

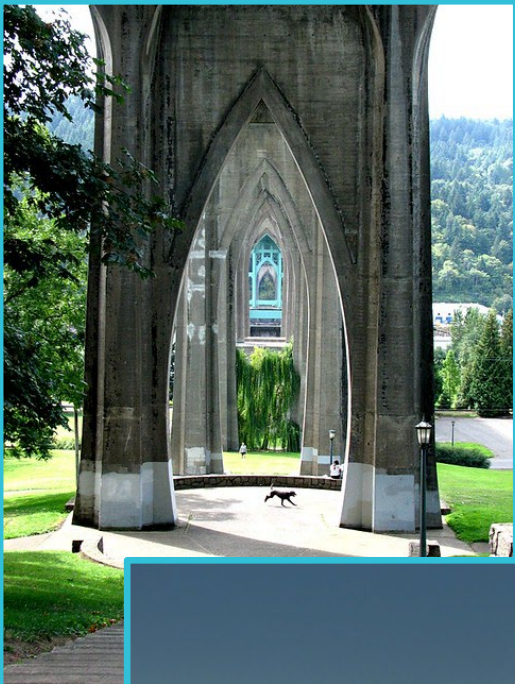
# Welcome to **New Employee Orientation**



**BHR** BUREAU OF  
HUMAN  
RESOURCES

**#WE ARE  
PORTLAND**





# Tami Larison

Sr. Recruiter



Welcome to the  
City of Portland!





# Michelle Taylor

## Benefits Manager

[Michelle.Taylor@portlandoregon.gov](mailto:Michelle.Taylor@portlandoregon.gov)

# Santos Aguilar

## Benefits Supervisor

[Santos.Aguilar@portlandoregon.gov](mailto:Santos.Aguilar@portlandoregon.gov)

## Benefits Overview



Health & Financial Benefits  
HEALTHY LIVING. HEALTHY FUTURE.

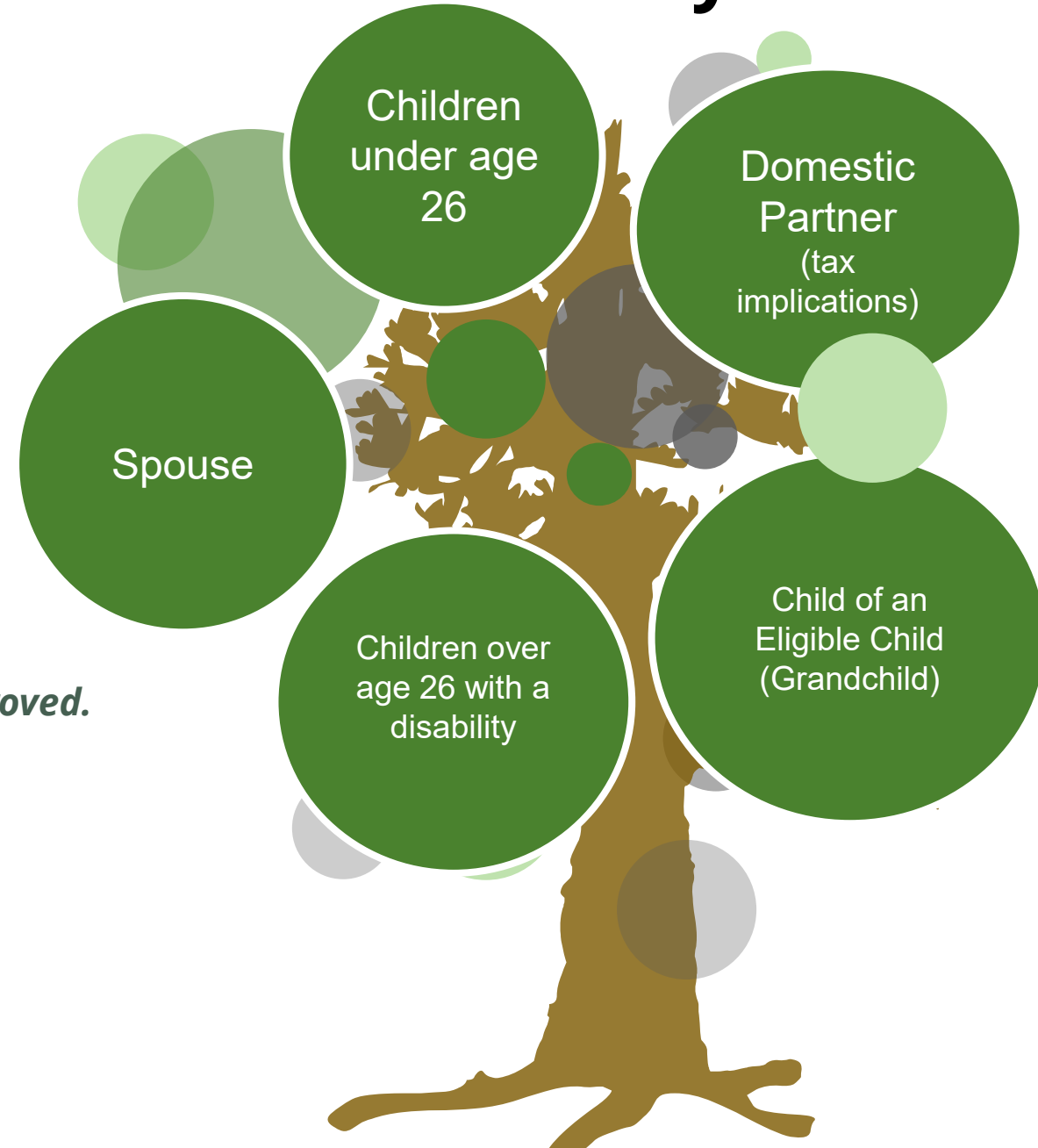
# When does coverage start?

1<sup>st</sup> of the month following hire date.  
If hired on the 1<sup>st</sup>, coverage starts the 1<sup>st</sup> of the following month.

## Enrolling Dependents? You Must Upload Documentation Within 60 Days

*Must upload all required documentation for benefits to be approved.  
Documents can be uploaded to your benefits portal.*

# Who Can I Enroll on my Plans?



When thinking about what plans to choose, ask yourself...

## What is Most Important?

Do you want more choice of providers, networks, and facilities?

**PROVIDER  
CHOICE**



This is the amount deducted from your paycheck and varies from plan to plan.

**PREMIUM  
COST**



Are you able to get the care you need from one location?  
Lab work, prescriptions, vision, dental.

**EASE OF  
USE**



Weigh the cost of coverage as well as the service level.

**COSTS AND  
SERVICES**



# CityCore Medical



**A Preferred Provider Organization (PPO) plan administered by Moda Health that includes preventive care at no cost, and other services that could have a copay and/or coinsurance.**

**The estimated premium cost ranges from \$18 to \$49 twice per month.**

**\$20-\$35 Average  
Copay**

**20% Average  
Coinsurance**

(20% paid by you/ 80% paid by the  
Plan)

**Annual Deductible  
\$250/person,  
\$750/family**

## **Large Network of Providers**

Use the Connexus Network to find your in-network options. This includes Legacy, OHSU, Portland Adventist, and Providence

\*Mental Health Initiative:  
Co-Pays waived



## **Express Scripts Pharmacy**

CityCore Medical is bundled with Express Scripts for your pharmacy coverage. Mail order is available and could lower prescription costs if utilized.

