



Cesar A. Perez
Chair

July 26, 2012

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Commissioners

Rahul N. Merchant
Commissioner
Department of Information Technology & Telecommunications
75 Park Place, 9th floor
New York, NY 10007

Charise L. Hendricks, PHR
Interim Executive Director

Judith Garcia Quiñonez, Esq.
Agency Counsel

Re: Preliminary Determination Pursuant to the Audit of the Department of Information Technology & Telecommunications (DOITT) and its Compliance with the City's Equal Employment Opportunity Policy from July 1, 2008 through June 30, 2011.

253 Broadway
Suite 602
New York, NY 10007

Dear Commissioner Merchant:

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Pursuant to Chapter 35, Section 814(a)(12) of the New York City Charter, the City established the Citywide Equal Employment Opportunity Policy (EEOP), a set of uniform standards and procedures designed to ensure the equality of opportunity for women and minority municipal government employees and job applicants, and, consistent with federal, state and local laws, identified other groups for protection from discrimination in employment by city agencies.

Pursuant to Chapter 36, Section 831(d)(5) of the New York City Charter, the Equal Employment Practices Commission (EEPC) is empowered to audit and evaluate the employment practices, programs, policies and procedures of city agencies and their efforts to ensure fair and effective equal employment opportunity for minority group members and women.

Section 831(d)(2) authorizes this Commission to recommend all necessary and appropriate measures, standards and programs to be utilized by city agencies to ensure a fair and effective affirmative employment program of equal employment opportunity for minority group members and women employed by, or seeking employment with, city agencies.

The Charter defines city agency as any "city, county, borough or other office, administration, board, department, division, commission, bureau, corporation, authority, or other agency of government, where the majority of the board members of such agency are appointed by the mayor or serve by virtue of being city officers or the expenses of which are paid in whole or in

part from the city treasury...”

This letter contains the preliminary determinations of the EEPC pursuant to its audit of compliance by the Department of Information Technology & Telecommunications (DOITT), which may herein be referred to as “the agency”, during the thirty-six month period commencing July 1, 2008 and ending June 30, 2011. Requests for corrective actions and/or recommendations are included where the EEPC has determined that DOITT has failed to comply in whole or in part with the City’s EEO Policy.

All recommendations for corrective actions are consistent with both the audit’s findings and the parameters set forth in the EEO Policy, which, in accordance with section 815 of the City Charter, holds agency heads responsible for the effective implementation of Equal Employment Opportunity. Therefore, the Department of Information Technology & Telecommunications should incorporate these recommendations in its agency-specific EEO Plan. The relevant sections of the City’s EEO Policy are cited in parenthesis at the end of each recommendation. In addition, this Commission is empowered by Section 831 of the City Charter to recommend all necessary and appropriate actions to ensure fair and effective affirmative employment plans for minority group members and women.

The purpose of this audit is to evaluate the agency’s compliance with the EEOP, not to issue findings of discrimination pursuant to the New York City Human Rights Law.

Scope and Methodology

Audit methodology included a collection and analysis of the documents, records and data the agency provided in response to the *EEPC’s Document and Information Request Form*. The EEPC sent preliminary interview questionnaires to the agency’s Director of EEO/Disability Rights Coordinator/Section 55-A Coordinator/EEO Trainer, EEO Specialist, 2 EEO Counselors, General Counsel, Career Counselor, and HR Director.

In addition, 1200 employees received an electronic link to the *EEPC’s Employee Survey*; 16% (194) responded. Since the EEPC requires a response rate of at least 20%, audit findings were based solely on the analysis of factual information. Also, 273 supervisors and managers received an electronic link to the *EEPC’s Supervisor/Manager Survey*; 36% (98) responded. Results of the *EEPC’s Employee Survey* and *EEPC’s Supervisor/Manager Survey* are attached. (Appendices 1 and 5)

Description of the Agency

Established in 1994, the New York City Department of Information Technology & Telecommunications (DOITT) works to empower New Yorkers and the agencies that serve them with innovative and accessible technology solutions. With more than 1,200 staff at seven locations and an operation budget of \$375 million, each division within the agency offers unique contributions to meeting this goal. The DOITT is responsible for modernizing, unlocking, and innovating to improve IT infrastructure and service delivery in New York City government.

Personnel Activity During the Audit Period

According to data provided by the agency, during the audit period, 531 people were hired; 211 individuals were promoted; and 216 were involuntarily separated. (Appendix 4)

Between July 1, 2008 and June 30, 2011, the total number of employees decreased from 1,196 to 1,161. As a result, the number of African-American employees decreased from 433 to 383, Asian employees increased from 142 to 152, Caucasian employees increased from 429 to 455, Hispanic employees slightly decreased from 158 to 156, Native American employees decreased from 6 to 1 and the number of employees "unknown" decreased from 28 to 14. Female employees decreased from 555 to 508. (Appendices 2 and 3)

The agency appointed a Director of EEO/EEO Officer at 3 different times during the audit period. The previous two EEO Officers served from July 2008 through December 2009 and September 2010 through February 2011. The current EEO Officer was appointed Acting Director of EEO from December 2009 through August 2010 and February 2011 through the end of the audit period. She was formally appointed Director of EEO/EEO Officer in September 2011.

Discrimination Complaint Activity During the Audit Period

During the period in review, 20 internal discrimination complaints were filed. The allegations were based on: 7 Sexual Harassment, 3 Disability, 2 Race, 2 Race/Sex, 5 Retaliation, and 1 Sexual Orientation. Of the 20 complaints filed, 10 complaint investigations were completed and reports prepared; 2 had probable cause determinations and 8 had no probable cause determinations. Five of the internal complaints were also filed externally and 1 complaint was pending at the time this audit was conducted.

A total of 13 complaints were filed with external agencies: 5 were filed with the State Division on Human Rights and 15 with the Equal Employment Opportunity Commission. The complaint allegations were based on: 5 Race, 1 Disability, 1 Age/Disability, 2 Race/Sex, 1 Race/National Origin, 1 National Origin/Religion, 1 Retaliation, and 1 Sexual Orientation. Of these complaints: 10 were pending and 3 received no probable cause determinations.

Legal Issues

During this audit period, 3 lawsuits filed against the DOITT (based on disability, sex/retaliation, and retaliation/sex/race/religion) were pending. The agency reported there were no monetary settlements during the period in review.

PRELIMINARY DETERMINATION

Following are our preliminary determinations with required corrective actions and recommendations for the audit period.

