

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) 213 978-3351

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, Joe Quan 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
Council Audio, Russ Bellenot..... 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**

HELP DESKS:
Central Host Computer Helpline..... 213 978-6744
Technology Service Center 213 978-4080
L.A. Cityview 35 213 473-9798
Council Phone Operation 213 847-2775

APPLICATIONS BUREAU

Joyce Edson, Assistant General Manager	213 978-3311
..... FAX	213 978-3310
Business & Project Management	
Jennifer Banos.....	213 978-0897
CRM/API/Data (CAD)	
Eduardo Magos	213 258-9161
Department Application Services Division (DASD)	
Judy Chu, Manager	213 473-7088
Document/Forms/Workflow	
Sohn Nguyen.....	213 978-2871
Database Administration	
Ernest Banh.....	213 978-0207
Operations & Services	
Private Cloud	
Syed Towhid	213 978-3356
Public Cloud	
Tony Le.....	213 239-3530
Payroll/Paysr Section	
Jonathan Biton, P/A V.....	213 922-7725
Procurement & FMS	
Jose Alvarez, ISM II	213 978-0896
Financial Management System (FMS)	
Coco Lohr, Section Lead.....	213 978-0212
Revenue (LATAx)	
Bill Aguilar, Manager.....	213 978-8063
Web Services/Digital Media	
Jayson Joseph, Manager.....	
E-mail	ita.webservices@lacity.org
Webmaster	
Baltimore Botero.....	
E-mail	ita.webservices@lacity.org

232	CUSTOMER ENGAGEMENT BUREAU	
	Jeanne Holm, Assistant General Manager	213 978-3311
 FAX	213 978-3310
	Video Service Regulation	
	Cable TV Consumer Complaint Hotline.....	311
131	Citywide Video Services/L.A. Cityview Channel 35	
	Ted Lin, Cable TV Product Mgr.....	213 473-9767
	Receptionist.....	213 473-9798
	Main Office.....	213 473-9798
	200 N. Spring Street, 10th Floor, Los Angeles 90012..... FAX	213 473-6822
	Technical Operations.....	213 473-9767
	Control Room/City Council Live Coverage.....	213 978-3975
	Live and Taped Production, Robin Gee.....	213 473-9714
	Program Scheduling.....	213 473-9715
	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 & Technology Services Division	
	Donna Arrechea, 3-1-1 DirectorCHE, 10 th Floor	213 473-3228
	3-1-1 Supervisors.....	213 473-3288
	City Information.....	213 473-3231
232	Project Management Division	
	Maryam Abbassi, Information Systems Manager.....	213 473-9797
	Compliance Mgmt Materials Inventory Support & Digital Inclusion	
	Wayne Chan, Systems Programmer III	213 978-6368
	Olivia Alvarez, Sr. Sys Analyst I	213 978-3006
	Solie Nosrat, Systems Programmer	213 978-2874
	Material Support	
	Vacant	213 978-0180
 OR	213 473-2720
	IT Professional Services Contracts & CPRA Requests	
	Kuljeet Arora	213 978-3047
232	Client Services & Support14 th Floor, CHE	
	Roger Fernandez, Director of Systems	213 978-3350
	Help Desk / Desktop Technical Services / Elected Support	
	Lonney Ferguson.....	213 978-3091
	Elected Official Support	
	Mayor	
	Jonathan Luu	213 978-2882
	Council	
	Binh Vuong	213 978-2715
	City Attorney	
	Kim Amancio.....	213 978-2952
	Controller	
	Kim Amancio.....	213 978-2952
	General Desktop Support	
	Tuan Ngo.....	213 978-3357

CUSTOMER ENGAGEMENT BUREAU (continued)

703 **CityWide Helpdesk** 213 978-4080
David Rhodes 213 978-4080
Council Audio
Russ Bellenot, Comm Elec Supervisor 213 978-2000
E-mail..... ita.councilaudio@lacity.org
City Hall, 200 N Spring St., Los Angeles, CA, 90012
..... Room 163

