

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, Executive Officer..... 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
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

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

E-mail 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
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, Executive Officer.....	213 978-3311
..... FAX	213 978-3310

Business & Project Management

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	
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	
	(Vacant), Director of Communications.....	213 978-3311
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 Contracts14 th Floor, CHE	
	Budget/CSR Work Order Desk	
	Angela Lee, Purchasing, CSR Administrator.....	213 978-6354
	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
	Audio/Visual Systems Engineering Section	
	Adel Etman, Sr. Communications Engineer.....	213 978-0855
	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
	MWP, Data/Voice/Video Billing Accounts and VCC/Cell Management	
	Ka Ling Wong, Information Systems Manager I.....	213 978-6332
	Lloyd Lau, Sr. Communications Engineer (MWP Project) ..	213 978-2772
	Dan Tinajero, Sr. Management Analyst.....	213 978-4038
	CityWide Data/Voice Network Management Section	
	Carlos Octoman, Sr. Communications Engineer.....	213 978-4016
	Data Network Monitor, Maintenance and Repair (NCC)	
	Mike Frassrand, Sr. Communications Electrician Supervisor...	213 978-6637
	Data/Voice/Video Install/Maintenance, Alarms, Command Post	
	Octavio Saucedo, Sr. Communications Electrician Supervisor...	213 473-2734
	Jerry Morris, Communications Electrician Supervisor.....	213 446-6039

INFRASTRUCTURE BUREAU (continued)

232	Public Safety Engineering Team Samar Das, Sr. Communications Engineer.....	213 922-8305
	LAPD Voice Radio, STRS Systems, and FCC Regulatory Matters Duncan Angami, Communications Engineer.....	213 978-0870
	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 and LAFD Voice Radio System Nader Haghighat, Communications Engineer.....	213 978-0819
454	Communication Services Division Mehrdad Larijaniha , 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
	Field Services Section Rito Cisneros, Sr. Comm Electrician Supervisor	213 473-2750
	Field Radio (Base Stations).....	213 473-2750
	Field Microwave (Remote Sites).....	213 473-2755
	Shop Services Section Rito Cisneros, Sr. Comm 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