Plan Dissemination - Internally

The DOITT is in compliance with the following requirements:

1. The agency issued an EEO Policy statement, EEO Policy, Sexual Harassment Prevention Policy, Disability and Reasonable Accommodations Policy, information on the Section 55a program, and Discrimination Complaint Procedures that conform to Federal, City and State laws pursuant to discrimination in employment. The policies were distributed to employees electronically via email and at new employee orientation sessions with the new hire packet. In addition, 90% of respondents to the *EEPC's Supervisor/Manager Survey* indicated that they had received a copy of the agency's EEO Policy statement and the majority of the respondents (81%) indicated the policy could be found on the agency's Intranet.
2. A copy of the Citywide EEO Policy Handbook - *About EEO: What You May Not Know* was available to all employees via the agency's Intranet and included in the new hire packet. In addition, 83% of respondents to the *EEPC's Employee Survey* indicated they were given a copy of the EEO Policy Handbook.
3. The agency's policies were posted on bulletin boards at each site where the agency conducts business. The bulletin boards were maintained to ensure that EEO information is clearly posted and current. The policies are also available on the agency's intranet.

Plan Dissemination – Externally

The DOITT is in compliance with the following requirement:

All five city-wide job vacancy notices submitted to the EEPC, (e.g. 2011 – Insurance Associate, Application Engineering Manager, Integrated Support Engineering Manager, Broadband Technology Opportunities Program Manager, and Accounts Payable Associate) indicated that the City of New York is an equal opportunity employer.

In 2011, the DOITT advertised on Monster.com for IT Program Manager, Network Technical Manager, Information Architect Manager, Testing Managers, and Senior IT Strategy Manager. These advertisements carried the Equal Opportunity Employer (EOE) tagline indicating "*The City of New York is an Equal Opportunity Employer*".

The DOITT is in partial compliance with the following requirement:

Although the agency indicated "the City of New York is an Equal Opportunity Employer" on its city-wide vacancy notices and monster.com job advertisements, the tag line did not indicate "the DOITT is an Equal Opportunity Employer". Corrective action is required.

Recommendation: All agency recruitment literature should indicate that the agency and the City of New York is an equal opportunity employer. (Sect. IV, EEOP)

EEO Training

The DOITT is in compliance with the following requirement:

The agency provided EEO training to 780 employees during the audit period. The DOITT's EEO training plan consisted of EEO Basic Training (3 hours) which all employees must take once; EEO refresher training (3 hours) which all employees must take every 3 years; mandatory DCAS *Division of Citywide EEO's Computer-Based Training* for managers and supervisors; and DCAS *Division of Citywide EEO's Computer-Based Training* for all employees (launched in the Spring of 2011). In addition, the agency provides specific EEO training for supervisors at the 311 Call Centers.

The agency's EEO Training curriculum included information regarding Federal, State and City EEO laws; the Reasonable Accommodation procedure and the Americans with Disabilities Act; Complaint Discrimination policies and procedures; and the rights and responsibilities of employees, managers, and supervisors. In addition, 95% percent of respondents to the *EEPC's Supervisor/Manager Survey* indicated they had also completed the DCAS *Division of Citywide EEO's Computer-Based Training*.

Discrimination Complaint and Investigation Procedures

The DOITT is in compliance with the following requirements:

1. The agency's Discrimination Complaint Procedure provides up-to-date contact information for federal, state and local agencies that enforces laws against discrimination.
2. The EEO Officer maintained a monthly log for maintaining and updating the status of discrimination complaints filed against the agency.
3. The agency appointed at least 2 EEO representatives who are not of the same gender (a female Director of EEO/EEO Officer and a male EEO Specialist) to receive discrimination complaints and conduct investigations. The EEO Specialist's role is to coordinate EEO and Diversity training programs, review and respond to workplace accommodation requests; investigate and research discrimination complaints; coordinate 55A program requests; organize EEO data and provide EEO data analysis; maintain the EEO database, training logs and confidential files; and assists with special EEO and diversity projects and initiatives as directed. The agency also appointed two EEO Counselors (one male, one female) who are responsible for being familiar with the Citywide EEO Policy and receiving inquiries regarding EEO policy violations. The EEO Counselors inform the EEO Director when a violation of the citywide EEO Policy occurs.
4. The agency's EEO professionals have received formal EEO training. The Director of EEO completed the DCAS Division of Citywide Equal Employment Opportunity (DCEEO) Basic Training for EEO Representatives in June 2010. She also serves as the agency's EEO trainer, Disability Rights Coordinator and 55a Program Coordinator.

The EEO Specialist completed DCAS Division of Citywide Equal Employment Opportunity (DCEEO) Basic Training for EEO Representatives in June 2011.

The male EEO Counselor initially received DCAS training for EEO Counselors approximately ten years ago and received subsequent DCAS *Division of Citywide EEO's Computer-Based Training* in 2011.

The female EEO Counselor received a one week training administered at DCAS for EEO Counselors as well as DCAS *Division of Citywide EEO's Computer-Based Training*.

The following section refers to the 8 latest internal discrimination complaints (09-00269-10, 09-00311-10, 10-00329-10, 10-00330-10, 10-00345-10, 10-00349-10, 10-00361-10, and 10-00378-11) that were submitted by the DOITT for the period in review.

The DOITT is not in compliance with the following requirements:

1. Complaints 10-00349-10, 10-00329-10 and 10-00345-10 did not contain a *Written Notice of Discrimination Complaint* (or other notice that includes the respondent's right to respond to the allegations) to the respondent. Corrective action is required.

Recommendation: The EEO Officer/Counselor should serve the respondent with a notice of complaint (or another document that includes the respondent's right to respond to the allegations and right to be accompanied by a representative of his/her choice) along with a copy of the complaint. The EEO Officer should keep receipts regarding the service of notice on the respondent in the complaint file. (DCPIG, Sect. 12(b))

2. Because of changes in the staffing of the Office of EEO, Complaint 10-00361-10 took longer than 90 days to complete. An explanation for the delay was included in the complaint file; however, a *Delay Notification Letter* was not sent to the complainant or respondent. Corrective action is required.

Recommendation: In rare circumstances where the investigation cannot commence immediately, or where the confidential report cannot be issued within 90 days, a note should be made in the complaint file explaining the reason for the delay and projecting a time frame for completion of the report. The complainant, respondent and DCAS-Citywide EEO should be notified of the delay in writing. (DCPIG, 4/2/96 *Amendments to the EEO Discrimination complaint & Investigation Procedures*)

3. Complaint 10-00345-10 did not contain a written notice to the respondent that the investigation was transferred because of the filing of the external complaint. Corrective action is required.

