

**Department of Innovation and Technology**  
**Questions and Answers – Creation of the Department of Innovation and Technology**

**Why is the Department of Innovation and Technology being created?**

The City of Detroit’s former Emergency Manager (“EM”) issued multiple EM Orders to ensure the financial well-being of the operations of the City of Detroit government. EM Order Number 39 requires establishment of a centralized information management organization, under the direction of the Chief Information Officer (CIO). Under this order, the CIO is directed to establish a Department of Innovation and Technology (DoIT), which will safeguard and assure information technology internal controls to help facilitate financial stability, management, and compliance of the City. DoIT shall provide central management oversight, control, and directions to all information technology related components of other City departments, divisions, and agencies.

All information technology related positions in each of the City’s department, divisions and agencies shall report to the CIO. This includes all functions of the City including, but not limited to, the development, maintenance, and use of computer systems, software, and networks for the processing and distribution of data, including any technology used for communication such as mobile devices, accessories thereof; website design and deployment; hosting services; technology consulting services; and/or invocations and advancements.

The City of Detroit’s existing information technology operations are broken, misaligned and deficient. There is a lack of clearly defined functions within the City’s existing ITS Department, as well as a lack of a modern centralized ERP system.

The Chief Information Officer is mandated and compelled to implement EM Order No. 39 to restructure the information technology operations of the City of Detroit.

**What components and functions are included in the new Department of Innovation and Technology?**

Attached to this document is the new organization chart for the Department of Innovation and Technology.

**Impact on City Information Technology employees?**

Approximately 140 information technology personnel currently employed citywide.

Approximately 130 DoIT personnel will be employed citywide following DoIT restructuring.

FTEs by bargaining unit may or may not be impacted.

All new information technology related positions will be created. All existing positions in the departments and agencies that were performing information technology related activities will be eliminated.

**Who do the information technology related positions in the departments and agencies report to?**

All current positions in the departments and agencies will continue to report to their current supervisors. The reporting structure for existing personnel may change over time.

As the newly created positions are filled in the newly created Department of Innovation and Technology, existing positions in the departments and agencies that were performing information technology related activities will be eliminated.

Many of these new positions performing information technology related work may be physically located in a department or agency but will report directly to a member of the staff of the Department of Innovation and Technology.

Many of the new positions will perform functions and services for multiple departments and agencies and not necessarily be assigned to a particular department or agency.

Regardless of whether performing information technology related services or functions for a specific agency or department or for a group of agencies and/or departments, the staff performing these functions will report to a Service Level Manager. Service Level Managers will report to a Director located in the central Department of Innovation and Technology.

**With the creation of the Department of Innovation and Technology, have new positions been created or have the requirements of existing positions changed?**

New positions and their requirements have been created for all information technology related functions.

**What are the titles of the positions in the Department of Innovation and Technology?**

All of the positions in the Department of Innovation and Technology have been grouped in the following categories and titles:

Class II positions include all clerical, administrative and paraprofessional positions. Most of these positions do not require any advanced education requirements. These positions include:

- Administrative Assistant
- Information Technology Technician
- Web Developer

Class III positions include all the professional positions that require college degrees, special certifications or other requirements beyond a high school education. These positions include:

- Information Technology Specialist
- Program Analyst
- Web Developer

Class IV positions include all the positions that have supervisory or managerial responsibilities. These positions include:

- Manager
- Service Level Manager
- Supervisor

Positions in Class IV must meet the minimum education and certification requirements, if any, of the positions that they supervise and/or manage.

Class V positions include all of the Executive Level positions in the Department of Innovation and Technology. These positions include:

- Chief Information Officer
- Director
  - Enterprise Technology Operations
  - Public Safety and Cyber Security
  - Emerging Technology and Innovation
  - Departmental Technology Services
  - Program Management Officer

**How were the duties, responsibilities and qualification requirements determined for these positions?**

Over the past several months, extensive job studies have been conducted to determine the requirements of the positions in the Department of Innovation and Technology. Benchmarking studies for positions were conducted throughout the State of Michigan as well with other jurisdictions throughout the country – cities, counties, states and the federal government. National databases of occupations and positions were also used to determine the requirements of positions.

**Will the Department of Innovation and Technology issue a new Salary Schedule and Grading System? Will a new or updated White Book be published?**

The Chief Information Officer will issue a new salary schedule and grading system for all new positions included in the Department of Innovation and Technology. Salary and grading benchmarking studies were conducted for the new positions throughout the State of Michigan as well with other jurisdictions throughout the country – cities, counties, states and the federal government. National databases of occupations and positions were also used to determine the salaries for the new positions.

The Department of Innovation and Technology does not maintain the White Book. The Human Resource Department periodically updates the City’s White Book. The Human Resource Director will decide when, and if, to update the White Book.

**How will these positions be filled?**

All new Class II, III and IV positions will be filled through a competitive selection process. All new Class II, III, and IV positions will be posted through the City of Detroit’s iCIMS system, as well as on online employment portals and social media sites. The Department of Innovation and Technology will notify employees when these new positions are posted. All current employees will have to apply for those new positions they think they are qualified to perform once the positions are advertised.

