ITD PEOPLE PLAN 2025

OUR PEOPLE PLAN - 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. We are proud of our caring culture of friendly competition and shared purpose, which drives us to create solutions that benefit both our community and our people. Our review spans a broad spectrum, from refining recruitment processes to aligning with industry-leading talent acquisition, retention, and "future of work" strategies. This commitment has kept our turnover rate at just 4%—half the industry average year after year.

Our Differentiators

High Performance Team

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

Diversity

- 87% diverse background
- ITD workforce = 8% Gen Z, 25.5% Millennial, 50% Gen X, 16.5% Baby-Boomer

Community Focus

- Children's book drive/LA Fires supply drive
- Multiple Intern Programs: SSA, Student SIP
- Engagement – Combined Charities, PRIDE Month, Earth Day, Black History Month, Women's Hall of Fame
- Alameda County Community Food Bank: Food drive, Donations, Volunteering

Our Goal Progress

- Turnover decreased this year to 4%, significantly lower than the industry average.
- 19 external candidates hires / 33 employees promoted / 25 employees converted to tenured/permanent.
- Focus on implementation of Leadership/Team Lead programs to bridge gaps in internal promotion and succession planning.

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
- **Numerous training opportunities**

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 & opportunities for growth**
- Practice 'Herzberg'
- **Celebrate success**
- Encourage Community Service
- **Foster environment of engagement**

OUR PEOPLE PLAN - Recruit

ITD's recruitment program aligns with industry-leading talent acquisition, retention, and "future of work" strategies, including:

- Regular evaluation of recruitment methods and platforms to ensure that ITD's employment opportunities are getting in front of talented, qualified and interested individuals.

- Remaining a top employment choice for former Interns, who return to start their careers.

- In a volatile industry with layoffs and high turnover facing the employees of our private-sector competitors, County Government Tech remains a stable, consistent place to work.

- Leveraging our creativity and exceptional employees to get the word out at job fairs, through our vendors, and by networking.
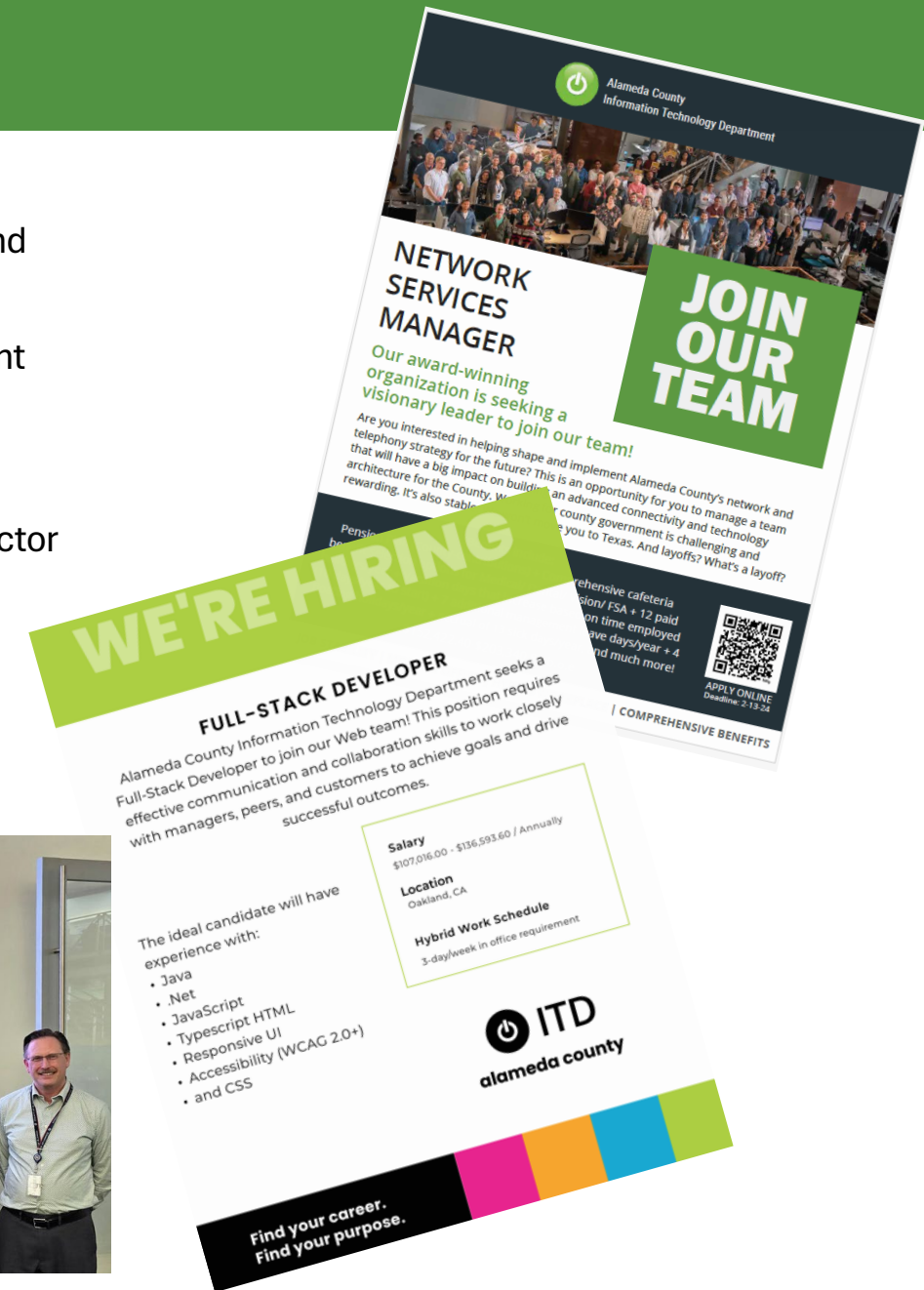
OUR PEOPLE PLAN - Retain