Recommendation: The EEO Officer should notify the complainant and respondent, in writing, that the investigation by the EEO Officer has been transferred because of the filing of the external complaint. (Sect. III F-2, EEO and DCPIG, May 30, 2001 Amendment)

EEO for Persons with Disabilities and Reasonable Accommodations

The DOITT is in compliance with the following requirements:

1. The agency participates in the Section 55-A Program. The Director of EEO serves as the Section 55-A Coordinator. This individual makes employees aware of the program, provides resources/help for employees that are interested in becoming participants and directs potential participants to a Section 55-A contact at the Department of Citywide Administrative Services (DCAS). There were 4 program participants during the audit period.
2. The agency has made its policies available in alternate formats (e.g. audio tape, Braille, large print) for employees and applicants for employment with disabilities.
3. According to the EEPC's *Checklist to Determine Accessibility for Employees/Applicants with Disabilities*, the agency's offices located at 75 Park Place (103 Employees at this location), 59 Maiden Lane (535 employees), 2 Metrotech Center (518 employees), 4 Metrotech Center (91 employees), 11 Metrotech Center (57 employees), and 15 Metrotech Center (66 employees) are accessible to employees and applicants for employment with disabilities. The facilities included street accessible entrances, ramp access, wheelchair accessible elevators, Braille in elevators, bell in elevators, wide restroom stalls, grab bars in restroom, and low sink or bathroom fixtures. All workstations at each facility are accessible for employees and applicants with disabilities.
4. A portion of the Director of EEO/EEO Officer's responsibilities is to handle reasonable accommodation requests and ensure compliance with all federal, state, and local laws, as well as City and agency policies, pertaining to persons with disabilities. The EEO Officer maintains files on all requests for accommodation. During the period in review, there were 157 request made. Of the requests made, 142 were granted. The agency provided documentation of requests for accommodation (e.g. based on disability, equipment adjustment, and schedule adjustment) that were granted.

The DOITT is in partial compliance with the following requirement:

Although the agency has appointed a Disability Rights Coordinator and has given the Director of EEO the responsibility of handling reasonable accommodation requests, the identity of the Disability Rights Coordinator was not included in the agency EEO Policy. Corrective action is required.

Recommendation: To ensure that all employees are aware of the Disability Rights Coordinator - responsible for handling reasonable accommodation requests and ensuring compliance with all federal, state, and local laws, as well as City and agency policies, pertaining to persons with disabilities -- the agency should re-distribute to all employees in writing the name, location, and telephone number of this person. (Sect. VB and VC, EEOP)

Selection and Recruitment

The DOITT is in compliance with the following requirements:

1. The agency has assessed its methods of recruitment to improve the diversity of its applicant pool. The DOITT analyzed its CEEDS reports during the audit period as well as quarterly. This data has informed DOITT's efforts to improve recruitment and selection generally, and particularly in Computer Systems Managers positions. As a result, DOITT has increased its recruitment budget, participates in diverse job fairs, and has improved outreach to diverse professional organizations.
2. The agency provided structured interview training to managers and supervisors involved in the interviewing process and new employees who will participate in the interviewing process would also receive training. Also, 69% of the respondents to the EEPD's *Supervisor/Manager Survey* who indicated they interviewed candidates for positions also indicated they had received training and/or a guide that outlines illegal or discriminatory questions and includes instructions for conducting a structured interview.
3. The agency used applicant logs to retain applicant/hire information for its discretionary positions (i.e., agency, JVN#, position #, Office title, Civil Service title, Division, applicant name, ethnicity, gender, disability status, veteran's status, hiring manager, interviewer name and title, interview date, reason candidate was selected or not selected, and recruitment source). In February 2010, DOITT strengthened its Applicant Log policy by requiring that Applicant Logs be approved by the Office of EEO & Diversity before proposed hires are processed by the DOITT's Budget Division and HR Division. A minimum of four qualified candidates must be interviewed for each position; where fewer than four qualified candidates are interviewed, the hiring manager must provide written explanation of their recruitment efforts, and the Office of EEO & Diversity, along with HR, determine whether additional recruitment efforts should be made.

The DOITT is in partial compliance with the following requirement:

Although the agency used applicant logs to retain applicant/hire information for its discretionary positions, the Human Resources Division was not responsible for recording the information therein. Corrective action is required.

Recommendation: Since agencies' HR Officers are responsible for reviewing statistical information (including total employment, new hires and promotions by race/ethnicity and gender), employment practices, policies and programs for purposes of identifying whether there are barriers to equal opportunity, and informing the EEO Officer of efforts that the agency has made to employ, promote or accommodate qualified individuals with disabilities, DOITT's Human Resources Division should be assigned the responsibility of recording and maintaining information on the agency's applicant logs.

Promotional Opportunities

The DOITT is in compliance with the following requirements:

1. The agency provided annual performance evaluations during the audit period. The human resources department ensured that all employees received annual performance evaluations. Eighty-six percent of respondents to the *EEPC's Employee Survey* indicated that they had received an annual performance evaluation within the past 3 years. In addition, 64% of respondents to the *EEPC's Supervisor/Manager Survey* indicated that they received a performance evaluation within the past year. Ninety-two percent of respondents to the *EEPC's Supervisor/Manager Survey* also indicated they conduct formal performance evaluations of the employees under their supervision annually.
2. The agency's Managerial performance evaluation form contains an EEO Section (Section B4. *Utilizing Human Resources*) and rating which covers responsibilities and processes for assuring that people are appropriately employed, effectively and efficiently utilized, and dealt with in a fair and equitable manner.
3. The agency formally appointed a career counselor who is familiar with civil service and provisional jobs to provide career counseling to employees who request such guidance.

The DOITT is in partial compliance with the following requirements:

Although the agency appointed a Career Counselor, the agency did not notify employees in writing of the identity of the person responsible for career counseling at the agency. Corrective action is required

Recommendation: To ensure that employees know the identity of the agency's Career Counselor, the personnel officer should re-distribute to all employees the identity and the type of guidance which is available from the Career Counselor. This should be done at least once each year. (12/14/ 2006 *Addendum to EEOP Standards and Procedures to Be Utilized By City Agencies (2005)* and Sect. VF, EEOP)

Supervisory Responsibility in EEO Plan Implementation

The DOITT is in compliance with the following requirement:

In an email dated August 15, 2011, the agency head directed all supervisors/managers to conduct annual staff meetings at which they reiterate their commitment to the City's EEO Policy and advise employees of the right to file an EEO complaint with the agency's EEO Office and document the meetings. Documentation indicating the date of the meetings and the attendees was maintained by the agency's Director of EEO. In addition, 81% of the respondents to the *EEPC Supervisor/Manager Survey* indicated they have reaffirmed the agency's commitment to the principle of EEO during staff meetings and 68% indicated they have discussed with

employees their right to file a discrimination complaint with the agency's EEO Officer during staff meetings at least or more times within the past year.

