRecords@lacity.org	

232	INFORMATION SECURITY OFFICE	
	Timothy Lee, Chief Information Security Officer (CISO).....	213 978-3311
	14th Floor, CHE	FAX 213 978-3310
	E-mail	ita.security@lacity.org
	Governance	
	Madeline Dia, Manager.....	213 239-4145
	Identity Management Support	
	Sherri Teng, Manager.....	213 978-3188
	Network and Connectivity Management	
	Hanh Le, Manager.....	213 978-2956
	Security Operations	
	Ryan Norwall, Manager.....	213 973-9966
	Integrated Security Operations Center.....	213 484-6723
232	INFRASTRUCTURE BUREAU	
	Anthony Moore, Assistant General Manager	213 978-3311
	FAX 213 978-3310
232	CityWide Data/Voice/Video Engineering & Operations Division	
	Bhavin Patel, Director of Communications	213 847-2199
	Data/Voice/Fiber Network Engineering Section	
	Frank Gonzalez, Sr. Communications Engineer.....	213 978-4032
	Lloyd Lau, Sr. Communications Engineer (MWP Project) ...	213 978-2772
	Citywide Voice Network Engineering Section	
	Jacky Tran, Communications Engineer.....	213 978-2888
	Public Safety Data Network Engineering Section	
	Ramil Lopez, Communications Engineer.....	213 978-4034
	Data Network Engineering and WiFi Section	
	Harry Torikian, Communications Engineer.....	213 978-3030
	Fiber Network Engineering Section	
	Joel Vera, Communications Engineer.....	213 978-4015
	Data/Voice/Video Billing Accounts and VCC/Cell Management	
	Dan Tinajero, Sr. Management Analyst.....	213 922-7775
	Audio/Visual Systems Engineering Section	
	Adel Etman, Sr. Communications Engineer.....	213 978-0855
	CityWide Data/Voice Network Management Section	
	Vacant, Sr. Communications Engineer, Section Manager.....	213 978-0267
	Data Network Monitor, Maintenance and Repair (NCC)	
	Mike Frassrand, Sr. Communications Electrician Supervisor	213 978-6637
	Voice Install/Maintenance, Alarms, Command Post, Network Construction	
	Rito Cisneros, Sr. Communications Electrician Supervisor...	213 473-0660
232	Public Safety Engineering Team	
	Mehrdad Larijaniha, Sr. Communications Engineer.....	213 978-0872

INFRASTRUCTURE BUREAU (continued)

LAPD Voice Radio and STRS Systems

Duncan Angami, Communications Engineer..... 213 978-0870

LAFD Voice Radio System and FCC Regulatory Matters

Ken Mann, Communications Engineer..... 213 978-0832

LAPD 911-Dispatch and Microwave Radio Systems

Raoul Broussard, Communications Engineer..... 213 978-0862

LAFD 911 Dispatch and FSAS

Cristina Tolentino, Communications Engineer..... 213 978-0863

Communications Systems Facilities Engineering

Nader Haghighat, Communications Engineer..... 213 978-0819

454 **Communication Services Division**

Greg Steinmehl, Information Systems Manager II..... 213 922-7793

Mt. Lee – Monitor Services
(Radio, Microwave, Fire dispatch and Police Station systems)
(Weekends, Holidays & Off-hour Emergencies)..... 213 485-3110

Field Services Section

Ronnie Rodriguez, Acting Sr. Comm Electrician Supervisor ... 213 473-2750

Field Radio (Base Stations)..... 213 473-2750

Field Microwave (Remote Sites)..... 213 473-2755

Shop Services Section

Peter Benjamins, Sr. Communications Electrician Supervisor. 213 215-5945

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 **Avionics/Van Nuys Heliport**

Iain Blackwood, Sr. Avionics Specialist 818 756-9452

232 **Enterprise and Data Center Services Division**

Nee Truong, ISM II..... 213 978-6783

Financial Systems Support & Facilities Resource Management

James Lee, ISM I..... 213 978-2872

Citywide Hosting & Mainframe Systems Support Section

Ben Hua, ISM I..... 213 978-6792