

**07/02-858C**

**DEPARTMENT OF INFORMATION  
TECHNOLOGY**

- Compliance Summary Report January 25, 2007
- Letter of Compliance Satisfaction January 25, 2007



# EQUAL EMPLOYMENT PRACTICES COMMISSION

## SUMMARY COMPLIANCE REPORT

**Agency:** Department of Information Technology and Telecommunications

**Agency Head:** Paul J. Cosgrave, Commissioner

**EEO Officer:** Dalela Harrison

**Audit Period:** **January 1, 2003 - December 31, 2004**

Date of Preliminary Determination Letter:	<i>December 14, 2005</i>
Date of Response Letter:	<i>March 7, 2006</i>
Date of Final Determinations Letter:	<i>April 25, 2006</i>
Date of Response Letter to the Commission's Final Determinations Letter:	<i>May 2, 2006</i>

Compliance Initiated:	<i>August 2006</i>
Compliance Completed:	<i>December 2006</i>
Covering Months:	<i>July 2006 - November 2006</i>

**Date:** **January 25, 2007**

Pursuant to the findings and recommendations of the Equal Employment Practices Commission's (EEOC) Audit of Compliance by the Department of Information Technology and Telecommunication (DoITT) with the City's Equal Employment Opportunity Policy (EEOC), EEOC initiated Audit Compliance with the DoITT in August 2006. The DoITT's final Monthly Compliance Report was submitted on December 15, 2006.

All nine required actions were completed or accepted. The following is a summary of the compliance reports:

- 1. Whenever possible, the investigation of complaints should be completed within 90 days of the receipt of the complaint.**

The DoITT said that whenever possible, the investigations of complaints are completed within 90 days of the receipt of the complaint. It provided a list of complaints filed subsequent to the audit period, which were completed within 90 days.

The required action was completed in September 2006.

- 2. In circumstances where the investigation cannot be completed within the 90-day timeframe, a notification delay letter, stating the reason for the delay, should be sent to the parties of the investigation.**

The DoITT stated that in circumstances where it is unable to complete an investigation within the 90 day timeframe, it will notify parties with a notification delay letter explaining the reason for the delay. It submitted a copy of a notification delay form letter.

The required action was completed in July 2006.

- 3. Since DoITT's workforce continues to show underutilization in certain protected groups, it should further expand its recruitment efforts to address underutilization by acquiring "Making the Most of New York City's Recruitment Resources," 2004, <http://extranet.dcas.nycnet/eo/pdf/apomasterclass-recruitment.pdf>, a list of recruitment sources compiled by DCAS. This publication provides agencies with additional recruitment resources to address the underutilization of protected groups.**

The DoITT said that the Director of Recruitment obtained the referenced publication and has begun utilizing it as a resource. It submitted sample pages.

The required action was completed in July 2006.

- 4. DoITT should conduct an adverse impact study.**

The DoITT stated it conducted an adverse impact study. It analyzed the 311 Call Center's selection process. The study found an adverse impact for non-minorities. It said that it will enhance its recruitment efforts to increase and develop the non-minority applicant pool, which will contribute to an improved selection rate. It submitted a copy of the results of the study.

The required action was completed in December 2006.

- 5. The EEO Officer should report to the agency head, or if approved by DCAS, to a direct report to the agency head.**

DoITT said that the EEO Officer currently reports directly to the agency head. It submitted a memorandum it sent to DCAS Commissioner Martha Hirst confirming the new reporting relationship. It also submitted a copy of the revised organizational chart and a copy of the EEPC audit findings memorandum, which included information about the new reporting arrangement.

The required action was completed in July 2006.

- 6. Appropriate documentation of meetings and other communications regarding EEO program operational decisions should be maintained.**

DoITT said that the agency head has monthly meetings with the EEO Officer. It said that it will continue documenting meetings and other communications regarding EEO operational decisions.

It submitted copies of agendas and emails.

The required action was completed in July 2006.

**7. DoITT should develop a plan to evaluate all employees annually.**

DoITT stated that it has developed an Employee and Managerial Tasks and Standards/Performance Evaluation Guidelines as well as a plan to evaluate all employees. It submitted a copy of the Managerial Performance Evaluation form, Managerial Performance Evaluation Guidelines, and the Non-Managerial Employee Tasks and Standards/Performance Evaluation Guidelines.

The required action was completed in October 2006.

**8. DoITT should re-distribute information about the identity, location and telephone number of the Career Counselor to all agency employees.**

DoITT stated that on July 28, 2006 it re-distributed information about the identity, location, and telephone number of the Career Counselor. It submitted a copy of the memorandum.

The required action was completed in July 2006.

**9. DoITT's Commissioner should disseminate an agency-wide memorandum to discuss audit findings.**

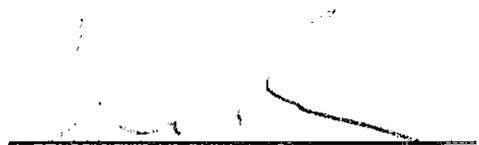
The attached memorandum from Commissioner Paul J. Cosgrave was distributed on July 24, 2006.

