



Committee on Information Technology

Regular Meeting
August 4, 2017

1 Dr. Carlton B. Goodlett Place, City Hall, Room 305
San Francisco, CA 94102

AGENDA

1. Call to Order by Chair
2. Roll Call
3. Approval of Meeting Minutes from April 14, 2016
4. Department Updates and Announcements
5. FY 2017-18 COIT Strategy
6. Digital Services Office Update
7. Digital Inclusion Update
8. Public Comment
9. Adjournment

3. Approval of Minutes

Action Item

4. Department Updates & Announcements

5. FY 2017-18 COIT Strategy

Overview

- Non-ICT Plan Year
- Staff Workplan
- Identify Goals and Objectives for B&P



Feedback

PLEASE FILL OUT YOUR SURVEY



Why Technology Governance

- To accomplish citywide goals
- To overcome citywide problems

How can we coordinate action and organize collectively?



Committee on Information Technology

- Public Meetings
- ICT Plan
- Budget
- Portfolio Management
- Policy

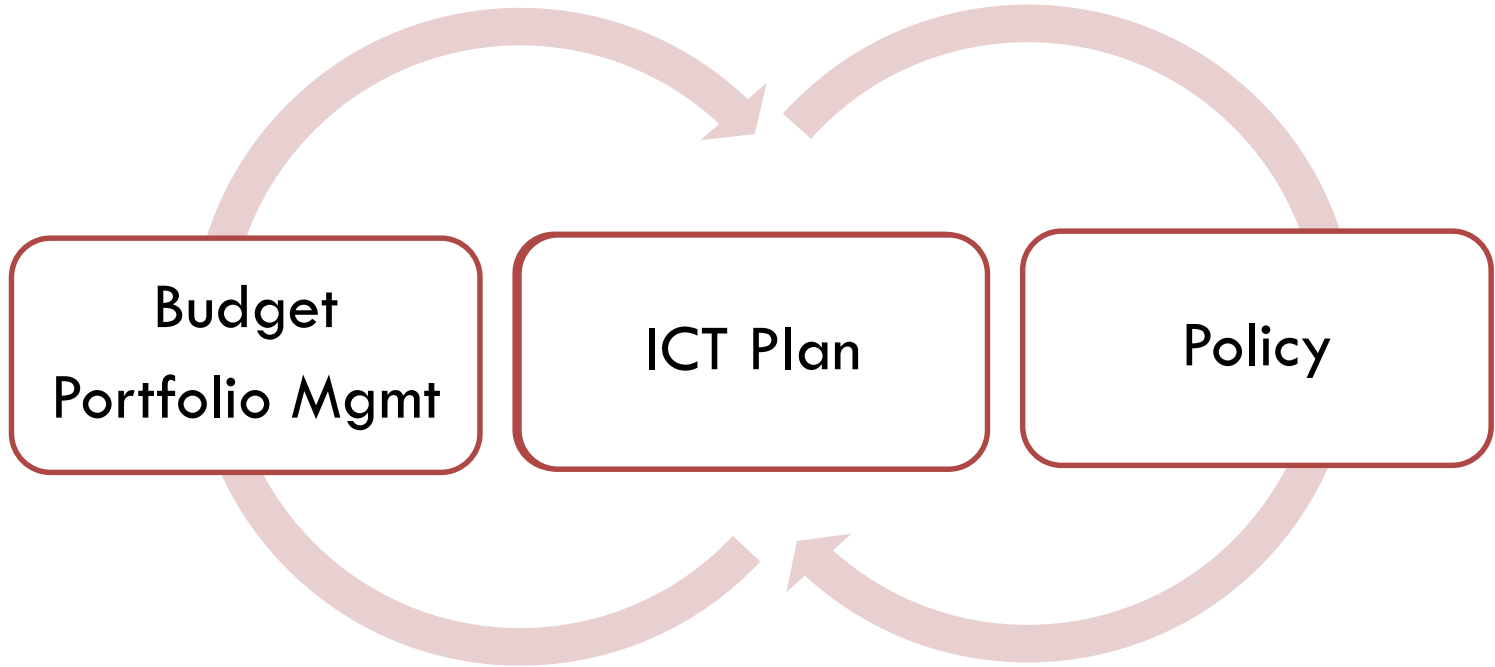


COIT FY 2017-18 Goals

- Establish a Robust Budgeting Process
- Support Risk Management
- Support Service Redesign