Healthy Foundations is a special program that connects you with personalized health and wellness resources so you can achieve your best health. Find out more at [www.healthfoundationspdx.com](http://www.healthfoundationspdx.com)

## **VSP Vision Coverage with Buy-Up Option**

CityCore medical is bundled with VSP Vision. There is a VSP Buy-Up option available as well.

# Kaiser Permanente Medical

A Health Maintenance Organization (HMO) Plan administered by Kaiser Permanente that includes preventive care at no cost, and most other services are subject to a copay. The estimated premium cost range is from \$18 to \$49 twice per month.

Standard  
Copay

**Can use Kaiser Network**

\*Mental Health Initiative:  
Co-Pays waived

Coinsurance in  
rare instances

**Mobile App and Tele-  
health enabled**

Kaiser offers a mobile app to help streamline your care, and allows for telehealth (video and phone appointments)

No Annual  
Deductible

**Bundled with Vision  
and Pharmacy**

Kaiser Medical includes vision and pharmacy coverage through Kaiser Permanente



# CityHD Medical

**A High Deductible Health Plan (HDHP) administered by Moda Health that covers preventive care at no cost. This plan is not subject to the Preventive Care Initiative, but has a high deductible if services are received. No cost per pay period.**

Out of Pocket Maximum  
\$4,000/person  
\$8,000/family

## **High Deductible Health Plan (HDHP)**

The Connexus Network is still used,  
and includes Legacy, OHSU, Portland  
Adventist, and Providence

\*Mental Health Initiative: Co-Pays waived

20% Coinsurance

## **Express Scripts Pharmacy coverage after meeting the deductible**

CityHD Medical is bundled with  
Express Scripts for your  
pharmacy coverage

Deductible  
\$1,600/person,  
\$3,200/family

## **VSP Vision Coverage**

CityHD medical is bundled with  
VSP Vision. There is a VSP Buy-  
Up option available as well.





# Dental Coverage

**All plans cover preventive care (such as cleanings) at no cost.**

## Kaiser Dental

### Dental Plan is independent of your Medical Plan

If you choose Kaiser medical, you can choose Delta dental, or vice versa).

## Delta Dental Basic

### All Plans Cover Orthodontia

Plans cover 50% for orthodontia with a lifetime max ranging from \$3,000 to \$5,000. Check your Highlights Guides for details.

## Delta Dental Buy-Up

### Opting Out of Medical?

You can still enroll in dental coverage, with \$0 premium from your paycheck.



# Preventive Care Initiative

The Preventive Care Initiative (PCI) was created by the City of Portland in order to encourage employees to establish and develop a relationship with their healthcare provider, detect health issues earlier, and get connected to supportive healthcare resources.

## ONE

Get a preventive care checkup at least once every two calendar years to meet the standard (the standard is simply getting a checkup; there is no pass or fail).

## TWO

Confirmation that you met the standard is sent to the City (no personal health information is shared with the City-just the fact that you've met the initiative).

## THREE

The City is then able to keep your premium share at the lowest level (in most cases, 5%)

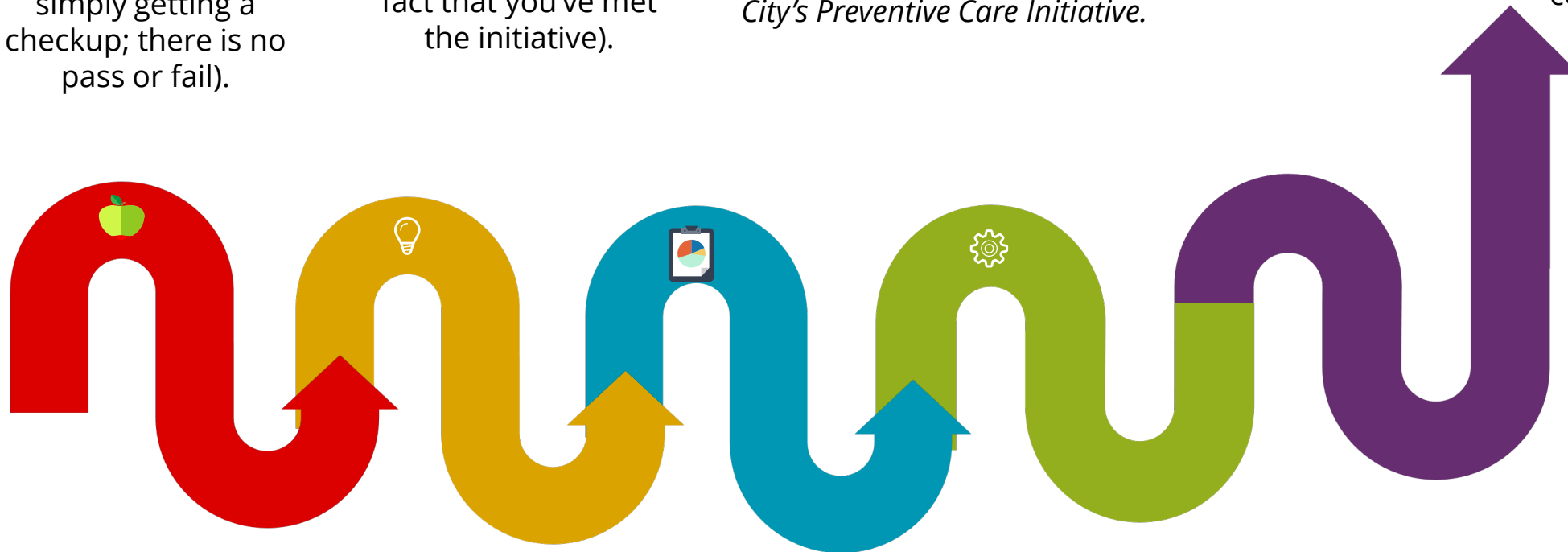
*\*New Hire Employees: You have full calendar year to meet the City's Preventive Care Initiative.*

## FOUR

Your carrier (Kaiser or Moda) will notify you when you've met the preventive care initiative

## FIVE

Remember to get your preventive care checkup once every two years. Giving birth, Inpatient hospitalization, or regular care to address a chronic condition also meet the standard.



# Healthcare Flexible Spending Account (HFSA)

A Healthcare FSA is a pre-tax account that can be used to pay for eligible medical, dental, and vision care expenses that aren't covered by your insurance plan or elsewhere. It can be used for your expenses, and/or your eligible dependent's expenses.

## Reduce Your Tax Liability



Use your funds to pay for eligible medical, dental, vision, feminine products, over-the-counter and prescription drugs. In fact, there are more than 38,000 ways you can use your FSA funds.

## Annual Goal



You pick an allotted amount (your annual goal). This amount is taken out of 24 equal paychecks throughout the plan year. You must use your goal during the plan year (but you can roll over \$50-\$640 for the next plan year).

## Rules & Regs



\$133 per paycheck is the maximum you can elect for medical expenses each plan year. Maximum amount is prorated based on remaining pay periods in the Plan Year.



## Navia Benefits Card

Pay for services or purchases on the same day you receive them by using your healthcare card. Be sure to save your receipts.



## Contactless Payment with Navia Mobile Pay

Quickly and easily pay for eligible benefit account expenses, both in-store and online, using your digital wallet app on your mobile device.