CIO Meet and Greet - All new employees attend a session led by the CIO and his management team to learn about Government, the County, 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.

We focus on **Promotional Opportunities** through regular review of career ladders, succession plans and ITD's ever growing and changing organization

ITD keeps job/classification specifications updated, revising when needed and creating new descriptions as necessary **Prioritize Internal Growth** opportunities.

We **Celebrate ITD Successes**, recognize achievements and strive to provide meaningful work.
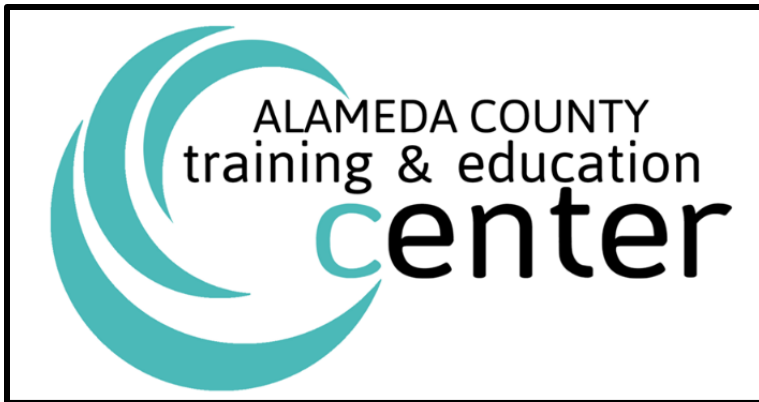

CIO Meet and Greet

TIM DUPUIS, CIO/REGISTRAR

OUR PEOPLE PLAN - Develop

The **Professional Development Academy (PDA)** 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. Attendance and successful completion increased 20% in 2024.

ITD's increased emphasis on **Training and Development,** including utilizing the County's Training and Education Center (TEC) has resulted in 25% of our Leadership team received customized professional growth curriculum, with a focus on both technical and soft skills.