Committee on Information Technology

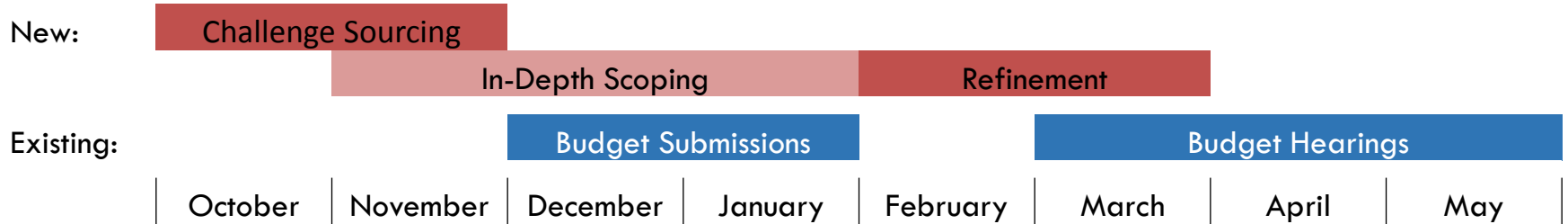


Budget Reforms

- Align with *Mayoral & ICT Plan Strategic Goals*
- In-Depth Scoping
- Emphasize Outcomes
- Performance
 - Implementation
 - Change Management
 - Return on Investment



Budget Reforms



➤ Partners

- Controller's City Services Auditor (CSA)
- CDSO Office



ICT Plan Initiatives

- Cybersecurity
- DPR3
- City Employee Experience
- Technology Procurement
- Data Architecture



COIT Budget & Performance Cmte

Upcoming Agendas

- Project Updates
- Strategy Updates
- Portfolio Management Analysis

Additional Feedback?



6. Digital Services Update

HEELLO

COIT



For better or worse, modern services have changed our lives.





@umairh



Follow

It's as if the technnotopians don't get that 3D printed laser unicorn robots aren't a substitute for a working society.