# Day Care Flexible Spending Account (DCFSA)

A Day Care FSA is a pre-tax benefit account that enables you to set aside money to pay for your out-of-pocket daycare or dependent care expenses.

Find a complete list of eligible items at [www.naviabenefits.com](http://www.naviabenefits.com)

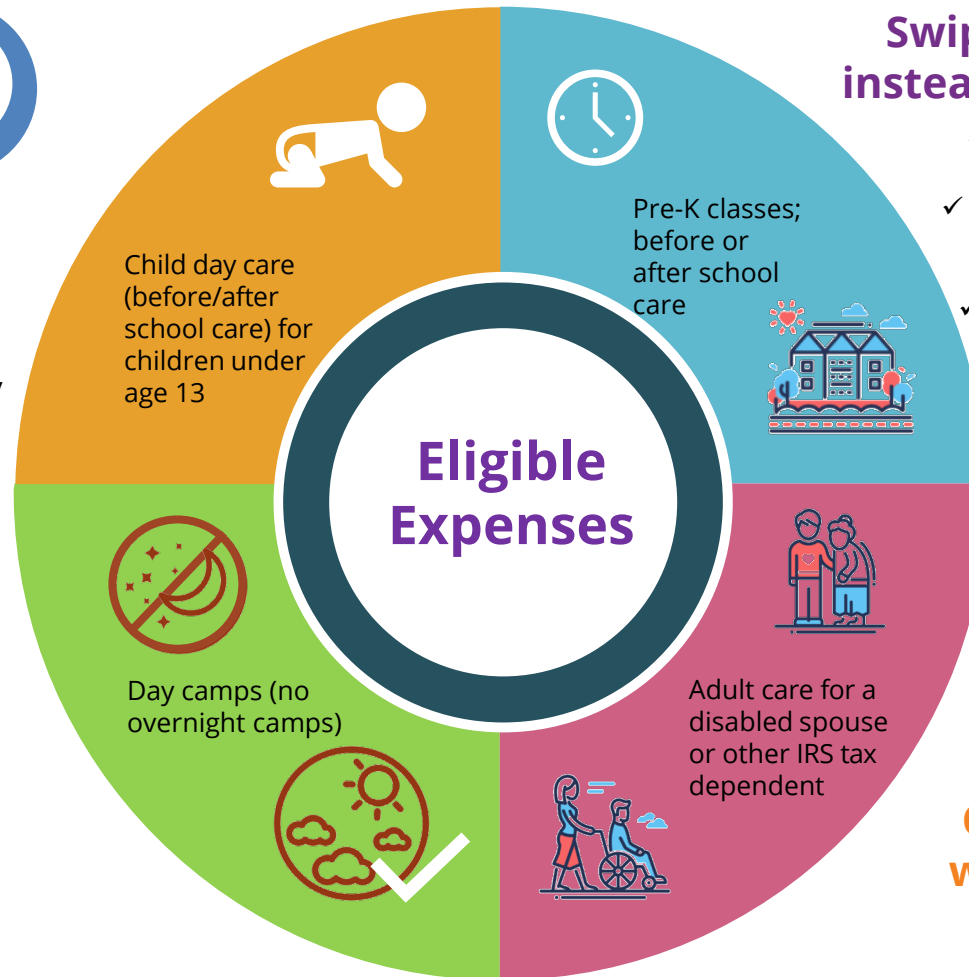
## Annual Goal

You pick an allotted amount (your annual goal). This amount is taken out of 24 equal paychecks throughout the plan year. You must have eligible expenses to claim for reimbursement during the current plan year, or you will lose any remaining funds in your account at the end of the plan year.



## Rules & Regs

\$208.33 per paycheck is the maximum you can elect for dependent care each plan year. Maximum amount is prorated based on remaining pay periods in the Plan Year.



## Swipe your Navia Card instead of Reimbursement

- ✓ Check your DCFSA balance on your portal or mobile app.
- ✓ Swipe your card for no more than your balance at your daycare provider.
- ✓ Remaining balance can be paid using a different personal account.

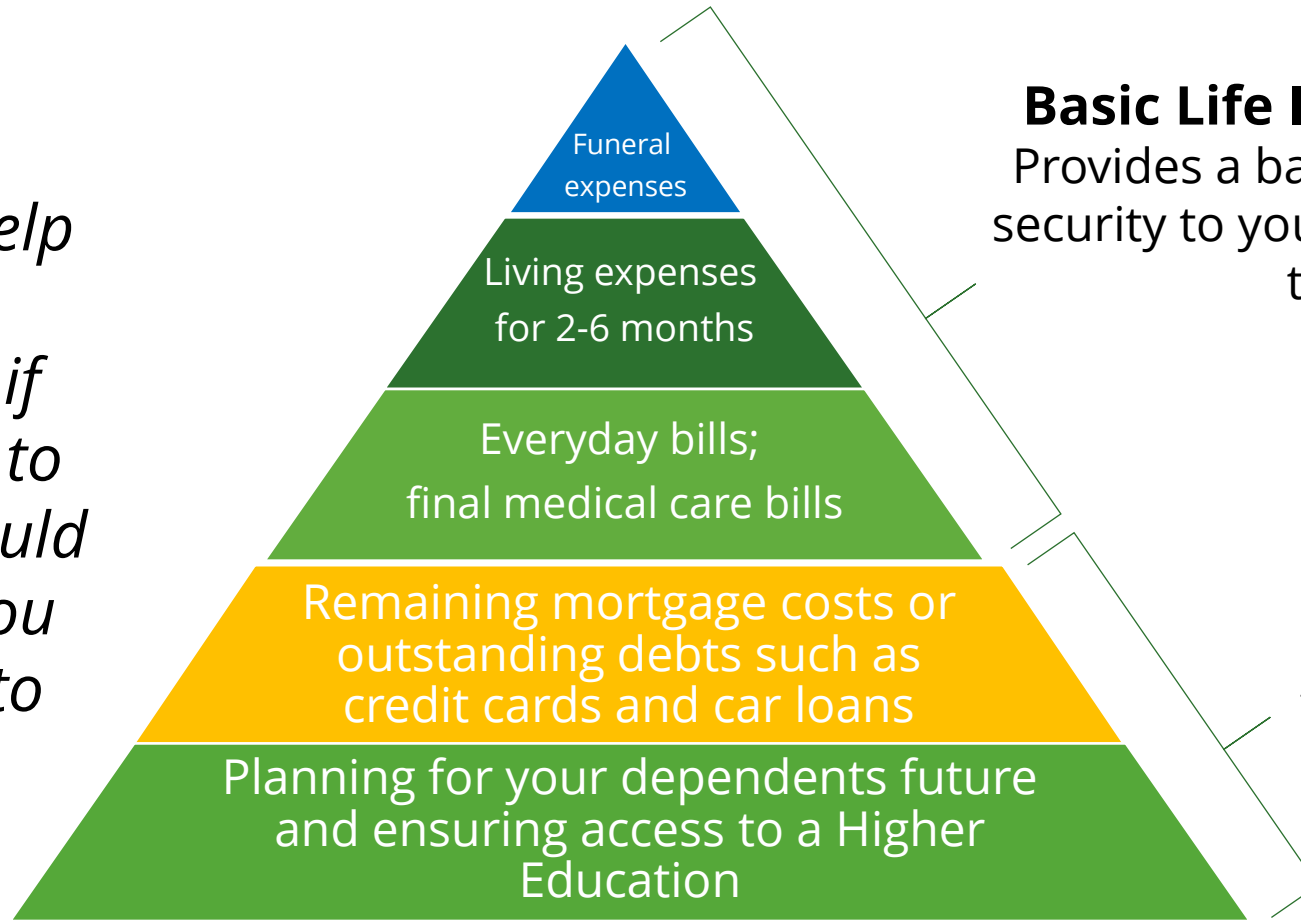


## Contactless Payment with Navia Mobile Pay

Quickly and easily pay for eligible benefit account expenses, both in-store and online, using your digital wallet app on your mobile device.