EEO Personnel Reporting Arrangement

The DOITT is in compliance with the following requirements:

According to the agency's organizational chart, the Director of EEO reports to the Agency Head on EEO matters. Documentation of meetings between these individuals was maintained. In turn, the EEO Officer meets with the agency's EEO professionals to review their work and keep them abreast of EEO developments.

EEO Officer Responsibilities

The DOITT is in partial compliance with the following requirement:

The agency submitted its agency-specific EEO plan during the audit period for fiscal year 2009; however, its agency-specific EEO plans, three quarterly reports, and an annual fourth quarter final report for fiscal years 2010 and 2011 were not received. Corrective action is required.

Recommendation: The agency is required to file with the EEPC copies of finalized agency EEO/agency specific plans. The agency must also submit quarterly to the EEPC, a report on its efforts during the previous quarter to implement the agency specific plan. All reports should be submitted no later than thirty (30) days following the reporting period. (Sects 814(a)(13) & 815(i) (NYC Charter) (Sect. VB, EEOP)

Agency Feedback

Currently the EEO Office is comprised of a Director of EEO/EEO Officer, EEO Specialist, and Administrative Assistant. In response to the EEPC's Interview Questionnaires, which requested suggestions on improving the agency's EEO Program, it was suggested that improvement of the program would be contingent on additional staff (a Deputy Director of EEO who would be responsible for complaint investigation) and diversity training - which would enhance the operation of the EEO Office.

SUMMARY OF RECOMMENDED CORRECTIVE ACTIONS

1. All agency recruitment literature should indicate that the agency and the City of New York is an equal opportunity employer. (Sect. IV, EEOP)
2. The EEO Officer/Counselor should serve the respondent with a notice of complaint (or another document that includes the respondent's right to respond to the allegations and right to be accompanied by a representative of his/her choice) along with a copy of the complaint. The EEO Officer should keep receipts regarding the service of notice on the respondent in the complaint file. (DCPIG, Sect. 12(b))

3. In rare circumstances where the investigation cannot commence immediately, or where the confidential report cannot be issued within 90 days, a note should be made in the complaint file explaining the reason for the delay and projecting a time frame for completion of the report. The complainant, respondent and DCAS-Citywide EEO should be notified of the delay in writing. (DCPIG, 4/2/96 *Amendments to the EEO Discrimination complaint & Investigation Procedures*)
4. The EEO Officer should notify the complainant and respondent, in writing, that the investigation by the EEO Officer has been transferred because of the filing of the external complaint. (Sect. IIF-2, EEOP and DCPIG, May 30, 2001 Amendment)
5. To ensure that all employees are aware of the Disability Rights Coordinator - person responsible for handling reasonable accommodation requests and ensuring compliance with all federal, state, and local laws, as well as City and agency policies, pertaining to persons with disabilities -- the agency should re-distribute to all employees in writing the name, location, and telephone number of this person. (Sect. VB and VC, EEOP)
6. Since agencies' HR Officers are responsible for reviewing statistical information (including total employment, new hires and promotions by race/ethnicity and gender), employment practices, policies and programs for purposes of identifying whether there are barriers to equal opportunity, and informing the EEO Officer of efforts that the agency has made to employ, promote or accommodate qualified individuals with disabilities, DOITT's Human Resources Division should be assigned the responsibility of recording and maintaining information on the agency's applicant logs.
7. To ensure that employees know the identities of the agency's Career Counselor, the personnel officer should re-distribute to all employees the identity and the type of guidance which is available from the Career Counselor. This should be done at least once each year. (12/14/ 2006 *Addendum to EEOP Standards and Procedures to Be Utilized By City Agencies (2005)* and Sect. VF, EEOP)
8. The agency is required to file with the EEPC copies of finalized agency EEO/agency specific plans. The agency must also submit quarterly to the EEPC, a report on its efforts during the previous quarter to implement the agency specific plan. All reports should be submitted no later than thirty (30) days following the reporting period. (Sects 814(a)(13) & 815(i), NYC Charter) (Sect. VB, EEOP)

In addition to the above recommendations, during the compliance process, the Commission requires that the agency head distribute a memorandum to all staff informing them of the changes that are being implemented in the agency's EEO program pursuant to the audit. This memorandum should re-emphasize the agency head's commitment to the agency's Equal Employment Opportunity Program.

Conclusion

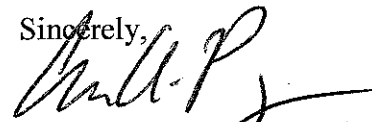
Pursuant to Chapter 36 of the New York City Charter and the previously cited preliminary determinations relating to the EEPC's audit of the DOITT's compliance with its Equal Employment Opportunity Policy, and EEO standards expressed in the Citywide EEO Policy, we respectfully request your response to the aforementioned preliminary determinations.

Your response should indicate what corrective actions your office will take to bring the agency into compliance with the aforementioned policies and which recommendations it intends to follow. Please forward your response within thirty days of receipt of this letter.

Pursuant to Section 832 of the New York City Charter, as amended in 1999, if you do not implement all of these recommendations for corrective actions during a compliance period not to exceed six months, this Commission may publish a report and recommend to the Mayor the appropriate corrective actions that you should implement in your agency's EEO Plan.

In closing, we want to thank you and your staff for the cooperation extended to the Equal Employment Practices Commission's auditors during the course of this audit. If you have any questions regarding these preliminary determinations, please let us know.

Sincerely,



Cesar A Perez, Esq.
Chair

cc: Director of EEO/EEO Officer, Emily Johnson

Appendix -1


Department of Information Technology & Telecommunications

Supervisor/Manager Survey



Supervisor/Manager Survey: NYC Information Technology & Telecommunications







1. City of New York

	Response Percent	Response Count
Agency: 	100.0%	98
answered question		98
skipped question		4

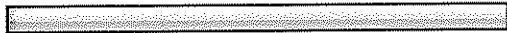

2. Which of the following are you?

	Response Percent	Response Count
Supervisor 	21.6%	22
Manager 	78.4%	80
answered question		102
skipped question		0




3. How many employees are under your supervision?

	Response Percent	Response Count
5 or less 	40.6%	41
6-10 	24.8%	25
11-20 	17.8%	18
21 or more 	16.8%	17
answered question		101
skipped question		1

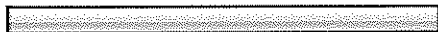
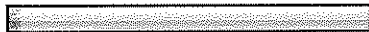



4. How long have you worked for this agency?

		Response Percent	Response Count
Over 3 years		78.2%	79
3 years or less		21.8%	22
answered question			101
skipped question			1





5. Each agency head may distribute a statement in support of Equal Employment Opportunity to all employees. Have you received a copy of your agency's EEO Policy Statement?