RETWEETS

35

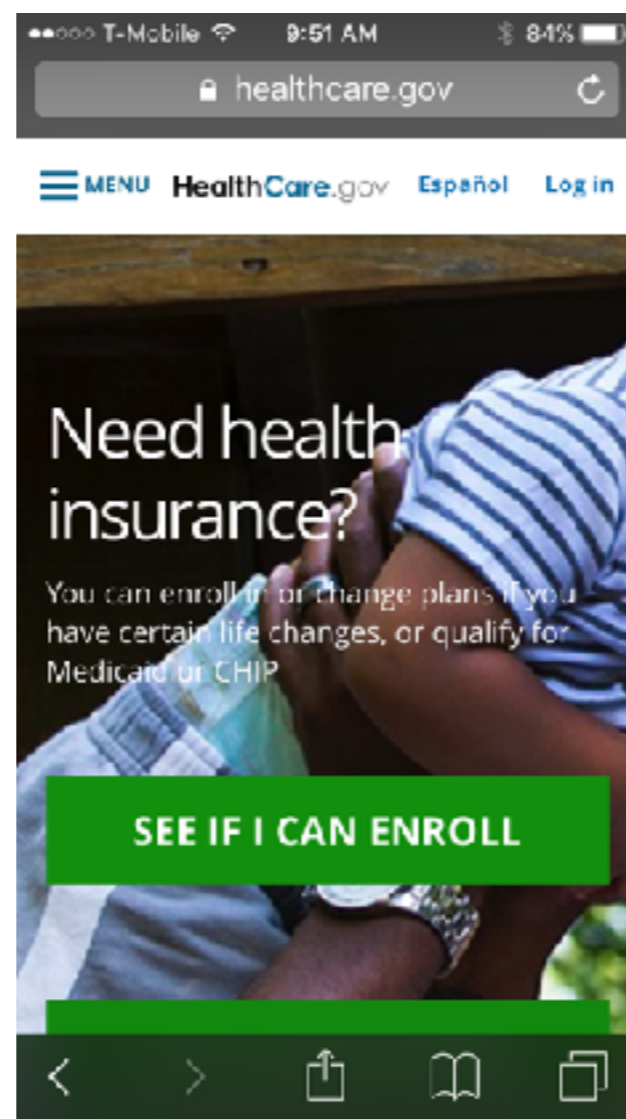
LIKES

21



10:18 AM - 23 Feb 2013

GOVERNMENT IS CATCHING ON



(11|0|39)

02

Telefon Telefon Telefon

Bemerkungen

mdr arto Freigabe

System Hilfe



ID Bei

Keine Beiträge zu

Bestellung anlegen Service Center Produktion

Neu laden

Inhalt

But seriously?!

BestellkopfIL - Produktionsdienstleistung mit LV

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Neuer Interneta...

Name:

Type:

SAP-MM Bestellung

CO-beleg-Nr.

VIS-H/ Nr.

Anspruchspartner

Kreditor

Bemerkungen

Bemerkungen Dispatcher

Ist-Zeiten

Digital services:

Public services designed around the people that use them.



Design

Understanding what residents need and solving problems for them

Technology

As a means to an end, not an end in itself

Implementation

Redesigning business processes and making sure change sticks



User research

Observing and interviewing, mapping the end-to-end service experience

Prototyping

Testing ideas and assumptions in the real world

Agile delivery

Starting small and iterating quickly to a solution to manage risk





SERVING YOU BETTER
SAN FRANCISCO DIGITAL SERVICES STRATEGY

It's not about

departmental websites

It's not about

online forms

It's about redesigning

what we do



Find affordable housing

Select Language [Español](#) [中文](#) [Filipino](#)


This site is in **BETA**. We're offering even more! We'd love to get [your feedback](#).

DAHLIA
SAN FRANCISCO HOUSING PORTAL

[BROWSE PROPERTIES](#) [MY FAVORITES](#) [GET ASSISTANCE](#) [SIGN IN](#)

TELL US YOUR HOUSEHOLD SIZE AND INCOME AND WE'LL HIGHLIGHT LISTINGS THAT MIGHT BE A FIT.

[ESTIMATE YOUR ELIGIBILITY](#)