# Financial Security: Helping Protect Your Family's Future

*The City offers life insurance that can help with planned and unplanned expenses if the unexpected were to occur. How much would your family need if you were no longer here to provide for them?*



**Basic Life Insurance - \$50k**  
Provides a base level of financial security to your family. Paid for by the City

**Supplemental Life Insurance**  
Provides additional financial security to your family

## Guarantee Issue

Newly benefit eligible employees have a guaranteed issue, no questions asked, for up to \$300,000 in Supplemental Life Insurance, up to \$30,000 in Spouse Life Insurance and for the Long-Term Disability Buy-Up, if elected within 60 days from hire date.

You can apply for coverage at any time, but after your initial 60 days from hire/rehire date, Evidence of Insurability is required, and your approval is determined by The Standard Insurance Company.

# Financial Security

The City offers Basic Life Insurance in the amount of \$50,000

Basic Life Insurance

You may choose to apply for supplemental life insurance(s).

Supplemental Life Insurance

Guaranteed Issue Amount: \$300,000  
Minimum Amount: \$20,000  
Maximum Amount: \$500,000

Spouse/DP Supplemental Life Insurance

Guaranteed Issue Amount: \$30,000  
Minimum Amount: \$10,000  
Maximum Amount: \$300,000

Dependent Supplemental Life Insurance


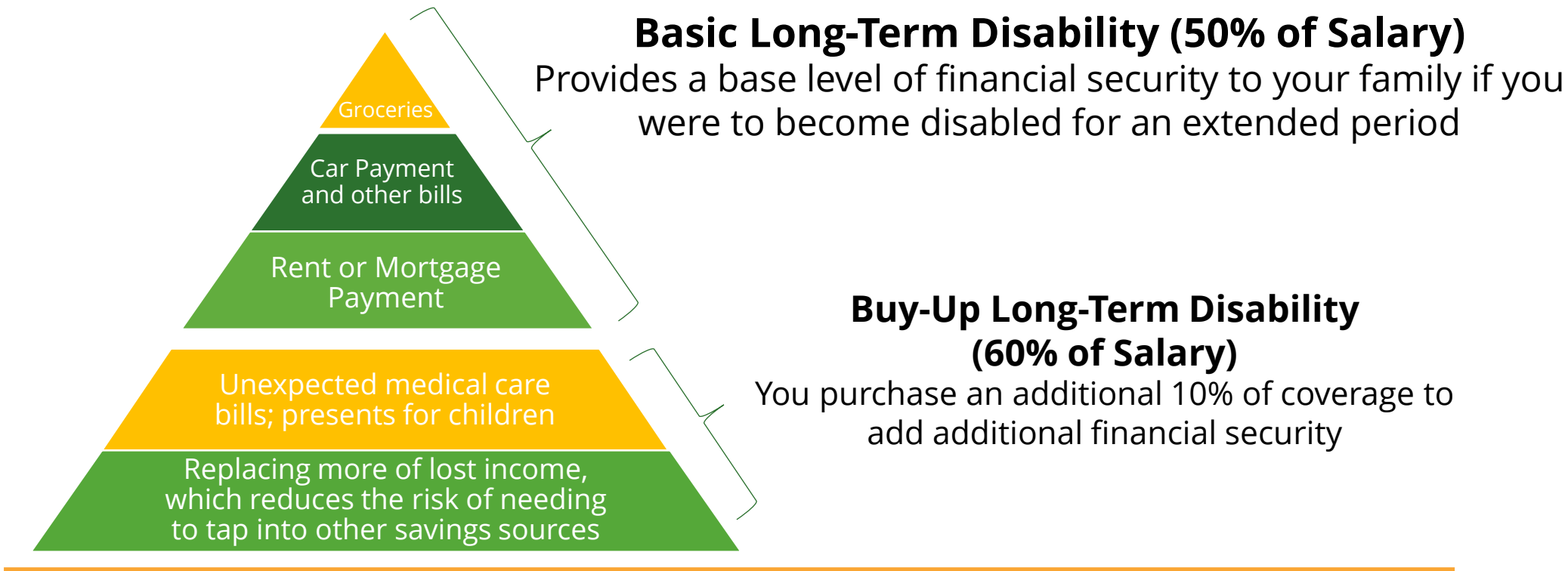
Guaranteed Issue Amount: \$25,000  
Minimum Amount: \$5,000  
Maximum Amount: \$25,000

If you leave employment, you can port up to \$200K and convert any remaining amount & your basic life into an individual policy

\*Non-represented, PROTEC17, BOEC, DCTU, Recreation, Housing 189-H, PPCOA



# Income Protection



The City provides Basic Long-Term Disability

City pays premium in full for 50% salary benefit

Basic Long-Term Disability



You may choose to apply for Buy-Up Long-Term Disability

An additional 10% Buy-Up LTD benefit. (Guarantee Issue available 60 days from hire)

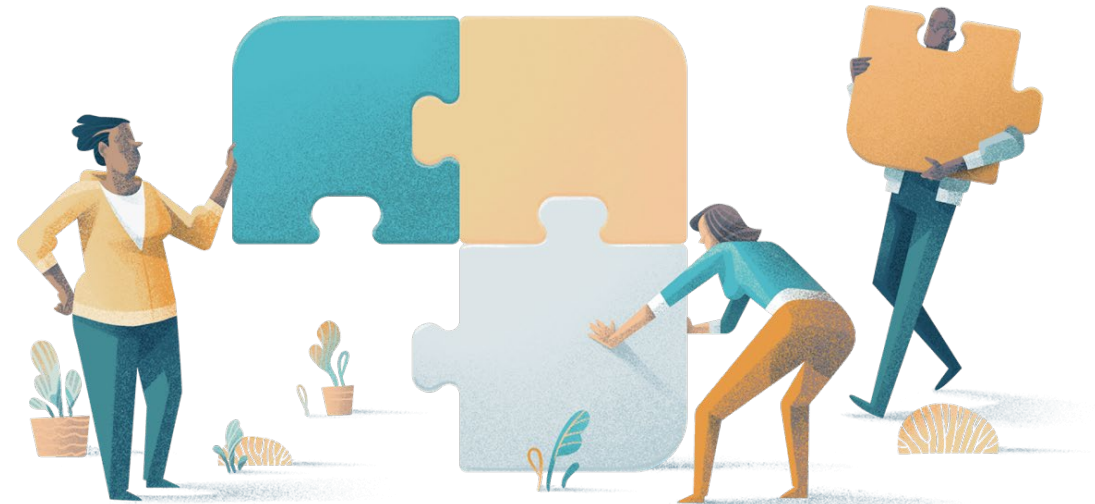
Buy-Up Long-Term Disability

CARROT

# Carrot Fertility

- Your Carrot benefit gives you access to fertility and family-forming education, virtual chats with physicians and other specialists, an expert-authored library of resources, exclusive discounts, and holistic pregnancy support through Carrot Pregnancy.

