

Information Technology Bureau

Application Development and Support Division (ADSD)

Emergency Command Control Communication System Division (ECCCS)

Information Technology Division (ITD)

Innovation Management Division (IMD)

Information Technology Division

- Commanding Officer – Director of Systems Toyin V. Olaoye

Information Technology Division
100 W. First Street, Rm 831
Los Angeles, California 90012
Phone: 213-486-0200
FAX: 213-486-0280

Mission Statement

The mission of the Information Technology Division (ITD) is to optimize the Department's ability to protect and serve the residents of Los Angeles through the efficient and innovative use of the most advanced Information Technology (IT) available. Responsibilities include planning, developing, implementing, and supporting the IT systems and networks throughout LAPD.

Overview

Information Technology Division (ITD) implements technology for the Department and is responsible for technology-related initiatives, all computer hardware, select software systems, network support, systems access, cybersecurity, and the Department's main IT service/help desk.

ITD is divided into the following four sections as well as the Commanding Officer's Administrative Office: Enterprise and Cybersecurity Operations Section, Network Support Section, Mobile Messaging Systems Section, and the Customer Support Section that is comprised of smaller units including the Department's IT Helpdesk.

The Commanding Officer's core job duties entails the implementation of IT strategies, systems, and infrastructure in alignment with the Department's organizational goals. Identifying and eliminating security risks. Analyzing business requirements for IT needs, working to continuously increase customer/user satisfaction, and prioritizing vital and essential requests.

ITD Organization

Network Support Section (NSS):

- Network Support Section (NSS) is responsible for the design, implementation, management, maintenance, and operation of LAPD's server, storage, network, and cloud infrastructures.
- NSS manages 400+ virtual servers and 100+ physical servers in the LAPD Data Center and in over 60 locations throughout Los Angeles.
- NSS is also responsible for Active Directory, Azure Government Community Cloud (GCC), and the deployment of applications and OS updates to LAPD's 8000+ desktops and 1700+ Mobile Data Computers (MDC).

Messaging/Mobile Services Section (MMSS):

- Messaging/Mobile Services Section (MMSS) is responsible for managing the Department's mobile devices, email, and related technologies.
- MMSS also handles the numerous discovery and Public Information Act requests related to LAPD email.
- In addition, MMSS responds to issues with applications relating to our Microsoft Office 365 licenses - including Microsoft Teams and SharePoint/One Drive on the Web.

Enterprise & Cybersecurity Operations Section (ECOS):

- Enterprise & Cybersecurity Operations Section (ECOS) monitors the Department's technology resources to protect the Department against cyberattacks.
- ECOS uses multiple monitoring solutions including vulnerability scanners, endpoint detection and response, and identity authentication and authorization services. Critical logs are fed into the Security Information and Event Manager (SIEM) for investigations and incident response capabilities.
- ECOS also maintains and supports the Cybersecurity Awareness Program and the IT Risk Management Program.
- *Do you have an IT-related project or initiative?* An IT Risk Preparedness Questionnaire can help ensure you're mitigating risks properly when considering a new IT-related project or initiative.
- ECOS is also responsible for access to NECS, CCHRS, PIMS, and lacourt.org as well as providing remote access and support for Zscaler VPN and NetMotion.

Customer Support Section (CSS):

- The Customer Support Section (CSS) is ITD's largest section and includes the Field Support Unit, Installation & Relocation Unit, and the IT Service Desk.
- CSS Team members are the face and voice of ITD, answering a monthly average of 1540 calls through the IT Service Desk.
- CSS Team performs computer troubleshooting issues on-site or remotely and deploying hardware where needed.
- CSS Team annually performs "Life Cycle Replacement" of desktop computers and laptops to maintain functionality and employee production.
- CSS also manages the purchase of all hardware and select software for the Department along with decommissioning desktop computers and laptops that are deemed end of life.