Application Deadline: June 1st

1353-1357 FOLSOM STREET

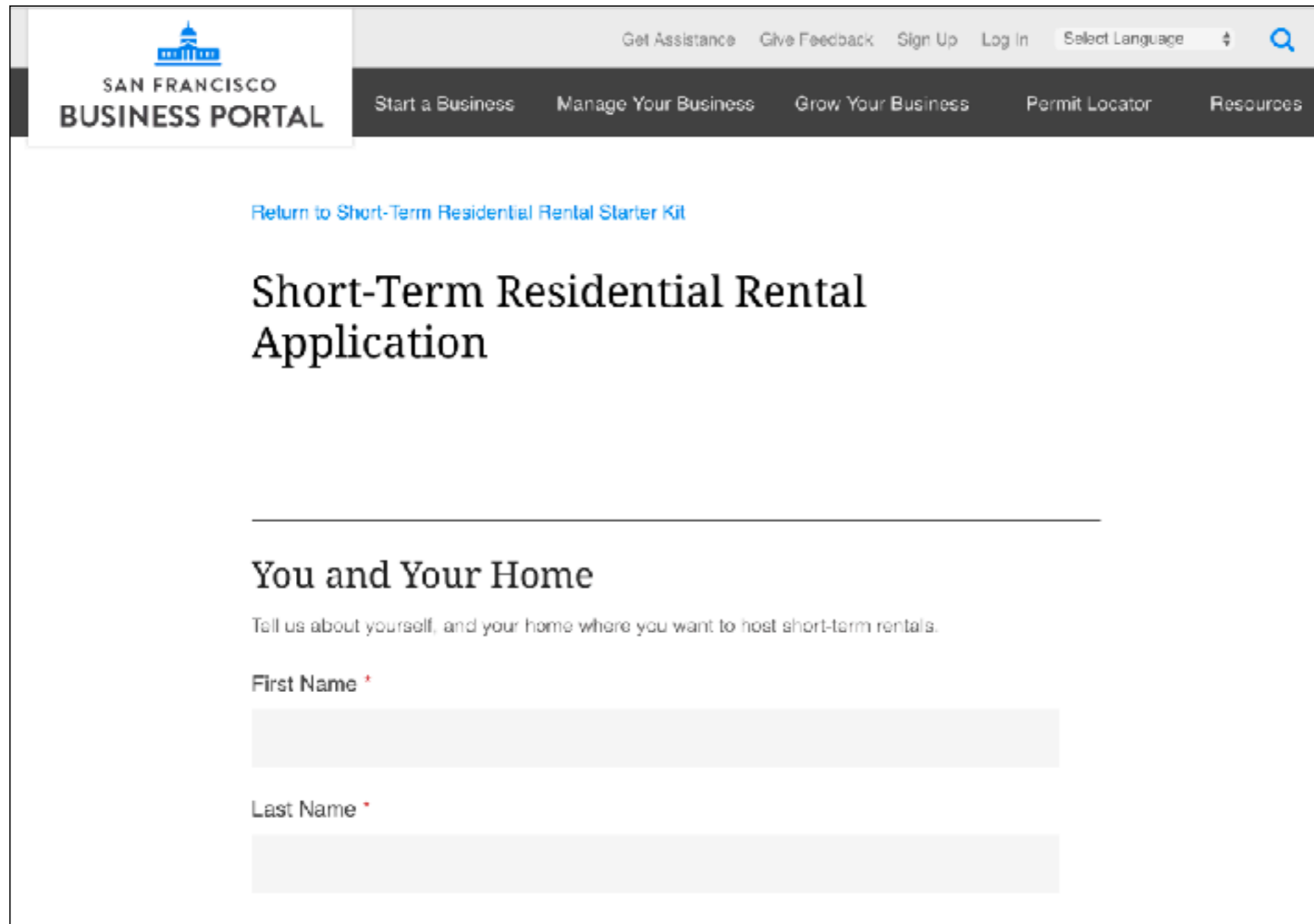
AVAILABLE UNITS		
UNIT TYPE	MINIMUM INCOME	RENT
2 BR	\$5,004/month	\$2,502/month

[Favorite](#) [SEE DETAILS](#)

Find legal help for immigrants



Register as a holiday rental host



The screenshot shows the San Francisco Business Portal interface. At the top left is the logo for the San Francisco Business Portal. To the right of the logo are navigation links: Get Assistance, Give Feedback, Sign Up, Log In, and a language selection dropdown. Below these are main menu items: Start a Business, Manage Your Business, Grow Your Business, Permit Locator, and Resources. The main content area features a link to 'Return to Short-Term Residential Rental Starter Kit' and a large heading for 'Short-Term Residential Rental Application'. Below the heading is a section titled 'You and Your Home' with a sub-heading 'Tell us about yourself, and your home where you want to host short-term rentals.' This section contains two required text input fields: 'First Name *' and 'Last Name *', each with a corresponding empty input box.