- ❖ Employees do not need to enroll. This benefit is automatic and paid for by the City.
- ❖ Eligible dependents, such as spouses and domestic partners will also have access to this benefit.
- ❖ Learn more at [get-carrot.com/signup](https://get-carrot.com/signup) or email [support@get-carrot.com](mailto:support@get-carrot.com).

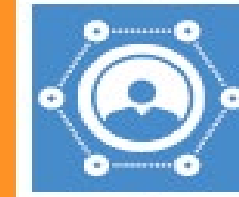


## Ready to get started?

Activate your benefit today and explore all the resources Carrot has to offer. Learn more about your benefit at [www.carrotfertility.com](https://www.carrotfertility.com)

## Your CityStrong GuidanceResources® Program

Contact us anytime for confidential assistance.



## 24/7 Support, Resources & Information

### To Access:

1. **Online:** [www.guidanceresources.com](http://www.guidanceresources.com)

- Web ID: CityStrong

2. **Mobile App:** GuidanceNow

- Web ID: CityStrong

3. **Phone:** (855) 888-989

- Available to *anyone* in your household
  - *Family Members (siblings, cousins, grandparents, aunts/uncles, chosen family members)*
  - *Roommates/Housemates*
- 10 **FREE** Counseling Sessions
- Confidential Emotional Support
- Work-Life Balance/Solutions
- Legal Guidance
  - Free 30-minute consultation & 25% reduction in fees
- Financial Resources
- Home Buying Assistance
- Childcare/Eldercare Assistance



citystrong



# Watch for Your Enrollment Notice



## *Watch Your Email for Your Log-In Access*

This will come to you via work or personal email a couple weeks after your start date, and gives you access to your benefits portal to enroll online.



## *Complete Your Enrollment within 35 Days of Hire*

Upload supporting documents (marriage license, birth certificates, domestic partnership affidavit) directly to your benefits portal.

Install the '**MyChoice Mobile App**'  
on Google Play  
or Apple Store



- Quick access to benefit details
  - Store your ID Cards

1. Login at **www.portland.gov/benefits** using the same username and password for your Portland online account.
2. Select your benefits.
3. Remember to submit your documents, if required.

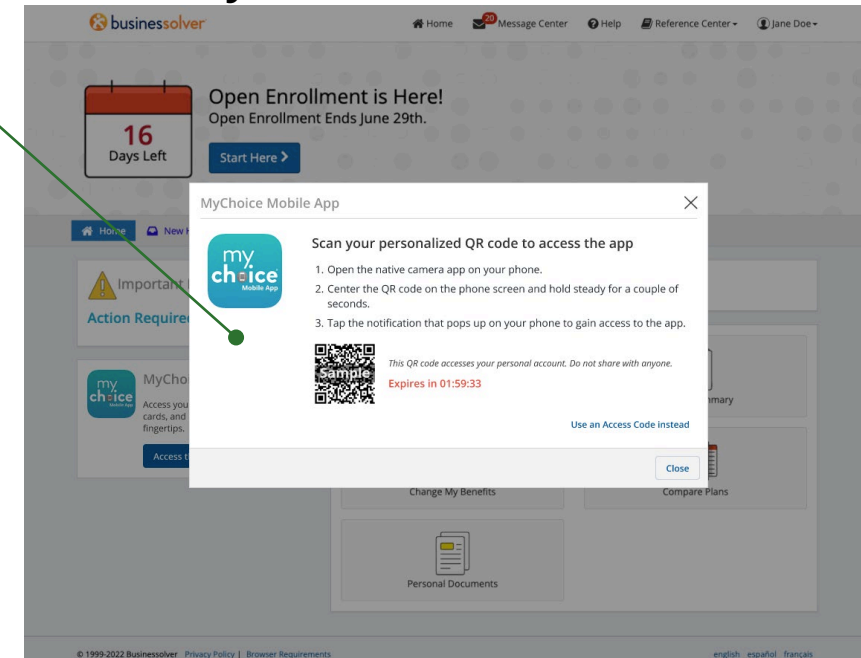
# Get the MyChoice Mobile App

1. Login at **www.portland.gov/benefits** using the same username and password for your Portland online account.
2. To securely access your account on the mobile app, locate **your personalized QR code** that shows on your benefits home page and scan it with your mobile device's camera (focus on the QR code until you see a link pop up).
3. You will be directed to download the MyChoice mobile app and complete your set-up.
4. Follow the instructions within the mobile app to have easy access to your benefits on the go.

Install the 'MyChoice Mobile App' on Google Play or Apple Store



- Quick access to benefit details
- Store your ID Cards





# Retirement Overview



Health & Financial Benefits  
HEALTHY LIVING. HEALTHY FUTURE.

# Oregon Public Service Retirement Plan (OPSRP)



- The City contributes to this fund on your behalf
- Automatic Enrollment-you don't have to do anything
- Automatically vested after five years
- Distributed when retired

***The intention of the PERS Pension is to cover 45% of your salary at full retirement.***

**[www.Oregon.gov/pers](http://www.Oregon.gov/pers)**

**Member Services 888-320-7377**



# Individual Account Program (IAP)

**OREGON**  
**PERS**

PUBLIC EMPLOYEES RETIREMENT SYSTEM

- Eligible after six months
- City contributes the equivalent of 5.25% of wages on your behalf
- Automatic enrollment-you don't have to do anything (but be sure to complete a beneficiary form)

## ***Example:***

*\$50,000 annual salary*

*Per pay period earnings = \$1,923*

*5.25% contribution per pay period = \$100*

***Annual IAP contribution = \$2,422***

***Amortized over 25 Years, using a 5% annual return  
and 2% annual salary increases gets you approximately  
\$175,000 in addition to your pension\****

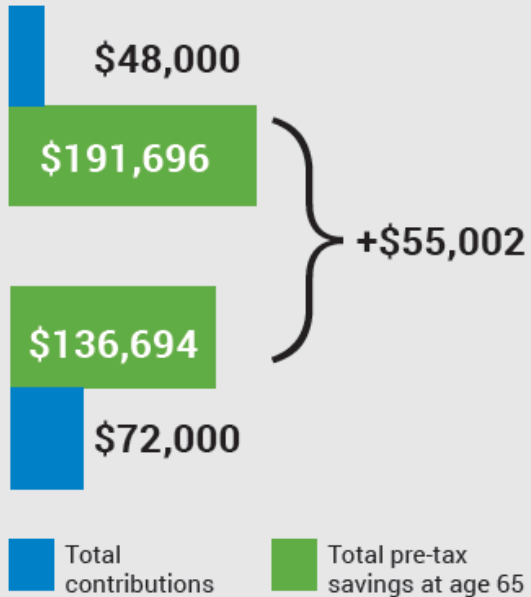
*(Illustration only and not a guarantee of savings)*

With more time to grow,  
Angie contributes less...  
but ends up with more.



Angie starts saving  
\$100 a month at age  
25. After 40 years  
she saved \$191,696.

Larry starts saving  
\$300 a month at age  
45. After 20 years he  
saved \$136,694.