The application process will require each individual to apply for the new positions by submitting a Resume and by completing an Accomplishment Record. The application and applicant evaluation process will include the following steps:

Step 1 – Each application will be reviewed to determine if the minimum qualification requirements are met. This will include the required years of experience, any educational requirements as well as certifications.

Step 2 – The applicant completed Accomplishment Record will be reviewed and evaluated by a panel of trained and certified reviewers. The Accomplishment Record is critical to the application process and each applicant is asked to spend the appropriate amount of time to complete this record. Based on this review the best-qualified applicants will be scheduled for a Structured Interview.

Step 3 – The applicants that reach this step will be required to participate in a Structured Interview by a panel of subject matter experts. The Structured Interview will be used to determine those applicants that should be recommended for a final interview.

Step 4 – In some circumstances certifications may be required and/or written, online, work samples, and/or other tests may be required to demonstrate possession of a knowledge, skill and/or ability.

Step 5 – Applicants participate in a final interview with the supervisor or manager of the organization where the applicant will be assigned or with an interview panel made up of members of the Department of Innovation and Technology.

All Class V positions are appointed positions and are appointed by the Chief Information Officer.

#### **Why do I have to apply for one of these new positions?**

The duties and responsibilities, experience requirements, and, in some cases, educational attainment levels and certification requirements for the new positions located in the DoIT have been developed to reflect the current and future needs of the City of Detroit's information technology operation. Salary levels for these new positions have been benchmarked. With these substantive changes in functions, requirements and salary levels, all applicants must apply and submit the necessary documentation through the Accomplishment Record and Resume so they have the opportunity to illustrate that they meet all of the requirements for the new positions.

#### **What is the timetable for filling these new positions?**

It is anticipated that the recruitment process will begin in October 2015 and continue through February 2016. Executive leadership positions will be appointed by the CIO beginning in October 2015. The first positions to be advertised and filled will be the supervisory and managerial positions. These positions are being filled first so the individuals selected can play a role in selecting the non-supervisory staff members.

#### **What opportunities will be provided to assist me in completing a Resume, an Accomplishment Record or participating in an interview?**

Prior to the advertising of the new positions there will be an Open Enrollment for specific training and development opportunities for all employees (including temporary and contract workers) in the City of Detroit government. Interested employees must request enrollment in these training and development opportunities.

These training and development opportunities include:

- Personal Branding
- Resume writing including how to complete documents such as Accomplishment Records
- Interview Techniques

Requests for enrollment will be initiated using an online registration process. The link for the online registration will be provided when open enrollment for training begins.

Participants who attend approved training classes during normally scheduled work hours will be paid as a normally scheduled work day.

**Will the new Department of Innovation and Technology positions be unionized?**

Class II and Class III positions may be represented by a union.

**What will happen to me if I do not get selected for one of these positions?**

First and foremost – Apply, apply, apply!

Option 1: Apply to all new positions that match your experience, education and skill.

Option 2: Apply for all new positions that are similar to your experience, education and skill. Take advantage of other opportunities if not selected.

Option 3: Seek vacant positions in other departments that match your experience, education and skill.

Option 4: If a position is not found, explore your contractual rights to another position in other departments.

Option 5: Take advantage of City offered Transition Services.

**Will the new Department of Innovation and Technology positions be subject to a probationary period?**

Those selected for a new position will be required to serve a probationary period of six months with the possibility of a six-month extension for a total of twelve months.

**What transition services will be offered to individuals that are separated from City employment?**

If not selected for a new position, the City will provide an Open Enrollment to employees to receive Transition Support Services. The Transition Support Services program is a two-month program of classes and workshops to help separated City of Detroit employees' transition to other external employment opportunities. Separated employees must request to enroll in the Transition Services.

Transition service opportunities include:

- Job Searches
- Resume Writing
- Interviewing Skills (advanced)
- Career Counseling
- Financial Planning
- Retirement Planning
- Career Transition / Change

Requests for enrollment will be initiated using an online registration process. The link for the online registration will be provided when open enrollment for Transition Services begins.

**What is the earliest date that I might receive a layoff or separation notice?**

It is anticipated that the recruitment process will begin in October 2015 and continue through February 2016. If layoffs and separations are necessary, the earliest dates these notices will be issued is January 2016.

**Will my current vacation and/or sick days be reset or lost if I am hired?**

If a City employee is selected for one of the new positions, current vacation and/or sick days will not be affected.

**How will annual and/or merit increases be handled?**

Performance reviews will be completed on an annual basis. These performance reviews will be utilized to determine merit increases and advancement. Union negotiated increases will not be impacted.

**Will there be a tuition reimbursement program for the new Department of Innovation and Technology?**

Tuition reimbursement will not be included as part of the Department of Innovation and Technology organization.

**Is paid parking included with the new Department of Innovation and Technology positions?**

Paid parking will not be included as part of the new Department of Innovation and Technology positions.