The required action was completed in July 2006.

**Recommendation**

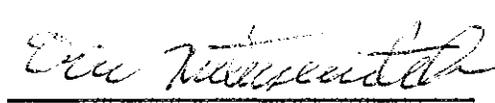
Based on the above information, we recommend that the Equal Employment Practices Commission issue a Letter of Completion of Compliance to Commissioner Paul J. Cosgrave, informing him that the DoITT has implemented the recommended corrective actions to the Commission's satisfaction.

Respectfully Submitted,



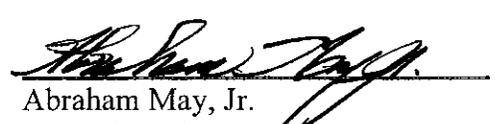
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Lisa Badner  
Counsel



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Eric Matusewitch  
Deputy Director



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Abraham May, Jr.  
Executive Director

Attachment



THE CITY OF NEW YORK  
DEPARTMENT OF INFORMATION TECHNOLOGY & TELECOMMUNICATIONS  
Paul J. Cosgrave, Commissioner

MEMORANDUM

TO: All Staff  
FROM: Paul J. Cosgrave   
DATE: July 24, 2006  
SUBJECT: Equal Employment Practices Commission Audit

The Equal Employment Practices Commission (EEPC) has completed its audit of DoITT. The EEPC audit, which is conducted once every four years, pursuant to Chapter 36 of the City Charter, assessed the agency's compliance with the City's Equal Employment Opportunity Policy. Although the audit specifically addressed a twenty-four month period ending in December of 2004, the auditors also conducted staff interviews and distributed mail-in surveys to ascertain how effectively the agency is addressing current Equal Employment Opportunity (EEO) issues.

While our agency was reviewed positively during the audit process, the EEPC made recommendations to enhance DoITT's EEO program. These recommendations, which the agency has begun to implement, include the following:

- DoITT will be developing a plan to evaluate all employees annually.
- DoITT will be conducting an adverse impact study to assess underutilization in its recruitment and hiring efforts.
- Whenever possible, investigations of EEO complaints will be completed within 90 days of the receipt of the complaint.
- DoITT will be re-distributing the agency's EEO policy as well as the contact information for the agency's Career Counselor, annually.

As agency head, EEO compliance and workplace practices are critically important to me. As a result, DoITT's Director of EEO and Diversity Initiatives, Dalela Harrison, will now report directly to me.

I want to affirm my expectation that every employee comply with both the letter and the spirit of the agency and citywide EEO policies. I urge any employee who believes that he or she is being treated unfairly, with regard to equal employment opportunity or other employment related matters, to contact Dalela Harrison to discuss those concerns. Dalela is located at 75 Park Place, and can be reached via e-mail at [dharrison@doitt.nyc.gov](mailto:dharrison@doitt.nyc.gov) or by telephone at (212) 788-6007. All complaints will be handled confidentially in accordance with DoITT's EEO Policy.



## EQUAL EMPLOYMENT PRACTICES COMMISSION

City of New York

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*Deputy Director*

January 25, 2007

Paul J. Cosgrave  
Commissioner  
Department of Information Technology and Telecommunications  
75 Park Place, 9<sup>th</sup> Floor  
New York, New York 10007

Re: Resolution #07/02-858C: Implementation of Corrective Actions Pursuant to the Audit of Compliance by the Department of Information Technology and Telecommunications' (DoITT) Equal Employment Opportunity Program (EEOP) from January 1, 2003 to December 31, 2004.

Dear Commissioner Cosgrave:

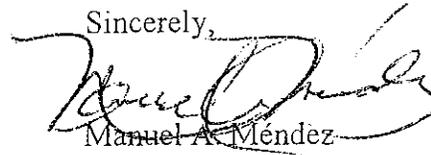
Pursuant to Section 832 of Chapter 36 of the New York City Charter, the Equal Employment Practices Commission (EEPC) was required to monitor audit compliance by the Department of Information Technology and Telecommunications (DoITT) for a period not to exceed six months. The compliance period was July through December 2006. The DoITT's Final Compliance Report was submitted on December 15, 2006.

The goal of monitoring was to determine if the DoITT implemented all recommended corrective actions pursuant to our audit of compliance by your agency with the City's Equal Employment Opportunity Policy from January 1, 2003 to December 31, 2004.

After completing its review of the Compliance Reports submitted by your agency, EEPC staff submitted a Compliance Summary Report for Commission review. After reviewing the Report this Commission has determined that the DoITT has implemented the recommended corrective actions as required by Chapter 35 and 36 of the New York City Charter to the Commission's satisfaction. The Department of Information Technology and Telecommunications is now in compliance with the requirements of the City's Equal Employment Opportunity Policy.

On behalf of this Commission, I want to thank you and EEO Officer Dalela Harrison for the cooperation extended to the EEPC Compliance Unit during the compliance-monitoring period.

Sincerely,

A handwritten signature in black ink, appearing to read 'Manuel A. Méndez', written over a horizontal line.

Manuel A. Méndez  
Vice-Chair

C: Dalela Harrison, EEO Officer