

**DEPARTMENT OF INFORMATION TECHNOLOGY
CONFLICT OF INTEREST CODE**

**APPENDIX A
DESIGNATED POSITIONS, DUTIES, AND CATEGORIES**

POSITION	DUTIES	CATEGORY
Director / Chief Information Officer	Manages the Department of Information Technology (IT) and supports the Chief Operating Officer in the assessment and administration of Citywide technology services. Has overall responsibility for defining and implementing IT Strategy, IT Governance, Enterprise Applications, Communications Services, Budget oversight of Citywide IT expenditures, and IT Vendor Management.	1
Deputy Director Enterprise Applications	Assists the Chief Information Officer (CIO) in managing and administering the Department of IT. Has responsibility delegated from the CIO for purchases of supplies and services for the Department of IT and also for approving Citywide purchases of IT supplies and services by other departments. Participates on selection panels which determine who will be awarded contracts for Citywide IT purchases and/or services. Also directs work programs, coordinates projects, and provides assistance and staff support to management, committees, and task forces.	1
Deputy Director GIS	Assists the Chief Information Officer (CIO) in managing the enterprise Geographic Information Systems (GIS) environment. Manages a staff of GIS professionals. Sets enterprise GIS strategy and policy. Establishes GIS procedures. Acts as a liaison between the Department of IT and departments on matters related to GIS. Has responsibility delegated from the CIO for purchases of supplies and services for the Department of IT related to GIS. May participate on selection panels which determine who will be awarded contracts for Citywide IT purchases and/or services.	1
Deputy Director Contract Management	Assists the Chief Information Officer (CIO) in managing and administering the Department of IT. Has responsibility delegated from the CIO for managing an IT contracts portfolio supporting the Department of IT, city departments, and citywide IT services. The contract portfolio exceeds \$250M in total value. Manages contract negotiations, compliance,	1

	<p>disputes, change orders, renewals, and life cycle of contracts in the IT contracts portfolio. Has responsibility delegated from the CIO for developing sourcing strategy and obtaining contracts to be used for the purchases of goods and services for the Department of IT, city departments, or major citywide IT services. Participates and assists other departments on RFPs and IT procurements which determine who will be awarded contracts for major IT purchases of goods and/or services.</p>	
Contract Manager	<p>Assists the Deputy Director of Contract Management in managing IT contracts portfolio. Has responsibility delegated by the Deputy Director of Contract Management for managing a subset of the IT contract portfolio that supports the Department of IT or citywide IT services. Manages or assists in contract negotiations, compliance, disputes, change orders, renewals, and life-cycle management of the IT contracts portfolio. Assists in the development of sourcing strategy and obtaining contracts for use by the Department of IT or other city departments. Participates in RFPs and IT procurements which determine who will be awarded contracts for major IT purchases of goods and/or services.</p>	2
Workplace Service Manager	<p>Assists the Service Management Office (SMO) Manager in the delivery and operations of Workplace Services (WPS), consisting of the Service Desk and End-User Services functions. Responsible for the strategic and operational activities, vendor performance management, business continuity, and compliance with Service Level Management. Grants approval for work to be performed within the scope of the managed service contracts. Has the responsibility delegated from Chief Information Officer (CIO) for purchases of supplies and services for the Department of IT and approving citywide purchases of IT supplies and services by other departments. May participate on selection panels which determine who awards contracts for citywide IT purchases and/or services.</p>	2
IT Financial Program Manager	<p>The IT Financial Program Manager reports to the Chief Information Officer (CIO). This position plans, manages, coordinates, and leads the activities of the Financial and Administrative Team in support of the Department of IT and the citywide IT budget. Performs research and makes recommendations regarding the purchase of IT goods and services. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	2