		Response Percent	Response Count
Yes		90.1%	91
No		1.0%	1
Do not remember		8.9%	9
answered question			101
skipped question			1

6. In your agency, where can the EEO Policy be found? (Check all that apply.)

	Response Percent	Response Count
The EEO Office 	67.3%	68
The HR/Personnel Office 	56.4%	57
The Intranet 	81.2%	82
Your Office 	35.6%	36
Do not know 	3.0%	3
answered question		101
skipped question		1

7. Of the choices above, which is most easily accessible to you?

	Response Percent	Response Count
The EEO Office 	10.9%	11
The HR/Personnel Office 	5.9%	6
The Intranet 	65.3%	66
Your Office 	17.8%	18
answered question		101
skipped question		1

8. Is the Discrimination Complaint Procedure included with the EEO Policy?

	Response Percent	Response Count
Yes	79.0%	79
No	0.0%	0
Do not know	21.0%	21
answered question		100
skipped question		2

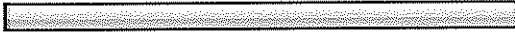

9. Do you know the name of your agency's EEO Officer?

	Response Percent	Response Count
Yes	92.0%	92
No	8.0%	8
answered question		100
skipped question		2




10. Did the EEO Officer meet with you, either individually or in a group setting, to discuss your EEO rights as an employee?

	Response Percent	Response Count
Yes	80.0%	80
No	20.0%	20
answered question		100
skipped question		2




11. Did the EEO Officer meet with you, either individually or in a group setting, to discuss your EEO responsibilities as a supervisor or manager?

	Response Percent	Response Count
Yes 	79.8%	79
No 	20.2%	20
answered question		99
skipped question		3

12. Did you complete the Department of Citywide Administrative Services' Citywide EEO Computer-Based Training for Managers and Supervisors?

	Response Percent	Response Count
Yes 	94.9%	94
No 	4.0%	4
Not applicable 	1.0%	1
answered question		99
skipped question		3

13. How often have you reaffirmed the agency's commitment to the principle of Equal Employment Opportunity during staff meetings within the past year?

	Response Percent	Response Count
Two or more times 	46.5%	46
One time 	34.3%	34
At no time 	19.2%	19
answered question		99
skipped question		3

14. How often have you discussed with employees their right to file a discrimination complaint with the agency's EEO Officer during staff meetings within the past year?

	Response Percent	Response Count
Two or more times	33.3%	33
One time	34.3%	34
At no time	32.3%	32
answered question		99
skipped question		3




15. Did you receive sexual harassment prevention training from your agency?

	Response Percent	Response Count
Yes	81.6%	80
No	18.4%	18
answered question		98
skipped question		4



16. Did all of the employees that you supervise receive sexual harassment prevention training?

	Response Percent	Response Count
Yes	46.9%	46
No	10.2%	10
Do not know	42.9%	42
answered question		98
skipped question		4

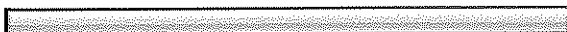


17. When you were hired, did you receive an orientation session that included a review of the EEO policy?

		Response Percent	Response Count
Yes		67.3%	66
No		6.1%	6
Do not remember		26.5%	26
answered question			98
skipped question			4



18. Do you participate in orientation sessions for new employees?

		Response Percent	Response Count
Yes		33.7%	33
No		66.3%	65
answered question			98
skipped question			4





19. Do new employee orientation sessions include information on the EEO policy?

		Response Percent	Response Count
Yes		87.9%	29
No		3.0%	1
Do not know		9.1%	3
answered question			33
skipped question			69

20. Do you interview candidates for positions in your agency?

		Response Percent	Response Count
Yes		76.5%	75
No		23.5%	23
answered question			98
skipped question			4

21. A structured interview is a method that standardizes the type and order of interview questions asked to ensure that a fair comparison can be made between interviewees. Did your agency provide you with training and/or a guide that outlines illegal or discriminatory questions and includes instructions for conducting a structured interview?

		Response Percent	Response Count
Training		14.9%	11
Guide		28.4%	21
Both training and guide		16.2%	12
Neither		40.5%	30
answered question			74
skipped question			28

22. Were you informed that fulfillment of your EEO responsibilities will be part of your overall performance evaluation and will be considered in determining your eligibility for promotions and merit increases?

		Response Percent	Response Count
Yes		41.2%	40
No		58.8%	57
answered question			97
skipped question			5

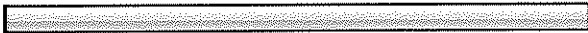

23. When was your last performance evaluation?

		Response Percent	Response Count
Within the past year		63.5%	61
Over a year ago		25.0%	24
I have not received a performance evaluation		11.5%	11
answered question			96
skipped question			6



24. Does your performance evaluation include an EEO component? (A section that rates your ability to make employment decisions based on merit and equal consideration, or treat others in an equitable and impartial manner.)

		Response Percent	Response Count
Yes		42.4%	36
No		57.6%	49
answered question			85
skipped question			17






25. Do you conduct formal performance evaluations of the employees under your supervision annually?

		Response Percent	Response Count
Yes		91.7%	88
No		8.3%	8
answered question			96
skipped question			6



26. Do you believe the agency has provided sufficient training to supervisors/managers on their responsibilities in assisting employees who may complain about discrimination or harassment?

		Response Percent	Response Count
Yes		88.5%	85
No		11.5%	11
answered question			96
skipped question			6