232 **FINANCE AND ADMINISTRATIVE SERVICES**

Laura Ito, Assistant General Manager..... 213 978-3322
..... **FAX** 213 978-3310
Accounting & Payroll Services14th Floor, CHE
Mary Lee, Principal Accountant..... 213 978-3332
Elvira Mendez, Payroll 213 978-3399
Budget and Contracts14th Floor, CHE
Tita Zara, Senior Management Analyst II 213 978-3346
Budget/CSR Work Order Desk
Sabena Wong, Purchasing, CSR Administrator 213 978-3342
Valerie Palazzolo, Access Control14th Floor, CHE 213 978-3365
Valerie Palazzolo, Physical Facilities Services 213 978-3365
Brian Jung, Communications Service Requests..... 213 978-6305
Brian Jung, CSR Administrator 213 978-6305
..... **FAX** 213 978-3310
Contract Administration
Irene Mayeda.....14th Floor, CHE 213 978-3327
..... **FAX** 213 978-3310
PERSONNEL LIAISON..... 14th Floor, CHE
Regina Hernandez, Sr Personnel Analyst I..... 213 978-3394
Susan Asuncion (Bautista), Personnel Analyst II..... 213 978-3392
..... 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) 213 922-7739
14th Floor, CHE **FAX** 213 978-3310
Governance
Madeline Dia, Manager..... 213 239-4145
Security Operations Center
Ryan Norwall, Supervisor 213 973-9966
Network and Connectivity Management
Hanh Le, Manager 213 978-2956

232	INFRASTRUCTURE BUREAU Anthony Moore, Assistant General Manager 213 978-3311 14th Floor, CHE FAX 213 978-3310
232	CityWide Voice/Data Engineering & Operations Division Anne Wu, Director of Communications 213 978-0088
	Voice Network Engineering Section Lloyd Lau, Sr. Communications Engineer 213 978-2772 Jacky Tran, Communications Engineer..... 213 978-2888
	Voice/Data Billing Accounts Management Joe Quan, Sr. Systems Analyst II. 213 922-7775
	Audio/Visual Systems Engineering Section Adel Etman, Sr. Communications Engineer 213 978-0855
	Data Network and Fiber Engineering Section Frank Gonzalez, Sr. Communication Engineer 213 978-4032
	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
	CityWide Data/Voice Network Management Section Bhavin Patel, Sr. Communications Engineer, Section Manager... 213 978-0267
	Data Network Monitor, Maintenance and Repair Mike Frassrand, Sr. Communication Electrician Supervisor..... 213 978-6637
	Voice Install/Maintenance, Alarms, Command Post, Network Construction Rito Cisneros, Sr. Communication Electrician Supervisor 213 473-0660
232	Mission Critical Communications Engineering Team Mehrdad Larijaniha, Sr. Communications Engineer 213 978-0872
	LAPD and Citywide Radio Systems Nilesh Patel, Communications Engineer 213 978-0871
	LAFD Voice Radio and FCC License Ken Mann, Communications Engineer..... 213 978-0832
	Microwave Systems Duncan Angami, Communications Engineer..... 213 978-0870
	Public Safety Dispatch Samar Das, Communications Engineer 213 922-8305
454	Communication Services Division Greg Steinmehl, Information Systems Manager II 213 922-7793 Piper Technical Center - General Information 213 473-2711 Mt. Lee – Monitor Services (Radio, Microwave, Fire dispatch and Police Station systems) (Weekends, Holidays & Off-hour Emergencies) 213 485-3110

INFRASTRUCTURE BUREAU (continued)

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. 213 473-2771
Mobile Services (vehicle mounted communication equipment) 213 473-0681
Mobile Installations 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 Systems & Operations**
Sung Kim, ISM II..... 213 978-6333

Enterprise Network Operations Center
James Lee, Operations Manager 213 978-2872

Network Operations
(Day) Casey Riggs..... 213 978-6706
(Swing) Marita Saul 213 978-6744
..... **OR** 213 978-6722
Val Alicante (Graveyard)..... 213 978-6744

Production Control/Doc/Tape Lib/Security Admin
Casey Riggs, Manager 213 978-7312
..... **OR** 213 978-7572

Enterprise Services Management
Nee Truong, Manager..... 213 978-6783

Mainframe Systems Operations
Jon Hoang, Manager 213 978-6332

Identity Management Support
Heather Jenoure, Manager 213 978-3187