Service Management Office Manager	Assists the Chief Information Officer (CIO) in managing and administrating the Department of IT. Chairs the Service Management Office (SMO) accountable for defining, maintaining, and managing standards for IT Service Management (ITSM) and IT Service Management processes. Accountable for major IT vendors for the delivery and operations of Workplace Services (WPS) and Applications Development and Maintenance (ADM) Services. Has the responsibility delegated from the CIO for purchases of supplies and services for the Department of IT and approving citywide purchases of IT supplies and services by other departments. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	1
Service Management Office Program Manager	Assists the Service Management Office (SMO) Manager in managing and administrating the Service Management Office (SMO). Ensures that services and ITSM processes are defined, continuous service operation processes work in practice, and manages vendors according to policies defined by the SMO. Responsible for the strategy, architect, development, and administration of the ITSM platform environment in support of ITSM processes. Has responsibility delegated from the CIO for purchases of supplies and services for the Department of IT and approving citywide purchases of IT supplies and services by other departments. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	3
Digital Strategy Manager	Develops citywide strategies for digital services and incorporate single sign-on, electronic signature, and other technologies to streamline public-facing applications through web and mobile channels. Expand mobile channels and citizen engagement for residents, businesses, neighborhoods, and employees. Integrate a consistent City brand and user experience into new City applications. Collaborate with Communications Department and other departments to streamline content on the City's external and internal websites to enhance user experiences. Consult with City departments and elected officials to develop recommendations and budget projections for digital services to replace legacy applications and paper processes to make it easier to do business with the City. Partner with City departments to streamline business processes for new digital initiatives and drive innovations. Collaborate with Department of IT leadership on City standards	2

	<p>and governance for new digital initiatives. Integrate common technology platforms into new public-facing applications for consistency and economies of scale. Expand mobile channels for City employee applications to create efficiencies and alignment with citywide platforms and services. Develop a roadmap for future digital initiatives with the Department of IT and City departments to align with the City's goals and priorities. Collaborate with City departments and explore public-private partnerships to deliver public Wi-Fi services. Prepare effective written and oral communications, reports, instructions, and presentations.</p>	
Digital Services Manager	<p>Consults with City departments on IT projects, develop recommendations and budget projections for digital services to replace legacy applications and paper processes to make it easier to do business with the City. Partner with City departments to streamline business processes for new digital initiatives and drive innovations. Collaborate with IT leadership on City standards and governance for new digital initiatives. Integrate common technology platforms into new public-facing applications for consistency and economies of scale. Collaborate with City departments and explore public-private partnerships to deliver public Wi-Fi services. Prepare effective written and oral communications, reports, instructions, and presentations. Other duties as assigned.</p>	2
GIS Program Coordinator	<p>Assists the Deputy Director GIS in supporting the enterprise Geographic Information Systems (GIS) environment. Provides spatial analytical tasks and project support for Departmental business requirements. Coordinates enterprise changes and upgrades to the GIS environment. May participate on selection panels which determine who will be awarded contracts for Citywide IT purchases and/or services.</p>	2
Digital Strategy Program Coordinator	<p>Collaborates with city departments to document business processes for new digital initiatives and drive innovations. Additionally, this position will assist the Digital Services Manager in generating follow-up items required to bring a new technology successfully through Department of IT's technology standards. Provide ongoing demand and project governance training to IT Liaisons or department designee to solicit any recommendations for process improvements. Generate and organize governance related reports monthly for Digital Strategy Manager to help areas of governance improvements.</p>	2