27. Race/Ethnicity

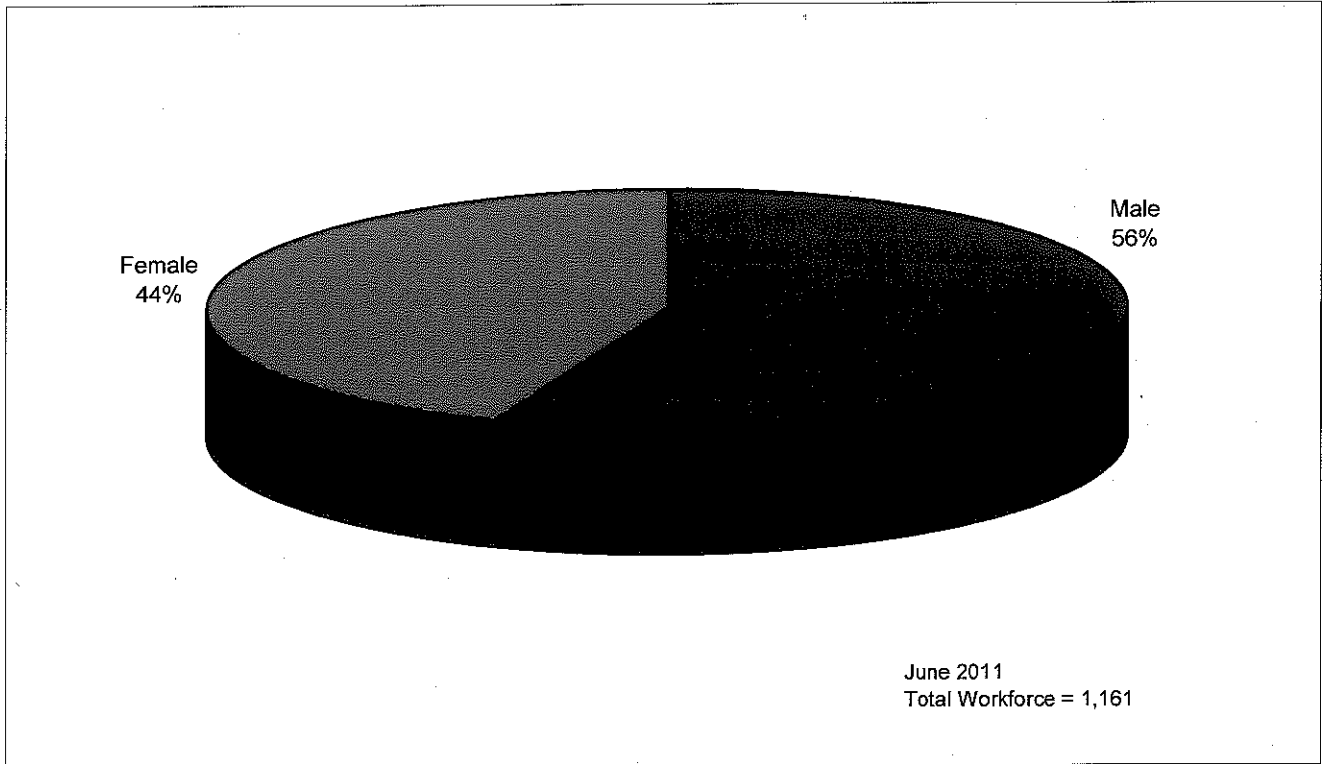
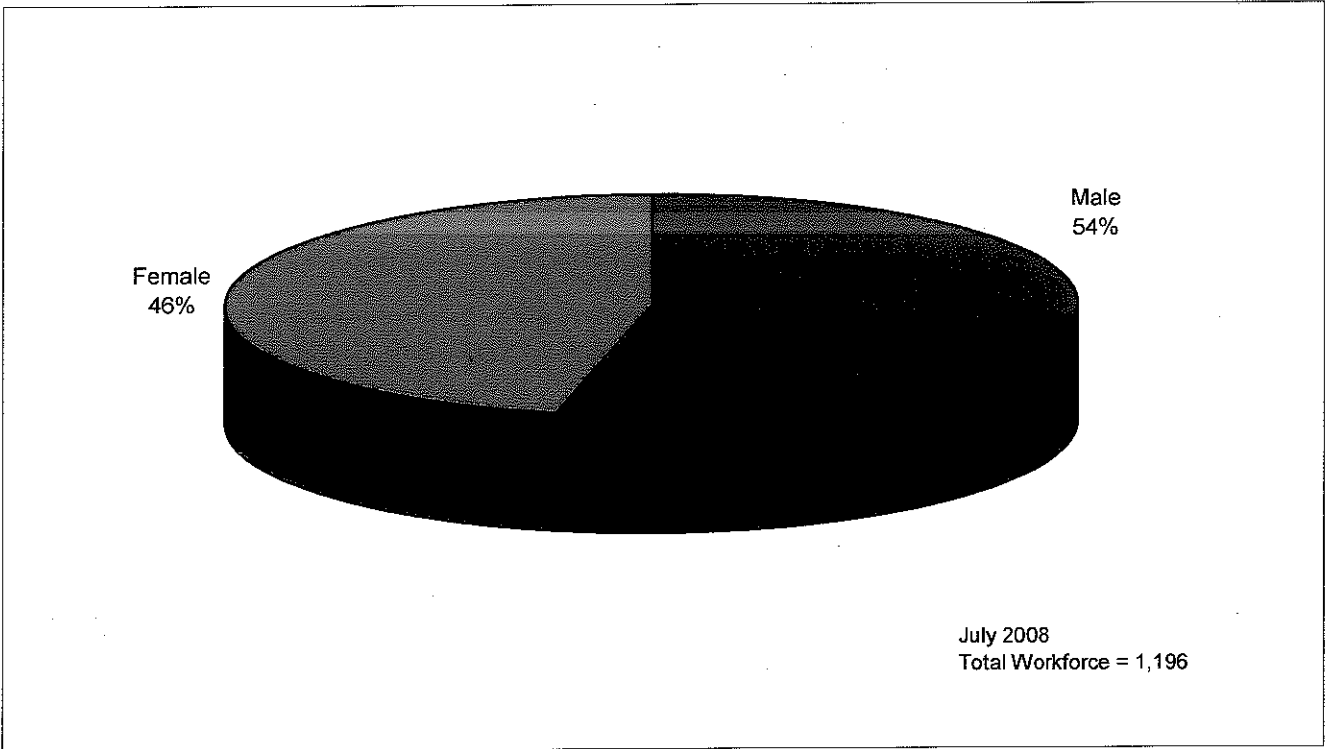
	Response Percent	Response Count
Asian or Pacific Islander 	7.0%	5
American Indian or Alaska Native	0.0%	0
Black (not of Hispanic origin) 	21.1%	15
Hispanic 	4.2%	3
White (not of Hispanic origin) 	60.6%	43
Other 	7.0%	5
	answered question	71
	skipped question	31

28. Gender

	Response Percent	Response Count
Male 	55.3%	42
Female 	44.7%	34
	answered question	76
	skipped question	26

