COIT Security Policy

Introduction

Under the provisions of the City and County San Francisco administrative code, technology and information resources are the strategic assets of the City and County of San Francisco that will be managed at the direction of the Committee on Information Technology (COIT).

Thus this initial policy is established to outline the Security Policies and guidelines for the management of City and County San Francisco technology and information assets.

Purpose

The purpose of the COIT Security policy is to inform user's staff and managers of their responsibilities, obligations and requirements for protecting the City & County of San Francisco's technology and information assets. These Security Policies should be evolving and frequently updated and addressed. The purpose of these policies should also be directed to specify mechanisms through which the policies and requirements can be met. The purpose of the policies will also be to help establish security frameworks, metrics, and governance and audit/reporting processes.

Policy

General Policy

- Governance by Executive Directive 07-09.

Security Policy

Recommends an initial policy to address the following:

- **Create IT Security working group**. Under the direction of a COIT appointed DTIS CISSP certified Security Manager an IT Security working group will be created. This will be a DTIS and cross departmental workgroup chaired by the committee.

- **Adopt a Security Policy Framework**. COIT will initially adopt the California Counties Information Services Directors Association (CCISDA) Best Policies for the Countywide Information Security Program Framework (pdf) as a starting point and initial reference for CCSF Security Policies. This framework outlines security policies in the following areas: Acceptable Use, Business Continuity, Development Life Cycle, E-mail, Incident Response, Information Classification, Logon Banner, County Information Security, Password Policy, Perimeter Policies, Physical Security, Privacy and Confidentiality, Remote Access, Risk Assessment, Security Awareness Training and Education, Software & Copyrights and Virus

Protection.

- ***Development and adoption of a Risk Assessment Policy***. Under the direction of the IT Security working group the departments need to identify and authorize individuals charged with the responsibility of accessing and reporting on security risks. Identify the security policies and procedures to be enforced in order to initiate appropriate remediation and perform information risk assessments for the purpose of determining areas of vulnerability.

- ***Identify and recommend Security Budget Guidelines.*** Each department shall identify and set aside an amount of funds that will or maybe needed for their department's to address issues identified as the highest risk opportunity as determined through a risk assessment process.

- The IT Security working group will define and keep current a list of job skills and functions so that departments may properly staff, or identify resources to preserve and maintain departmental information security.

COIT Project Management Methodology Policy Communication Strategy v1.0

Purpose

The purpose of the communication strategy is to facilitate departmental adoption of the COIT Technology Project Management Policy by providing informational and training opportunities.

Executive Overview
A COIT-sponsored briefing will be presented to departmental financial and technology staff to provide the following:

An overview of the *COIT Project Management Methodology* document including:
- Definitions and concepts
- Templates
- Adoption criteria

Departments may secure Project Management expertise through several options:
- Internal departmental staff, obtained through recruitment and/or training
- External resources, generally contracted via professional services providers
- Collaboration with the Department of Technology

Project Management Training Options:

1) City University (CU): The City has a partnership with San Francisco State University College of Extended Learning (SFSU-CEL) and City College of San Francisco (City College). Through this program the City funds a variety of courses taken at SFSU-CEL and City College. On-line and non-credit courses are provided at no cost to City employees courtesy of City College of San Francisco's Continuing Education Department.

> *Project Management Fundamentals:* Learn about project politics and ethics, project measurements, and project closure. You'll be able to develop all sections of a project plan, you'll become comfortable with the project management body of knowledge, and you'll develop a variety of powerful techniques to generate project ideas.

For more information about the CU curriculum:
http://sfdhr.org/city-university

2) San Francisco State University, **College of Extended Learning**
Courses include:
- Project Planning and Management Overview
- Microsoft Project Foundation
- Project Estimating, Measures and Controls
- Procurement
- Project Communications Management
- Project Human Resources Management
- Quality Management
- Project Risk Management

For more information about the curriculum:
http://www.cel.sfsu.edu/brochures/summer08/project.pdf
CityUniversitycovers two-thirds of the tuition fees for City employees.

Date: September 11, 2008

COIT/SF Approved Environmentally Preferable Purchasing Requirements for Personal Computers and Servers

Introduction

Information technology resources are strategic assets of the City and County of San Francisco that will be managed at the direction of the Committee on Information Technology (COIT).