OUR PEOPLE PLAN - Develop

The **Architecture Review Board (ARB)** is an ITD forum to review new projects for compliance with ITD Enterprise Reference Architecture, architectural best practices and security best practices. It encourages participation by project leads and developers, both to present their projects, and to review other ITD projects in a round table setting.

ARCHITECTURE REVIEW BOARD

Through **Cross-Training & Collaboration,** ITD Encouraged knowledge sharing and skill diversification. Our Client Services team were cross-trained with different agencies, and internal teams gained expertise in Public Works and Community Development programs. 3 critical retirees were partnered with back-up staff to train and take over when they leave ensuring a smooth transition.

# OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

ITD hosted a number of events highlighting AI in the workplace:

AI Hack-A-Thons - **Rethink AC 2024** This event encouraged 120+ AC employees to find creative ways to enhance customer service and improve how we work through collaboration, innovation and technology. Participants worked in cross-department teams to brainstorm ideas and solutions to better serve our clients and improve the way we do business using AI.

ITD hosted the **AI-ing County Government Hack-A-Thon** at the California State Association of Counties (CSAC) 2024 Summer Regional Meeting challenging them to design a solution using AI and presenting it in creative ways to the audience.
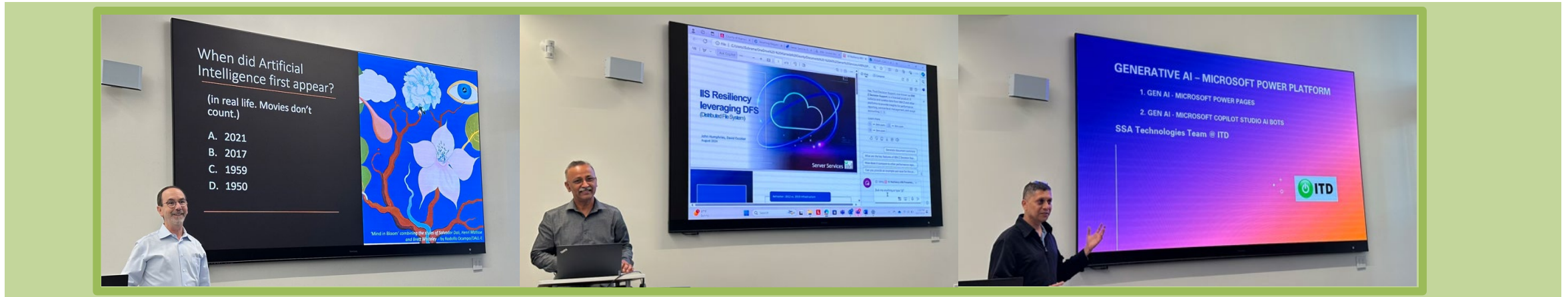
AI Demo Day was another opportunity for ITD to demonstrate our forward-thinking and ability to seamlessly leverage new technology to deliver the best solutions to our clients and the community, continuing to exemplify our values of being innovative and life-long learners. This event was so successful, it has become an on-going series of events!
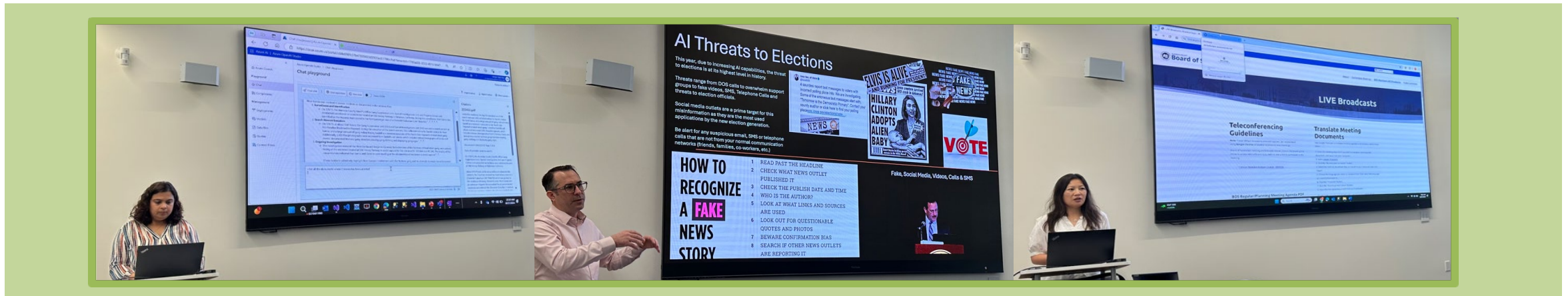
OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