**Do I have to apply for the new positions if I was recently hired into the City or recently transferred into a City Information Technology position?**

Yes. All existing employees will have to apply for the new positions within the Department of Innovation and Technology. As the newly created positions are filled, existing positions in the departments and agencies that were performing information technology related activities will no longer exist.

**I have applied to other positions outside Information Technology and am on several waiting lists. How does this process impact the wait lists for other positions?**

This process has no impact on the wait list for other non-DoIT related positions.

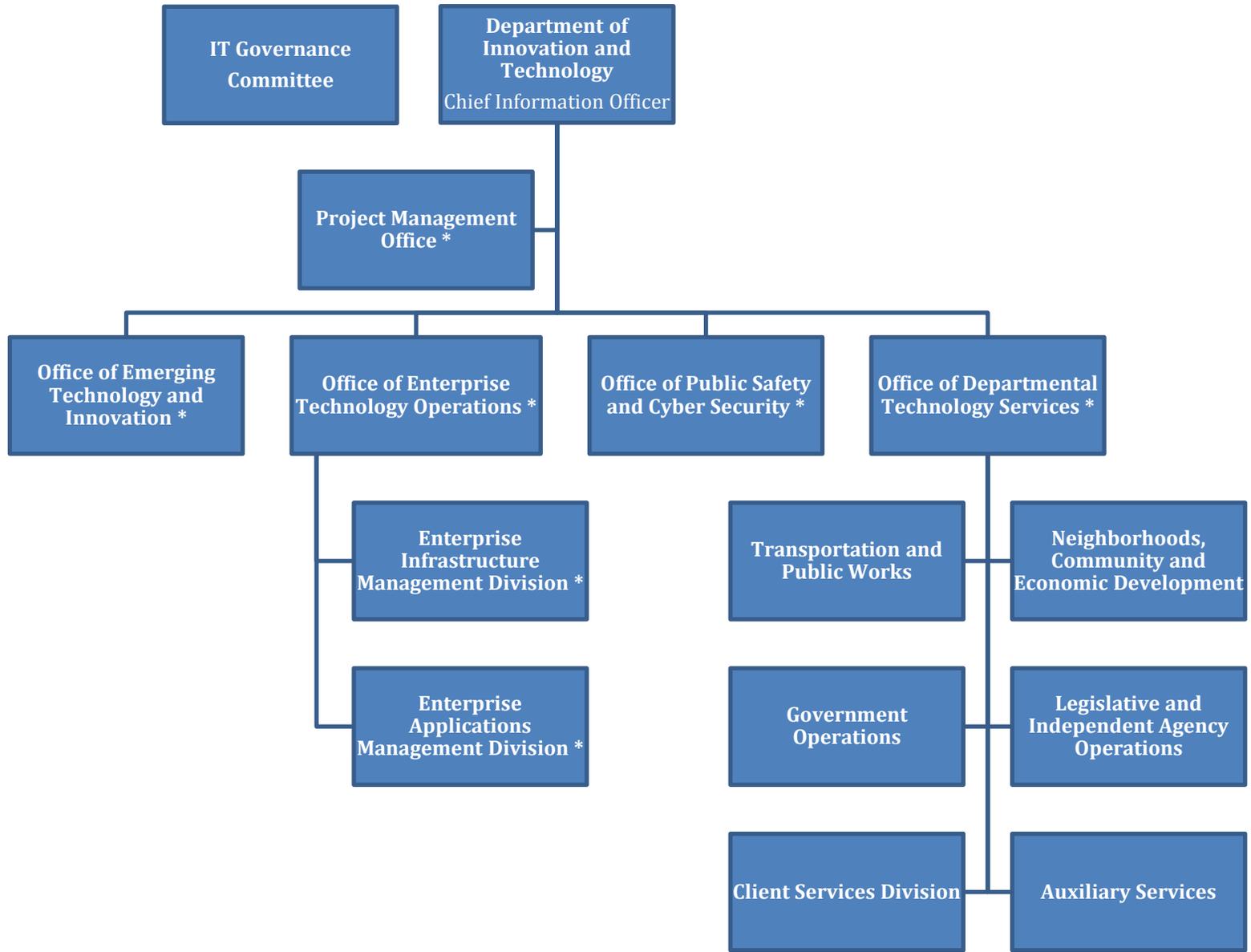
**Will there be ongoing training provided to the new Department of Innovation and Technology hires?**

Yes. Ongoing training will be provided to employees to support the Department of Innovation and Technology activities. The Office of the Chief Learning Officer has been established within the Human Resources Department to manage and coordinate ongoing training for City employees. The Department of Innovation and Technology will work with the Office of the Chief Learning Officer to determine appropriate training. Individual development plans will be available for employees. Employees will be

notified as ongoing training courses become available. Employees are encouraged to utilize online tutorials and other self-directed learning activities to enhance their own personal and professional development.

*Please email all other questions to: [DoITfuture@detroitmi.gov](mailto:DoITfuture@detroitmi.gov)*

**Department of Innovation and Technology – Organizational Structure**



\* Appointed positions