# Deferred Compensation 457 plan

- The Deferred Compensation plan is a voluntary savings plan. It is a meaningful supplement to your pension benefit.
- Eligible after 30 days of employment
- Pre-tax and Post-tax (Roth) options
- Comes out of your paycheck
- The plan is administered by Voya Financial, and they have services including:
  - Financial Planning & Coaching
  - Voya Service Days
  - Financial Wellness – Tools & Resources

Note: This hypothetical illustration is based on an annual effective rate of return of 6% and does not reflect the performance of any specific investment option. It does not take into account the payment of taxes and does not intend to predict investment results. Systematic investing does not ensure a profit or guarantee against loss. Not intended to serve as financial advice or as a primary basis for your investment decisions.

# Deferred Compensation Contact



- Meet with a local Voya Rep to review investment allocations or financial planning assistance
  - Online scheduling appointment system
- Make contributions through Voya®
  - Online account: [prime.beready2retire.com](https://prime.beready2retire.com)
  - Voya mobile app: Voya Retire
- Designate, review and update your beneficiary elections online through Voya®

## Contact our local Portland Office

### Lewis-Stefani-Group

5331 S Macadam Ave, Suite 207

Portland, OR 97239

800.238.6281 or 503.937.0378

[deferredcomp@lewis-stefani.com](mailto:deferredcomp@lewis-stefani.com)

Christina Pham

**City's Deferred Compensation Administrator**

(503) 823-6140

[Christina.pham@portlandoregon.gov](mailto:Christina.pham@portlandoregon.gov)

# Savings Plan Summary

	Deferred Comp	PERS/OPSRP IAP	PERS/OPSRP Pension
How Funded?	By the Employee	City	City
How much is contributed?	Recommend \$10 or 1% to start or what you can afford; make an annual increase of 1%	5.25% of your gross earnings is contributed every 2 weeks to your IAP account	Rate set by PERS through actuarial study every 2 years (current rate is approximately 7%)
How to Enroll	Eligible after 30 days of employment: online via Voya website or with a Voya rep	Automatic after 6 months Employee 100% vested	Automatic after 6 months Vested after 5 years Formula determines your monthly lifetime benefit
Funds available?	After separation or if an unforeseen Emergency occurs	At Retirement	At Retirement



## Benefit Days

We come to  
you!



## Events Calendar

Seminars, webinars,  
and more!

## Contacts List

Names, numbers,  
websites, and  
more for all your  
benefit carriers  
and vendors



Find these tools and  
more online at  
[www.portland.gov/benefits.com](http://www.portland.gov/benefits.com)

Questions?

We are here to help!

- Email: [benefits@portlandoregon.gov](mailto:benefits@portlandoregon.gov)
  - Call us at (503) 823-6031





# Tami Larison

## Employee Relations

## Workforce Recruitment & Training



## Training Opportunities & Recruitment



# What is an HR Business Partner?

- HRBPs are assigned to each bureau
- They can answer many questions employees have about HR services, they investigate complaints, and help resolve conflict
- HRBPs provide managers and employees with advice to improve the employee experience
- Contact Kim Epling with any HR questions :
  - [Kim.Epling@portlandoregon.gov](mailto:Kim.Epling@portlandoregon.gov)
  - 503-823-4217



# Reasonable Accommodations



Need to request a **disability**, **pregnancy**, or **religious** accommodation for work?

Contact your **bureau's HR Business Partner** or the Disability Employment Coordinator, Kelsey Bell.

*Kelsey.Bell@portlandoregon.gov*

*Interested in learning more? Sign up for the Reasonable Employment Accommodations training – available every 3 months!*



# Language Pay Premium

Multilingual City of Portland employees who qualify for the benefit will receive an additional \$1.00 per hour to their base wage. The benefit is only paid on hours worked, it does not apply to vacation time, sick time, and is suspended while employees are on leave.

## **What are the testing requirements?**

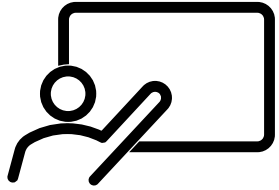
- Employees must demonstrate a professional working spoken proficiency in the specified language(s) as verified by a proficiency test.
- At their three-year anniversary with the language pay differential benefit, employees who wish to retain their pay differential must retest and pass to continue receiving the benefit.
- All employees, including those who are retesting to continue their benefit, who fail their test are encouraged to retest after 6 months or upon completion of a training program (documentation of training completion required), whichever comes first.
- If the employee fails more than twice, they are responsible for paying for future costs of tests out of their own pocket and taking the test on their own personal time.

## **What languages qualify for this benefit?**

Spanish, Vietnamese, Mandarin, Cantonese, Russian, Ukrainian, Somali, French (West African), Swahili, Arabic, Romanian, Nepali, Chuukese, Lao, Tagalog, Cambodian, Japanese, Korean, Karen, Marshallese, Thai, Amharic, Burmese, Tigrinya, Farsi. (25 languages total)

Additionally, we've added: American Sign Language (ASL), Bosnian, Croatian, Haitian Creole, Hindi, Indonesian, Serbian, Zomi.

# Required New Employee Trainings



**Instructor Led**

**HR 2.02 Workplace Harassment,  
Discrimination and Retaliation  
Prevention**

**Racial Equity 101**



**Self-paced Online**

**Cybersecurity Awareness**

**Records Management:  
An Everyday Responsibility**

**Mandatory Reporting of Child  
Abuse**

**Oregon OSHA Heat Illness  
Prevention**

**GOAL: Complete within first 90 days**



# Leadership Training Programs



## Path to Leadership

- 9-month training program for emerging leaders, in non-supervisory positions



## Leadership Engagement and Development (LEAD)

- Certification Program for Managers and Supervisors
- All courses support the city core values