[Return to Short-Term Residential Rental Starter Kit](#)

Short-Term Residential Rental Application

You and Your Home

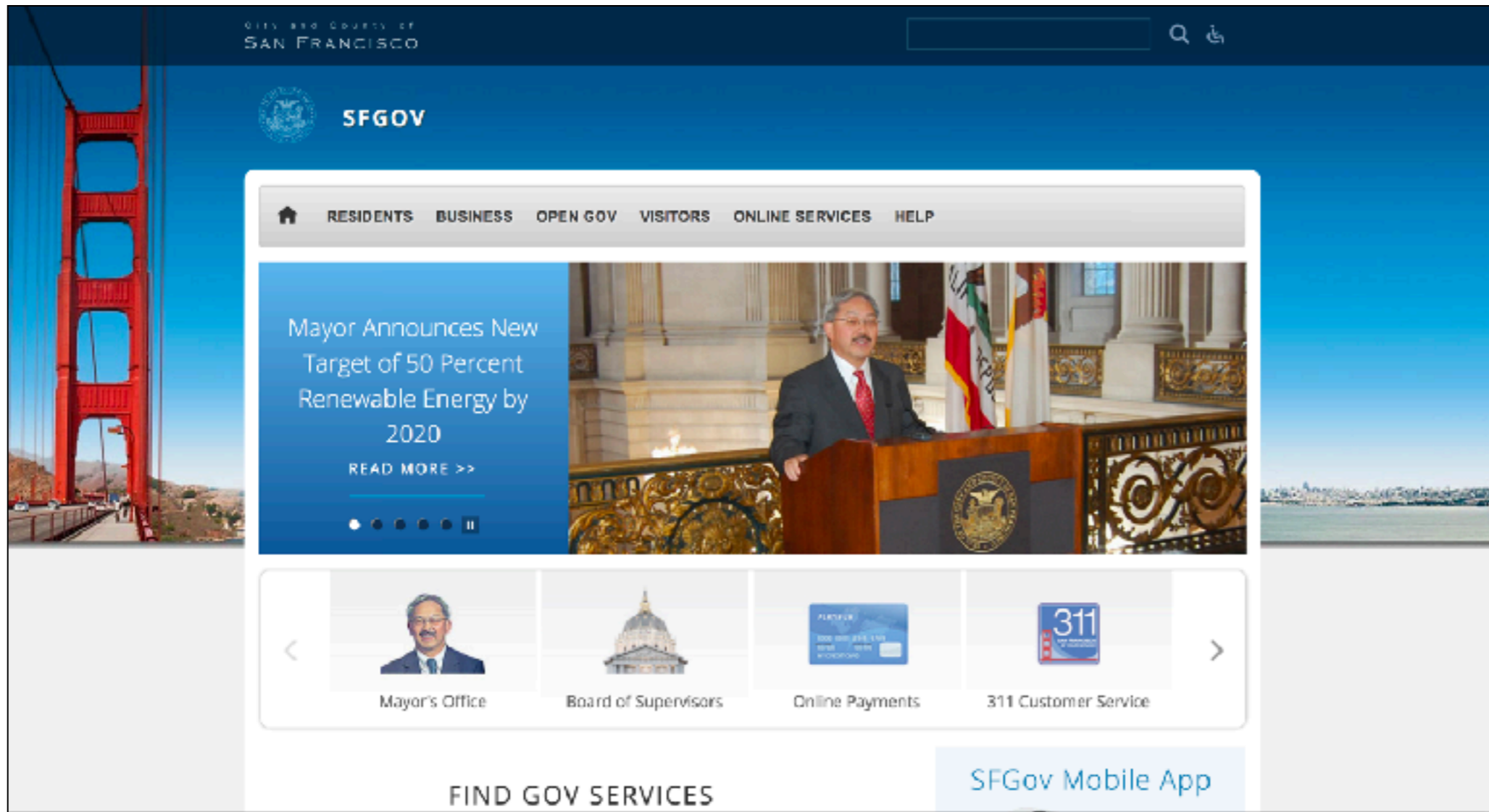
Tell us about yourself, and your home where you want to host short-term rentals.

First Name *

Last Name *



#Awkward



What we are going to do:

Improve the public experience so that residents can get what they need quickly and easily.