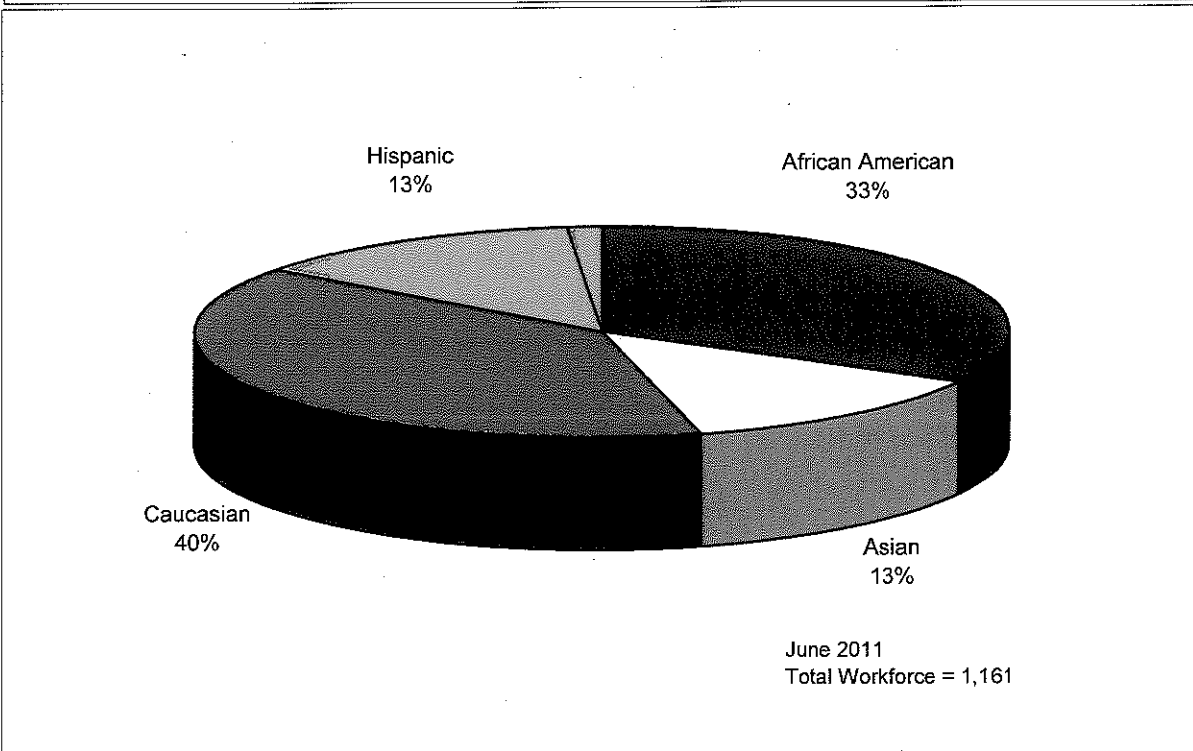
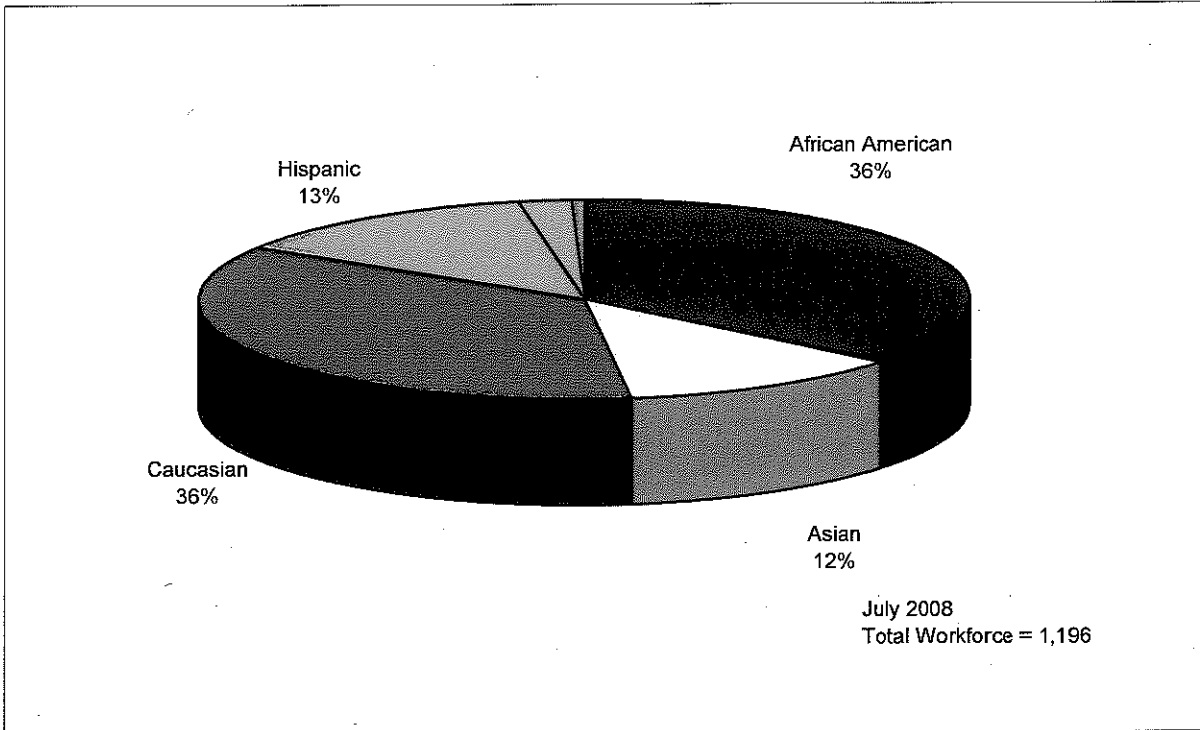
Appendix - 2

Department of Information Technology and Telecommunications Workforce by Sex



Appendix - 3

Department of Information Technology and Telecommunications Workforce by Ethnicity



APPENDIX – 4

The following table indicates personnel activity during the audit period, July 1, 2008 to June 30, 2011

Department of Information Technology and Telecommunications

Hires by Sex and Ethnicity

Total Hires: 531

Male	Female	Total	Caucasian	African American	Hispanic	Asian	Native American	Unknown	Total
265	266	531	159	155	63	54	1	99	531

Promotions by Sex and Ethnicity

Total Promotions: 211

Male	Female	Total	Caucasian	African American	Hispanic	Asian	Native American	Unknown	Total
100	111	211	76	76	36	19	1	3	211

Separations by Sex and Ethnicity

Total Separations: 216

Male	Female	Total	Caucasian	African American	Hispanic	Asian	Native American	Unknown	Total
85	131	216	55	94	29	11	1	26	216

Source: Audit data supplied by DOITT

Appendix -5

Department of Information Technology & Telecommunications

Employee Survey

Employee Survey: NYC Information Technology & Telecommunications EEO Program

1. City of New York

	Response Percent	Response Count
Agency Name: <input type="text"/>	100.0%	193
answered question		193
skipped question		0



2. Equal Employment Opportunity (EEO) guarantees the right of all persons to be accorded full and equal consideration on the basis of merit, regardless of protected group status. Do you agree with this principle?