## PCC Climb / PSU Business

- Partnering in training focused on personal and professional development

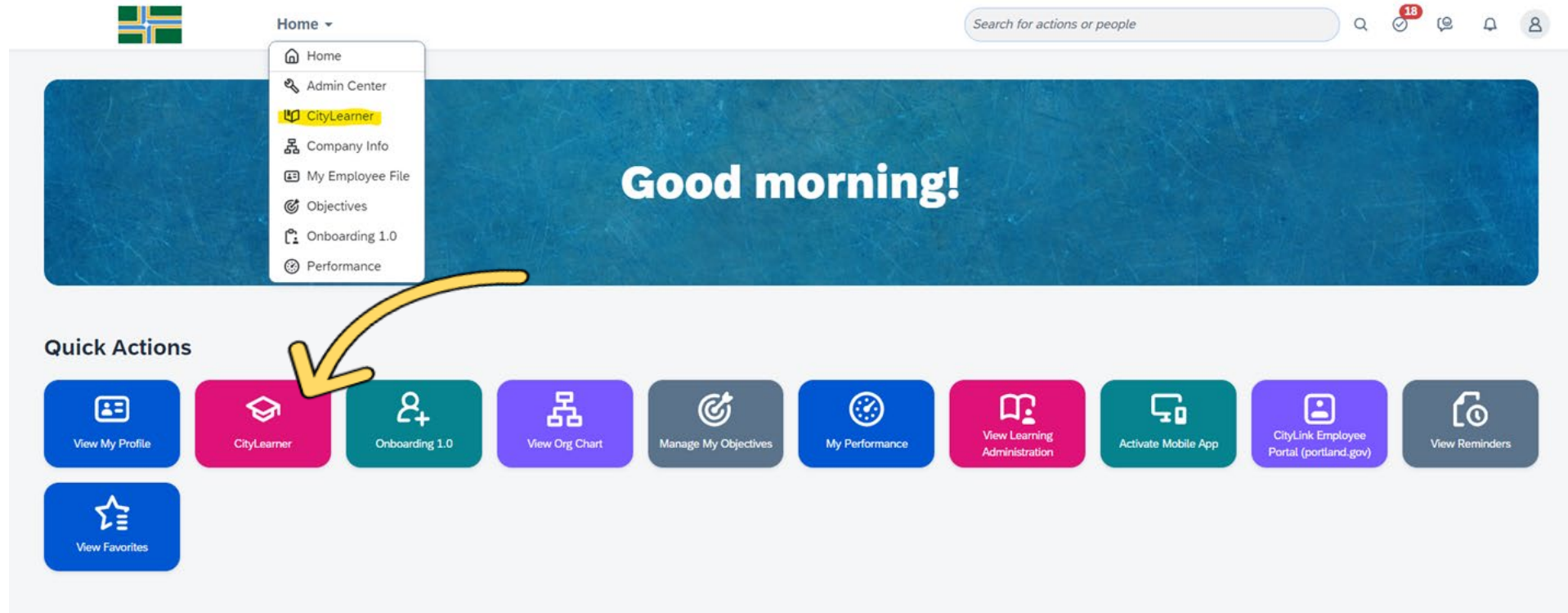
## Citywide Mentorship



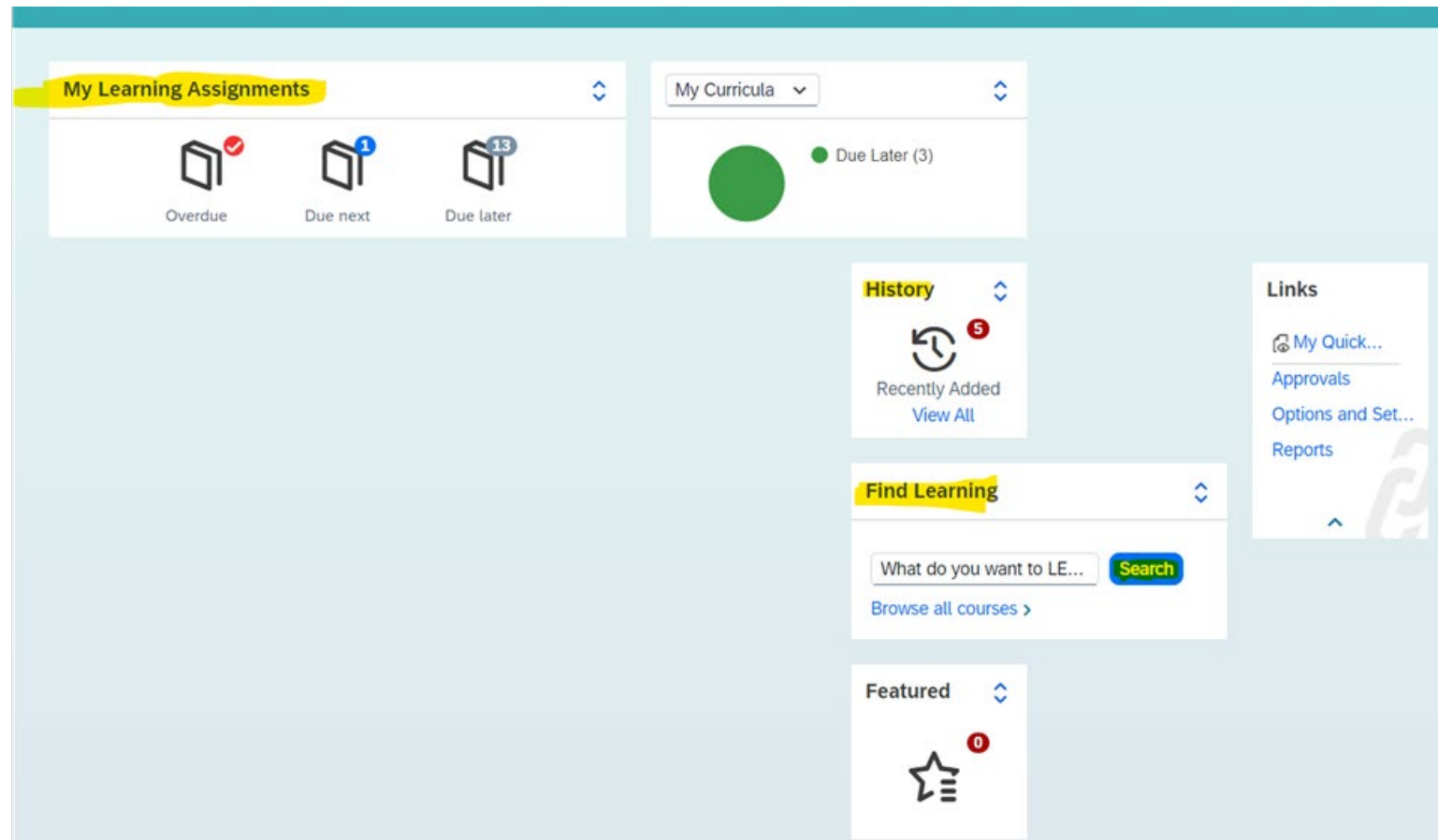
- 6-month program

# Access all trainings through **SuccessFactors > City Learner**

log into SuccessFactors: <https://portlandoregon.gov/sf>



# Search for classes, review your training history and access online courses.



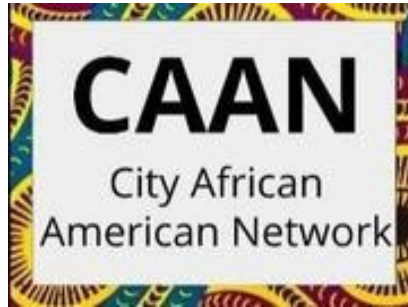
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# City of Portland's ERGs

Employee Resource Groups (ERGs) are voluntary, employee-driven groups that are organized around a particular shared interest or dimension. Diverse Empowered Employees of Portland (DEEP) envisions that ERGs will be organized around the protected classes set forth in non-discrimination laws such as race, disability, ethnicity, gender or sexual orientation. However, DEEP will consider approving any ERG that is organized around other historical barriers to an equitable and inclusive work environment. Each ERG must be open to all employees within the City of Portland.



# City of Portland's ERGs



Indigenous PDX

PDX City Parents



Women's Empowerment (WE)

Multicultural Community & Friends (MCF)

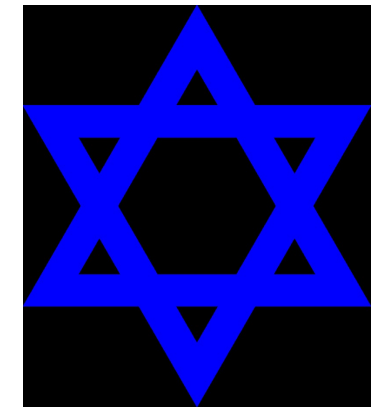
[Employee Resource Groups \[formerly Affinity Groups\] | Portland Employees](#)



**CDN** City Disability Network



Queer Alliance



Jewish City Employees (JCE)





# Bryan Pirrello

Support Center Manager



Your **Technology**  
Services



Bureau of  
**Technology Services**



**BHR** BUREAU OF  
HUMAN  
RESOURCES

# Who is the Bureau of Technology Services?

## Enterprise Business Solutions

- Support SAP (the City's central finance and HR system)

## Project Management Office

- Running technology projects, BSA Support

## Communications

- Phone and Network services, AV support, Fleet tech

## Production Services

- Provide infrastructure support (Data Center, Server Management, Storage)

## Public Safety Technology

- Support for Police, Fire, Emergency Communications (911), Emergency Mgmt. tech

## Information Security

- Cyber-security, Protect Electronic Information

## Business Solutions

- Support City Website, GIS (mapping), Applications

## Support Center

- Service Desk, Desktop Support, IT Procurement, Printing & Distribution (Mail, Printing, Copiers)

## Business Engagement & Technology Strategy

- Link bureau partners to technology services, technology consulting, enterprise architecture

**Our Mission:** To deliver strategic leadership through effective, innovative, reliable, and secure technology services for our stakeholders.