How we are going to do it:

1. Build exceptional digital services
2. Build citywide capacity



How we are going to build exceptional digital services

1. Rebuild the website from the ground up in Drupal 8
2. Create a balanced portfolio of projects with departments



How we are going to rebuild the website

- Services first
- Look and feel / content
- You!



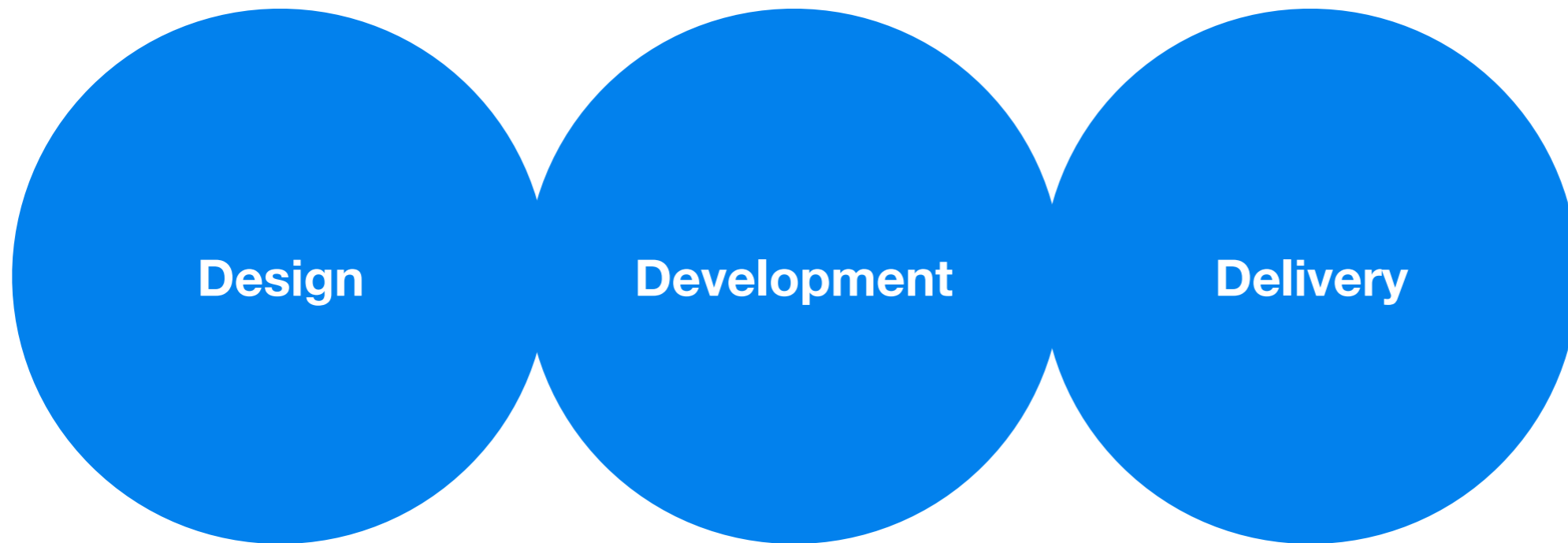
How we are going to build citywide capacity

1. Standards, training, patterns, guidelines, recruitment, vendor pools.
2. Specialist advice to citywide programs and supporting departments



CDSO (that's me!)

Deputy CDSO (Jane Gong)



I'd love your help

- Web advisory group
- Working groups
- Early adopter services



Thank you COIT!



7. Digital Inclusion Update



DIGITAL INCLUSION IN SAN FRANCISCO



ABOUT THE ROLE: FAST FACTS

- Role created by Committee on Information Technology (COIT)
- One year work plan

ABOUT ME

Started in June

Prior:

- Global IT manager for The Asia Foundation
- Department of Technology's BTOP analyst in 2012-2013

Native San Franciscan



ONE YEAR GOAL

Create a sustainable citywide digital inclusion initiative, with clearly defined outcomes and indicators, to address gaps in digital access and skills among the city's most vulnerable populations.



WHAT IS DIGITAL INCLUSION?