Digital Strategy Coordinator	Assists the Digital Strategy Manager in streamlining content on the City’s external and internal websites to enhance user experiences. Assist the Digital Strategy Manager in coordinating digital campaigns with departments and elected officials. Tracks update on future initiative and confirm changes with Departments. Assist in developing digital campaign and increase Citizen awareness of Digital Equity initiative in promised-zone areas. Collaborates with Network Program Coordinator in tracking Digital Equity activities and provide updates.	2
Assistant Director / IT Architecture and Engineering, Chief Information Security Officer (CISO)	Assists the Chief Information Officer (CIO) in directing, managing, and administering the Department of IT. Has responsibility delegated from the CIO for IT architecture and engineering, operations, and security. Responsible for directing overall IT architecture and strategy, leads the teams that design, plan, and implement citywide technical solutions for departments and residents. Leads the architecture and engineering team managers in working with City executives and department management to ensure IT projects and systems have proper architecture, planning, strategy, and implementation. Leads the development of the citywide IT roadmap, ensures IT projects and systems are developed and maintained in a coordinated manner that encourages innovation, centralization, collaboration, efficiency, and technical excellence. Manages vendors providing major IT services to the City. Major IT services include network data and voice services, data center services, cloud services, and cyber security. Has responsibility delegated from the CIO for purchases of supplies and services for the Department of IT and also for approving citywide purchases of IT supplies and services by other departments. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	1
Deputy Chief Information Security Officer (DCISO)	Assists the Assistant Director of IT Architecture and Engineering. This position is responsible for assisting with the development and implementation of cyber security strategies, monitoring and enforcement of the City’s cyber security policies, data governance, standards, procedures, and internal controls; coordinate and management of security awareness programs, business continuity, and disaster recovery plans; overseeing, evaluating, and supporting information compliance issues, which may include managing and monitoring security standards or internal controls compliance, leading or conducting internal investigations, security and risk assessments, and helping	2

	<p>employees understand and comply with applicable information security regulations, policies, and procedures; and may also include providing guidance and autonomous evaluations of the City's information security compliance to management. The DCISO will participate on selection panels which determine who will be awarded contracts for citywide IT/cyber security purchases and/or services. This role includes initiating and processing recruitments, schedule and conduct interviews, and process new hire paperwork. This position will represent the City of San Diego working with local, regional, state, and federal agencies on a regular basis on issues related to cyber security and protection of local government critical infrastructure.</p>	
Cyber Security Operations Manager	<p>Assists the Assistant Director of IT Architecture and Engineering in managing the Cyber Security Operations team which includes managing direct reports. Responsible for directing and managing the Cyber Security Operations team in performing user account management, SAP/GRC adds/changes/deletions, internal controls, eDiscovery, Active Directory (AD) account management, investigations, and providing request for information results. May participate on selection panels which determine who will be awarded contracts for citywide IT/cyber security purchases and/or services and assists with scheduling and conducting interviews of possible new hires.</p>	2
Cyber Security Manager	<p>Assists the Assistant Director of IT Architecture and Engineering. This position is responsible for assisting with the development and implementation of cyber security architecture and strategies; monitoring and enforcement of the City's cyber security policies, standards, procedures, and internal controls; coordination and management of a security awareness program, business continuity and disaster recovery plans; overseeing, evaluating, and supporting data governance, information compliance issues, which includes: managing and monitoring security standards for internal controls compliance, leading City single sign-on and two-factor technology design and implementation, application security, DNS, mobile device management, conducting internal investigations, security and risk assessments, and helping employees understand and comply with applicable information security regulations, policies, and procedures; and may also include providing guidance and autonomous evaluations of the City's information security compliance to management.</p>	2