A large, abstract teal watercolor splash graphic on the left side of the slide, with various shades of blue and green blending together.

# Enabling Authority...

- **BTS Admin Rule 1.03 Ownership of Technology Assets**
  - The Chief Technology Officer is the authority for technology issues
  - BTS owns and manages technology assets; exception granted through Council or CAO
- **Portland City Code & Charter 3.15.070 Bureau of Technology Services**
  - Lays out BTS's responsibilities
- **BHR Admin Rule 4.08 – Information Technologies**
  - City technology must be used for City business
  - City employees will protect City data
  - No expectations of privacy & Public Record
  - Prohibits storing City records on a personal computer or other personal device (including text messaging)




# Cyber Security

## Your partnership is key!


- Protect City data and assets
- Use strong and unique passwords
- Be aware of and report phishing and malware
- Multifactor Authentication
- Annual Mandatory Training on cybersecurity – extra responsibility if you handle credit cards

# BTS Messages


Red - Outage

Technology Outage	
Brief Outage Title	
Summary of the Outage Situation	
<p><b>Services Impacted:</b></p> <ul style="list-style-type: none"><li>Service Name/description</li></ul> <p><b>How does this Affect Me?</b></p> <ul style="list-style-type: none"><li>Description of impact/experience</li></ul> <p><b>Cause(s) and Resolution Steps:</b></p> <ul style="list-style-type: none"><li>Share start time and cause and outage</li><li>Share status and steps being taken</li></ul> <p>Updates will be posted on the <a href="#">ServiceNow Portal</a> and an email will be sent when service is restored.</p>	
	Please do not use the Reply to All function to respond to this message

Orange - Action

Action Required: Technology Alert	
Title of Change	
Exclusions if applicable	
<p><b>WHO IS THIS FOR:</b></p> <p><b>WHEN IS THE CHANGE:</b></p> <p><b>WHAT IS HAPPENING:</b></p> <p><b>WHAT YOU CAN EXPECT:</b></p> <p><b>WHAT YOU NEED TO DO:</b></p> <p><b>CONTACT:</b></p>	
	<p><b>Questions or Problems?</b></p> <p>Contact the BTS Service Desk: <a href="#">ServiceNow Portal</a> or 503-823-5199.</p> <p>Please do not "Reply All" to this message.</p>

Light Green - Information

Informational: Technology Communication	
Title of Change	
Exclusions if applicable	
<p><b>WHO IS THIS FOR:</b></p> <p><b>WHEN IS THE CHANGE:</b></p> <p><b>WHAT IS HAPPENING:</b></p> <p><b>WHAT YOU CAN EXPECT:</b></p> <p><b>CONTACT:</b></p>	
	<p><b>Questions or Problems?</b></p> <p>Contact the BTS Service Desk: <a href="#">ServiceNow Portal</a> or 503-823-5199.</p> <p>Please do not "Reply All" to this message.</p>



# Technology Takeaways

ServiceNow Portal is the preferred way to submit

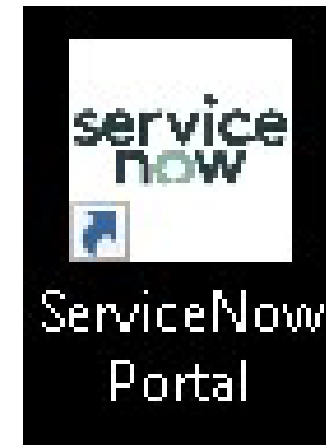
- Technology tickets
- Purchase requests
- Technology Contracts

**Browse to:** [help.portland.gov](https://help.portland.gov)

- A ServiceNow Icon has been placed on your City Device for easy access
- Here's a [link](#) to a 5-minute video on how to use the ServiceNow Portal

## Phoning BTS Service Desk

- For urgent issues or emergencies: Call us at 503-823-5199
- Urgent issues are generally defined as those that effect multiple people or Public Safety
- Please use the ServiceNow Portal to issues that are not urgent



# Technology Takeaways

## Windows Patching

- Patches will get applied to your computer on a regular basis, usually once a week
- The updates keep your computer secure and current
- Here's what you need to know so you won't be surprised or frustrated:
  - This symbol means you have an update pending.
  - You should apply this update at your earliest convenience.
  - Some updates take time so don't apply them just before a meeting or other important task.
  - Updates may require a reboot so save your work first.
- When you click the update icon, you will get a pop up where you can schedule a reboot for a convenient time.



# Technology Takeaways

## What Technology Can I Have?

- Learn how to get new technology [here](#)
- See our approved Technology Standards [here](#)
- Exceptions considered for business needs; approval needed prior to purchase
- Coordinate with your [IT Liaison and Business Relationship Manager](#)

Sign up for Password Self-Service at <http://passwordhelp/>

QuickHelp: <https://quickhelp.com/PortlandOregon>

- On-demand training videos about Microsoft products
- Accessible anywhere! Use City email and network password

Sign up for the BTS Newsletter: [click here to subscribe](#)

# FY 2024-25 Council Office Budgets (January-June 2025)

- \$282,798 General Fund Revenue Budget
- Budget is broken down into 3 categories:
  - Personnel Services
  - External Materials & Services
  - Internal Materials & Services



# Budget covers the following expenditures:

- Personnel Costs:
  - Council Member and 1 Senior Council Aide
- External Costs:
  - FY 2024-25 budget is \$10,000
  - Used for items such as office supplies, travel, small contracts such as translation services, and software licenses such as Office 365
- Internal Costs:
  - FY 2024-25 budget is approximately \$80,000.
  - Budget covers internal City charges such as space rent, printing, insurance, financial/admin support and technology equipment.
  - Some internal costs are fixed, and others are variable such as Fleet services and Printing & Distribution.

# Additional Budget Information

- FY 2025-26 budget should roughly double to account for entire fiscal year.
- Council Budgets are not subject to the cut targets provided by City Budget Office.
- Budget monitoring reports are generated every month and will be distributed to each office.
- Request for purchases will need to be submitted to each district's admin person.
- Ben will follow-up with Mayors office on their budget.

## Questions?

### Contact Information:

Nicole Fregoso – 12 Council Offices

- [Nicole.Fregoso@portlandoregon.gov](mailto:Nicole.Fregoso@portlandoregon.gov)
- Phone: 503-823-5890

Ben Smith – Mayor and Council Operations

- [Benjamin.Smith@portlandoregon.gov](mailto:Benjamin.Smith@portlandoregon.gov)
- Phone: 503-823-5452

Thank You!  
Questions?



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HUMAN  
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