The efforts necessary to ensure **all individuals and communities** have access to and use of Internet and technology, as needed for full participation in today's society, democracy, and economy.





Access Gap



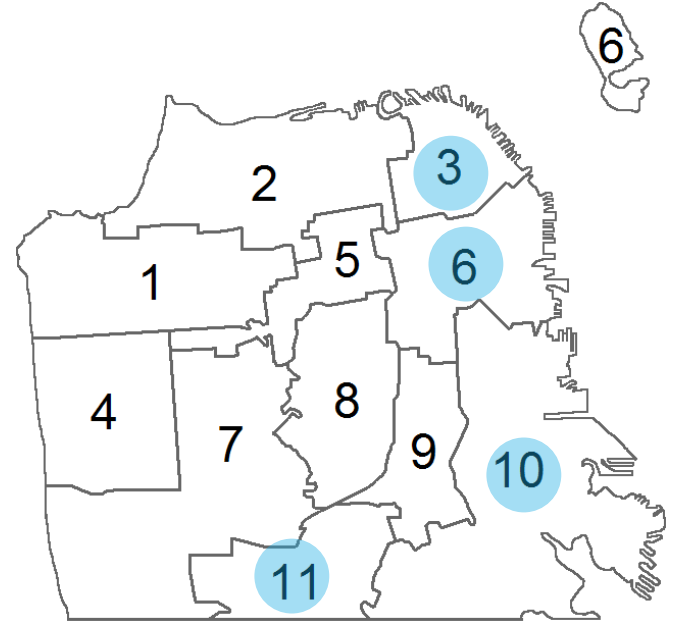
Skills Gap

DEFINING THE PROBLEM IN SF |

THE ACCESS GAP: TOO MANY SAN FRANCISCANS LACK INTERNET ACCESS.

- 12% to 16% of San Franciscans lack home Internet access
- Seniors, the less educated, those living in poverty are most at risk
- Districts 3, 6, 10 and 11 have neighborhoods with lowest rates

Sources: 2013 City Survey, 2014-2015 ACS, 2014-2015
FCC Form 477



THE SKILLS GAP: MANY SAN FRANCISCANS LACK ESSENTIAL ICT SKILLS

- Many San Franciscans lack digital skills to use Internet at all, others lack skills to use them effectively to improve their lives
- Lessons from state and national research
- SF anecdotes
- Need better data

ONE YEAR WORK PLAN: KEY ACTIVITIES

- **RESEARCH**

- A digital inclusion survey and community forums with residents.

- **COORDINATION**

- Form a citywide coalition of digital inclusion stakeholders.
- Organize Digital Inclusion Week 2018 with the library.

- **PROGRAMS**

- Pilot a program/strategy/approach to digital inclusion to address identified gaps
- Develop shared outcomes, indicators, & evaluation framework



EARLY TAKEAWAYS

EARLY TAKEAWAYS

1. SF already has a lot of DI activities and plans

EXISTING DI ACTIVITIES AND PLANS



City and County of San Francisco
Department of Aging and Adult Services



San Francisco Public Library



SAN FRANCISCO
DEPARTMENT OF
TECHNOLOGY



**+ Many
more!**

EARLY TAKEAWAYS

1. SF already has a lot of DI activities and plans
2. But, also strong support for a broader DI network

A BROADER DI NETWORK BECAUSE...

- Interest in citywide DI goals for program alignment
- Need more coordination for referral and info sharing
- Need more sustained funding and staffing for digital inclusion
- Need more meaningful engagement from tech sector

EARLY TAKEAWAYS

1. SF already has a lot of DI activities and plans
2. But, also strong support for a broader DI network
- 3. Stakeholders are most excited about... a survey ?**

A CITYWIDE DI SURVEY TO UNDERSTAND...

- Trends in access, esp. mobile vs. home broadband
- Types of use and skill levels
- Barriers for non-adopters
- Interest in DI programs and policies

QUESTIONS AND FEEDBACK |

8. Public Comment