IT Data Center Manager	Assists the Assistant Director of IT Architecture and Engineering in managing Data Center Operations including strategy, design, implementation, and management of city systems. This position also works to ensure proper disaster recovery, business continuity, and backups are in place and functional. Has responsibility delegated by the Assistant Director of IT Architecture and Engineering for vendor performance management, compliance with Service Level Agreements (SLAs), process management, and operations scorecard. Grants approval for work to be performed within the scope of approved contracts. Performs research and makes recommendations regarding the purchase of IT goods and services. Leads efforts with city departments for new and existing data warehouse projects. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	2
Application Development and Maintenance Service Manager	Assists the Assistant Director of IT Architecture and Engineering in the delivery and operations of Application Development and Maintenance Services (ADMS). Responsible for the strategic and operational activities, vendor performance management, business continuity, and compliance with service level management. Grants approval for work to be performed within the scope of the managed service contracts. Has the responsibility delegated from the CIO for purchases of supplies and services for the Department of IT and approving citywide purchases of IT supplies and services by other departments. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	2
Cloud Manager	Assists the Assistant Director of IT Architecture and Engineering in managing the City's cloud architecture, planning, strategy, and implementation (SaaS, PaaS, IaaS, etc.) and Internet of Things (IoT). This position is a coordinator between departments and Department of IT towers with regard to strategic planning and design. Has responsibility delegated by the Assistant Director of IT Architecture and Engineering for vendor performance management, compliance with Service Level Agreements (SLAs), process management, and operations scorecard. Grants approval for work to be performed within the scope of approved contracts. Performs research and makes recommendations regarding the purchase of IT goods and services. Leads efforts with city departments for new and existing technology projects. May participate on selection panels	2

	which determine who will be awarded contracts for citywide IT purchases and/or services.	
Directory Services and Account Management Lead	Assists the Assistant Director of IT Architecture and Engineering with IT security, compliance, and risk. Has responsibility as delegated by the Assistant Director of IT Architecture and Engineering as required for compliance, and risk for one or more roles related to user account management, internal controls, network and enterprise security administration, Payment Card Industry Compliance (PCI), and assists with SAP/GRC Security. This position is responsible for assisting with the development and implementation of cyber security strategies; monitoring and enforcement of the City's cyber security policies, standards, procedures, and internal controls; coordination and management of a security awareness program, business continuity, and disaster recovery plans; overseeing, evaluating, and supporting information compliance issues, which may include managing and monitoring security standards or internal controls compliance. Performs research and makes recommendations regarding the purchase of IT goods and services. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	3
Cyber Security Engineer	Assists the Assistant Director of IT Architecture and Engineering. Position is responsible for assisting with the implementation and enforcement of the City's cyber security policies, standards, procedures, and internal controls. Investigate and remediate suspicious/malicious activity. Partner with team members, stakeholders from other departments, to remediate potential threats to our infrastructure and employees. Assist with coordination and management of security awareness training, business continuity, and disaster recovery plans. Evaluate and support information compliance which may include managing and monitoring security standards, internal control compliance, conducting internal investigations, security, and risk assessments. Help employees and customers understand and comply with applicable information security regulations, policies and procedures.	3
Deputy - IT Architecture and Engineering	Assists the Assistant Director of IT Architecture and Engineering. The position assists with leadership of the Architecture and Engineering Operations teams, leads coordination and tracking of the budget between A&E towers, implementation and enforcement of the City's cyber security policies, standards, procedures, and	2

	<p>compliance. This position will monitor and actively participate with the City of San Diego's Payment Card Industry (PCI) deployment to ensure full compliance is met. Additionally, this position will work closely with the Department of IT's Governance and Portfolio Management team to ensure that security is included in pre-project planning (Demand) and approved projects. Evaluate and support information compliance which may include managing and monitoring security standards, internal control compliance, conducting internal and external investigations, security, and risk assessments. Help employees and customers understand and comply with applicable information security regulations, policies, and procedures. Assist with coordination and management of security awareness training, business continuity, and disaster recovery plans. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	
<p>Assistant Deputy Director, Enterprise Network Manager and Architect</p>	<p>Assists the Assistant Director of IT Architecture and Engineering in managing citywide network and Wi-Fi (CoSD and Public initiatives), architecture, planning, strategy, and implementation. Has responsibility delegated by the Assistant Director of IT Architecture and Engineering for vendor performance management, compliance with Service Level Agreements (SLAs), process management, and operations scorecard. Grants approval for work to be performed within the scope of approved contracts. Performs research and makes recommendations regarding the purchase of IT goods and services. Leads efforts with city departments for new and existing technology projects. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	<p>2</p>
<p>Network and Call Center Engineer</p>	<p>Assists the Assistant Deputy Director, Enterprise Network Manager and Architect in managing citywide network architecture, planning, strategy, and implementation. Has responsibility delegated by the Assistant Deputy Director, Enterprise Network Manager and Architect for network and call center vendor performance management, compliance with Service Level Agreements (SLAs), process management, and operations scorecard. Grants approval for work to be performed within the scope of approved contracts. Performs research and makes recommendations regarding the purchase of IT goods and services. Leads efforts with city departments for new and existing technology projects. Collaborates with departments in the design of network</p>	<p>2</p>