ITD increased the County's **Cybersecurity Awareness Month (CAM)** presence in October, with the aim to boost our employees' knowledge and readiness against cyber threats. Throughout the month, ITD offered a variety of activities including training sessions, helpful tips, videos, and expert talks, all focused around helping County employees become 'cyber ready'.

ITD continues the successful **Data Center and Building Tours** to get people from different teams together to learn about our facilities.

OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

We recognize our employees with the **ITD Awards Celebration**, highlighting the numerous awards our teams garner throughout the year. These awards are a tribute to all the people of ITD and reflect our commitment to excellence in everything we do.

OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

Employee Appreciation: ITD organized a **spring BBQ and ice cream party** to appreciate our amazing team. In addition to appreciation, we recognized our employees who celebrated milestone work-anniversaries.

Additionally, throughout the year we had **Retirement Parties** to honor our retirees and acknowledge their contributions.

Our culturally diverse team have many rich traditions and customs. In 2024, a group of ITD employees coordinated a **Diwali** event to share this beautiful holiday with their ITD colleagues. There was a ceremony, dancing, music and wonderful food.

OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

ITD's employee annual events culminate with our **Festive Holiday Party**. The whole department convenes for a delicious lunch at ITD HQ, which has been decorated for the occasion.

There are games and contests for team members to engage in friendly competition, including a gingerbread house contest, scavenger hunt, video games and dessert contest.

Our CTO and Managers give brief speeches to appreciate our employees, and the day is finished with a raffle.

OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

Through our **ITD Cares initiative**, we seek opportunities to give back to our community through service, donations and volunteering. True engagement can be found when people are genuinely invested through multiple outlets.

- Children's Book Drive / Pet Supply Drive for Shelters / LA Fires Supply Drive & Donations
- Interacting with our Senior Community with Valentines cards and Mother's Day gifts
- PRIDE Month
- Black History Month
- Earth Day – Lake Merritt Clean-up
- AC Women's Hall of Fame Event
- Science in the Park

And our ongoing partnership with Alameda County Community Food Bank…

OUR PEOPLE PLAN – Engagement, Progress, Accomplishments

ITD's partnership with the AC Community Food Bank grew in 2024.

Through our holiday season food & donation drive, we collected 712 pounds of food, donated nearly $1,000, equaling a total of 2,417 meals!

ITD also began volunteering on a regular basis at the ACCFB facility, which is a fantastic opportunity not only to serve our community in a meaningful way, but to team-build with our coworkers and clients.
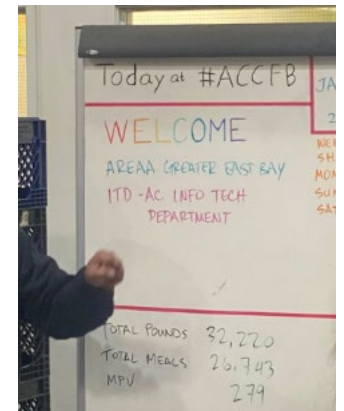
OUR PEOPLE PLAN – In Summary

ITD's consistent prioritization of **Our People**, which includes our goals to **Plan, Attract, Recruitment, Assess, Retain, Develop** and **Transition**; along our focus on employee **Engagement, Progress** and recognition of **Accomplishments**, sets our team up for success. A highly engaged, talented team ensures smoother transitions, effective knowledge transfer, alignment with our evolving goals and furthers our culture of innovation.

With our continued preparation for change through strategic planning and resource allocation, ITD will continue contributing to Alameda County's success, making it a better place to live, work and do business.