Proposed Budget - Department Overview
FY 2025-26

Information Technology, March 17, 2025

Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Summary of Department Budget for FY26 Proposed Budget

The Information Technology and Records Management (IT) Department provides critical services across Metro. IT is responsible for managing and supporting all technology-related and records management functions. The department provides dependable, secure, and innovative technology solutions that enhance the efficiency and effectiveness of our operations. Key responsibilities include infrastructure management, desktop support, application management, web development, project management, records management, and cybersecurity. All IT programs are supposed by the general fund.

Over the last year, IT has made significant progress strengthening Metro's cybersecurity profile. The department adopted a cybersecurity framework, is including more applications that use single sign on and Metro's multi-factor authentication, rolled out endpoint security on all laptops and servers, advanced the zero-trust project, added enhanced protection to five websites and drafted new and updated security policies.

Accomplishments in fiscal year 2024-25 also include the launch of the artificial intelligence and data governance projects, the launch of IT's strategic planning project, the beginning of the website update project for Metro and the Oregon Convention Center, update of the Exposition Center's website, completion of the move of Metro's email offsite, completion of variable hour employee onboarding, implementation of new software at the transfer stations, rollout of new tools for P'5 to create business efficiencies and completion of video systems in the Council chambers.

For fiscal year 2205-26, total appropriations for IT are $13.9 million. The majority of the budget, $11.4 million, is within the General Fund and covers personnel services and materials and services for operations.   Information Technology and Records Management has 41.0 staff members. IT also has a $2.5 million budget within the General Asset Management Fund, which is used to account for renewal and replacement projects. These projects are identified on the 5-year CIP.

Ongoing Department Growth and/or Reductions included in FY26 Proposed Budget

The Information Technology and Records Management department budget does not include any reductions from the prior year. New, proposed changes include an investment in tools for enhanced endpoint security, giving IT greater ability to manage remote worker's laptops. It also includes tools and services to address the Department of Justice accessibility standards for all externally facing digital content, IT advisory services, and creates a software standard for grantmaking software.

Highlighted Significant Changes from FY25 Budget

IT is continuing to strengthen Metro's security posture, increase accessibility of Metro's websites and improve management and transparency in Metro's grantmaking process.

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Any Other Overall Impacts that Require Council Direction and/or Attention

The proposed budget for Information Technology does not include items that require Council direction. However, Council should be aware of the department's attention to accessibility of all outwardly facing digital content as well as improvements in overall cyber security.

Attachments:

Org Chart

Information Technology and Records Management
March 2025

Rachel Tull
Chief Information Officer

- Deputy COO (Vacant)
- Assistant Management Analyst (Vacant)

PMO Manager
Manager II
Ana Dugan (Interim)

- Darren Driscoll — Systems Analyst III
  - Systems Analyst III
- Junia White — Systems Analyst III

Records Information Management
Program Supervisor II (vacant)

- Records and Information Analyst I (vacant)
- Pam Welch — Records and Information Analyst II

Web Program Supervisor
Danielle Baldwin

- Lily Cool — Systems Analyst III
- Caleb Tucker-Raymond — Systems Analyst III

Amy Padilla
Applications Manager II

- Runar Gareyev — Systems Analyst IV
- Joe Stennick — Systems Analyst III
- Amy Hendrix — Systems Analyst IV
- Charlotte Wilson — Systems Analyst III
- Laura Gonzales — Systems Analyst III
- Richard Ames — Systems Analyst III
- Nancy Somerville — Systems Analyst III
- Jeff Andrews — Systems Analyst III
- Business Analyst — Systems Analyst II Vacant
- Rebecca Green — Systems Analyst III
- Jeffrey Thompson — Systems Analyst II

Craig Seeger
Technical Services Manager II

Steve Audette
Systems Supervisor
Program Supervisor II

- Kemper Peel — Systems Administrator III
- Jason Kidwell — Systems Administrator III
- Lisa Alley — Systems Administrator II
- Hassan Siddiqi — Systems Administrator IV
- Scot Condry — Systems Administrator II
- Bradley Tebo — Systems Administrator IV

Help Desk
Program Supervisor II (Vacant)

- Luis Rodriguez — Technical Specialist II
- Victor Dizon — Technical Specialist II
- Alex Paterno — Technical Specialist II
- Craig Clark — Technical Specialist III
- Technical Specialist I (Vacant)
- Systems Administrator I (Vacant)

Adam Karol
Security Manager Manager I

- Josh Hertzler — Security Systems Administrator III