	<p>infrastructure to meet project and building requirements including coordinating and managing services from IT network service and telecommunications providers for citywide voice and data services, developing and managing fiber connection projects to City facilities, coordinating with vendors to ensure issue resolution for customers. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	
Network Coordinator	<p>Assists the Assistant Deputy Director, Enterprise Network Manager and Architect in managing citywide network architecture, planning, strategy, and implementation. Has responsibility delegated by the Assistant Deputy Director, Enterprise Network Manager and Architect for network projects, ISP-related efforts, compliance with contracts, ITSM and telecom expense management. Grants approval for work to be performed within the scope of approved contracts. Coordinates efforts among stakeholders, vendors, and the Department of IT. Works with stakeholders in gathering and translating business requirements and reconciling them with technical and policy requirements. Organizes and tracks network projects both at the departmental and citywide levels. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	2
PRA Program Coordinator	<p>This position will assist in receiving and responding to Public Records Act (PRA) requests to ensure compliance with state law and City policies. The PRA Program Coordinator will search for records in relevant locations to ensure that responses are being made in a timely manner and will serve as the final checkpoint before records are released to the public. This position will help support SAP and AD in backup functions. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	2

<p>IT Operations Management & Compliance Program Coordinator</p>	<p>Formulates/administers department policies and programs in the management and maintenance of the City's PCI compliance process. Tracks the annual Attestation of Compliance (AoC) timeline and ensures that all criteria are met annually. Coordinates with external customer departments if they wish to implement new card payment solutions. Expected to assume additional responsibilities related to the Architecture & Engineering operating budgets, such as maintaining complex budget monitoring reports and developing innovative monitoring strategies in coordination with the Department of IT's finance team. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	<p>2</p>
<p>Digital Equity Program Coordinator</p>	<p>Responsible for managing, coordinating, and implementing various digital equity projects, efforts, and initiatives to meet the increased demand for publicly accessible internet and Wi-Fi and bridge the digital divide in the City of San Diego. The role develops new solutions, standards, and procedures while communicating with stakeholders including city departments, site contacts, community-based organizations, third-party IT contractors, and other government entities. The Digital Equity Program Coordinator recommends policy and procedural changes to align with best practices and Local, Federal, and State policies and grants. This position also provides recommendations for the implementation of new programs and relevant technologies as the City continues to expand its Digital Equity program. This position requires political acumen to facilitate effective communication between City management team members, residents, public organizations, and department-based business stakeholders, which will result in the recommendation of new policies to drive continuous improvement into the City's Digital Equity programs.</p>	<p>2</p>
<p>Web Services Manager</p>	<p>Supervises professional and technical staff, serves as citywide representative and IT Project Manager on complex projects involving distributed Internet/Intranet systems and/or various desktop systems. Manages outside vendors and ensures timely enterprise-wide technical solutions. May develop IT policies and procedures related to Internet/Intranet, configuration management, IT asset management, or customer support. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.</p>	<p>2</p>