	Response Percent	Response Count
Yes <input checked="" type="checkbox"/>	95.7%	177
No <input type="checkbox"/>	4.3%	8
answered question		185
skipped question		8


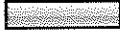
3. Do you know who your agency's EEO Officer is?

	Response Percent	Response Count
Yes <input checked="" type="checkbox"/>	83.8%	155
No <input type="checkbox"/>	16.2%	30
answered question		185
skipped question		8



4. Is the EEO Policy posted on your agency's bulletin boards or kept in an area otherwise accessible to employees?

		Response Percent	Response Count	
Yes		88.0%	161	
No		12.0%	22	
			answered question	183
			skipped question	10




5. Were you given a copy of the EEO Policy Handbook - About EEO: What You May Not Know?

		Response Percent	Response Count	
Yes		83.0%	151	
No		17.0%	31	
			answered question	182
			skipped question	11




6. Do you believe your agency practices EEO (i.e. ensures fairness in all aspects of employment including hiring, selection, promotions, etc.)?

		Response Percent	Response Count	
Yes		70.2%	125	
No		29.8%	53	
			answered question	178
			skipped question	15




7. How often has your manager or supervisor reaffirmed the agency's commitment to the principle of EEO during staff meetings within the past year?

		Response Percent	Response Count
Two or more times		40.3%	71
One time		35.8%	63
At no time		23.9%	42
		answered question	176
		skipped question	17



8. How often has your manager or supervisor discussed employees' right to file a discrimination complaint with the agency's EEO Officer during staff meetings within the past year?

		Response Percent	Response Count
Two or more times		25.1%	44
One time		36.0%	63
At no time		38.9%	68
		answered question	175
		skipped question	18




9. When hired, were you advised of the EEO policies, and of your rights and responsibilities under such policies?

		Response Percent	Response Count
Yes		66.3%	116
No		2.9%	5
Do Not Remember		30.9%	54
answered question			175
skipped question			18


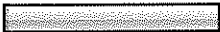

10. Do you know how to file an EEO complaint?

		Response Percent	Response Count
Yes		79.4%	139
No		20.6%	36
answered question			175
skipped question			18



11. If you had an EEO complaint, would you bring it to your agency's EEO Office?

		Response Percent	Response Count
Yes		59.8%	104
No		14.4%	25
Undecided		25.9%	45
answered question			174
skipped question			19



12. Would you prefer to file an EEO complaint with an office outside your agency rather than your agency's EEO Office?

		Response Percent	Response Count
Yes		34.9%	60
No		32.0%	55
Undecided		33.1%	57
answered question			172
skipped question			21




13. During the past 3 years, did you file a complaint with your agency's EEO Office?

		Response Percent	Response Count
Yes		2.3%	4
No		97.7%	168
answered question			172
skipped question			21





14. Was your manager or supervisor supportive of your right to file a complaint?

		Response Percent	Response Count
Yes		0.0%	0
No		25.0%	1
Not Applicable		75.0%	3
answered question			4
skipped question			189




15. During the past 3 years, did you receive EEO training?

		Response Percent	Response Count
Yes		95.3%	164
No		3.5%	6
Employed for less than 12 months		1.2%	2
answered question			172
skipped question			21

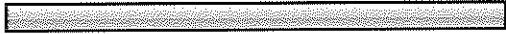
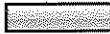

16. How informative was this training?

		Response Percent	Response Count
Very informative		57.1%	93
Somewhat informative		38.0%	62
Not really informative		4.3%	7
Not Applicable		0.6%	1
answered question			163
skipped question			30




17. Does your agency use training and development programs in order to improve job performance and/or career opportunities?

		Response Percent	Response Count
Yes		57.9%	99
No		28.1%	48
I do not know		14.0%	24
answered question			171
skipped question			22



18. Were vacant positions advertised on bulletin boards or other areas accessible to employees in a timely manner?

		Response Percent	Response Count
Yes		74.9%	128
No		15.2%	26
Do not remember		9.9%	17
answered question			171
skipped question			22



19. The Personnel Rules and Regulations of the City of New York and the Guidelines for Evaluating Managerial Performance in NYC Agencies require that employees (managerial and non-managerial) receive annual performance evaluations. Have you received annual performance evaluations within the past 3 years?

		Response Percent	Response Count
Yes		86.0%	147
No		8.8%	15
Employed for less than 12 months		5.3%	9
answered question			171
skipped question			22

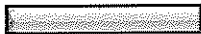


20. Did your evaluation contain recommendations for improving your job performance?

		Response Percent	Response Count
Yes		68.0%	100
No		32.0%	47
answered question			147
skipped question			46



21. Did your evaluation contain recommendations for career advancement with your agency?

		Response Percent	Response Count
Yes		30.6%	45
No		69.4%	102
answered question			147
skipped question			46



22. The Career Counselor is a trained professional (often the Human Resources Director) familiar with civil service and provisional jobs who provides career counseling to employees who request such guidance. Do you know who your agency's Career Counselor is?

		Response Percent	Response Count
Yes		28.7%	49
No		66.1%	113
Not Applicable		5.3%	9
answered question			171
skipped question			22



23. The Disability Rights Coordinator is responsible for handling reasonable accommodation requests and ensuring compliance with all federal, state, and local laws, as well as City and agency policies pertaining to persons with disabilities. Do you know who your agency's Disability Rights Coordinator is?

		Response Percent	Response Count
Yes		37.1%	63
No		62.9%	107
answered question			170
skipped question			23






24. Agencies are required to take appropriate action to reasonably accommodate qualified employees and applicants with disabilities, and those who are victims of domestic violence, sex offenses, or stalking, to enable to them to perform their jobs or enjoy equal benefits and privileges of employment. Agencies are also required to provide reasonable accommodations for the religious observances, beliefs and practices of an employee or applicant. During the past 3 years, did you ask for a reasonable accommodation due to any of the above?

	Response Percent	Response Count
Yes 	12.9%	22
No 	87.1%	148
answered question		170
skipped question		23



25. Was your accommodation granted?

	Response Percent	Response Count
Yes 	81.8%	18
No 	18.2%	4
answered question		22
skipped question		171

26. Race/Ethnicity

		Response Percent	Response Count
Asian or Pacific Islander		13.0%	19
American Indian or Alaska Native		0.0%	0
Black (not of Hispanic origin)		13.7%	20
Hispanic		8.2%	12
White (not of Hispanic origin)		56.8%	83
Other		8.2%	12
		answered question	146
		skipped question	47

27. Gender

		Response Percent	Response Count
Male		60.3%	91
Female		39.7%	60
		answered question	151
		skipped question	42