SAP Support Manager	Develops department policies and procedures; oversees the support, maintenance, and development of changes to one or more of the various software modules or infrastructure components of the ERP system. May direct work programs, coordinate projects, and provide assistance and staff support to management, committees, and task forces. Performs research and makes recommendations regarding the purchase of IT goods and services. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	2
SAP Functional Analyst	Evaluates business process scope and objectives as they relate to SAP. Identifies and implements automated or manual procedures and configuration changes. Performs problem identification and resolution. Performs research and makes recommendations regarding the purchase of IT goods and services. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	3
SAP Technical Analyst	Provides support, maintenance, and development of changes to the technical infrastructure of the ERP system. Performs research and makes recommendations regarding the purchase of IT goods and services. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	3
Consultants/New Positions	Refer to the Disclosure Category section (Exhibit B) for Consultants/New Positions.	4

<p>The Director of Information Technology has determined that the following categories of consultants are not subject to the Department of Information Technology Conflict of Interest Code and shall not be required to file economic disclosure forms under this Department code:</p> <ul style="list-style-type: none"> • Employees of firms providing Data Center Support Services for the City pursuant to a contract for those services. • Employees of firms providing Network Support Services for the City pursuant to a contract for those services. • Employees of firms providing Service Desk Services for the City pursuant to a contract for those services. • Employees of firms providing End-User Support Services for the City pursuant to a contract for those services. • Employees of firms providing Application Development and Maintenance services to the City pursuant to a contract for those services. 	
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WIRELESS SERVICES DIVISION

POSITION	DUTIES	CATEGORY
Deputy Director Wireless Services	Assists the Chief Information Officer (CIO) in managing and administering the Department of IT. Has responsibility delegated from Chief Information Officer (CIO) for purchases of supplies and services for the Department of IT and also for approving Citywide purchases of IT supplies and services by other departments. Participates on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services. Also directs work programs, coordinates projects, and provides assistance and staff support to management, committees and task forces.	1
Senior Communications Engineer	Supervises professional and technical staff, prepares, recommends, or approves procurement of materials and equipment. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	2
Senior Communications Technician Supervisor	Supervises professional and technical staff, prepares, recommends, and/ or approves procurement of materials and equipment. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	2
Associate Communications Engineer	Prepares, recommends, or approves procurement of materials and equipment. May participate on selection panels which determine who will be awarded contracts for citywide IT purchases and/or services.	2

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**APPENDIX B
DISCLOSURE CATEGORIES**

- CATEGORY 1:** Investments and business positions in any business entity either located in or doing business with the City of in an Information Technology-related field.
- Income and gifts from sources located in or doing business with the City of San Diego.
- Interests in real property located in the City of San Diego, including property located within a two-mile radius of any property owned or used by the City.
- CATEGORY 2:** Investments and business positions in any firm or business entity that supplies goods or services to the City, that is a tenant of the City, that is an adverse party to the City in a legal proceeding, or is granted authority by the City to use City facilities.
- Income and gifts from any person or business entity that supplies goods or services to the City, that is a tenant of the City, or in an Information Technology-related field, that is an adverse party to the City in a legal proceeding, or is granted authority by the City to use City facilities.
- Interests in real property located in the City of San Diego, including property located within a two-mile radius of any property owned or used by the City.
- CATEGORY 3:** All interests in real property owned or used by the employee, all gifts, income, loans, and travel payments from all investments and positions in any person, firm, or entity which manufactures or supplies information technology-related equipment, consulting, services, or supplies.
- CATEGORY 4:** **Consultants/New Positions:**
- Consultants or New Positions shall be included in the list of designated employees for the Department of Information Technology and shall disclose pursuant to the broadest category in the code subject to the following limitation:
- The Director or Deputy Director may determine in writing that a particular Consultant or New Position, although a designated position, is hired to perform a range of duties that is limited in scope and thus is not required to fully comply with the disclosure requirements described in this section. Such written determination shall include a description of the Consultant's or New Position's duties, and based upon that description, a statement of the extend of disclosure requirements. The Director or Deputy Director's determination is a public record and shall be retained for public inspection in the same manner and location as this conflict.