Chapter 2 of the San Francisco Environment Code established a mechanism for increasing City departments' purchases of environmentally preferable products. For high priority product areas, departments may be required to adhere to lists of environmentally preferable products, known as the "SF Approved" lists. Computer equipment was designated a high priority product category in 2006, and the Dept. of the Environment has been working with the Dept. of Technology, Public Utilities Commission, and City IT managers to define appropriate environmental goals and criteria. In addition, the Mayor's Executive Order 08-01 established a requirement that new personal computers, monitors and laptops meet at least the Electronic Product Environmental Assessment Tool (EPEAT) Silver standard, and that the City research and adopt similar standards for other equipment, such as servers and printers.

COIT Adopted a Green Information Technology Procurement Policy setting forth general guidelines for the procurement of IT equipment in August 2007.

Purpose

The purpose of this policy is to adopt environmental requirements for the procurement of (1) personal computers—including central processing units, monitors and laptops; (2) servers and (3) desktop laser printers. These requirements will inform the Dept. of Environment's "San Francisco Approved List" for specified categories of equipment.

Policy

Personal Computers

All personal computers, notebook computers and monitors purchased by City departments shall meet the EPEAT Gold standard.

Servers

All computer servers purchased by City departments shall meet one or more of the following requirements.

1) Climate Savers Certified at the time of purchase (specific product listings are available at http://www.climatesaverscomputing.org/search/), and/or

2) Energy Star (for Computer Servers) Label, when it becomes available in early 2009. See:
http://www.energystar.gov/index.cfm?c=new_specs.enterprise_servers

* Initially the Energy Star for Server specification will exclude blade servers and servers with more than four processor sockets.

Exemptions: The only excemptions are blade servers and servers with more than 4 sockets, which need not comply with the server purchasing requirements listed

above. Energy Star plans to extend its standards to blade servers late in 2009; users are encouraged to visit the Energy Star web site at: http://www.energystar.gov/index.cfm?c=new_specs.enterprise_servers to keep up with these developments The new Energy Star blade server requirements are likely to be incorporated into the City's purchasing requirements for 2010.

Note: IT purchasers are encouraged to "right-size" their server specification in terms of memory and redundant power supplies, to review manufacturer data sheets of servers that meet the given need, and to choose models with high efficiency over a range of operating loads.

Exceptions: Exceptions to this standard can be granted by COIT upon request by a department when departmental functional requirement cannot be met by equipment meeting the aforementioned environmental or energy efficiency standard.

COIT Green Information Technology Procurement Policy

Introduction
Under the provisions of the City and County San Francisco administrative code, information resources are the strategic assets of the City and County of San Francisco that will be managed at the direction of the Committee on Information Technology (COIT).

Purpose
The purpose of the this policy is to establish the green information technology procurement vision and goals that are applicable to all City and County of San Francisco departments.

Policy
The City and County of San Francisco will purchase information technology (IT) equipment that meets the needs of City users as well as minimizes negative human health effects and environmental harm. Our purchasing practices will go above and beyond basic environmentally preferable purchasing initiatives and serve as a model to other public agencies, private businesses and residents. Our IT purchasing practices will ensure that public money is spent in a manner that is consistent with our human health and environmental policies and will be used to foster expanded environmental stewardship in the IT industry.

To ensure that, to the greatest extent feasible, City government agencies purchase only information technology equipment that:

1. Contain minimum levels of toxic components,
2. Operate with the highest energy efficiency,
3. Maximize product longevity
4. Is designed to facilitate recycling at the end of product life, and with maximum use of recycled and recyclable materials
5. Require minimal packaging with maximum recycled and recyclable content,
6. Promote extended producer responsibility for manufacture and disposal, and
7. Have the smallest possible climate change footprint.

In addition to this policy departments and agencies should comply with any additional direction approved by the Mayor or Board of Supervisors with regards to Green Technology procurement.

Date
08/21/2008

COIT Website Policy

Introduction

Information technology resources are strategic assets of the City and County of San Francisco that will be managed at the direction of the Committee on Information Technology (COIT).

Thus this policy is established to outline the standards for the management of City and County San Francisco websites.

Purpose

The purpose of the COIT website policy is to establish standards, policies and operational processes that are applicable to all City and County of San Francisco departments.

Policy

General Policy

There will be one website for the City managed under the direction of the Department of Telecommunications and Information Services (DTIS). All City Departments will:

- Host and update web sites using the City's web content management system maintained by DTIS.
- Own published content and be responsible for maintaining their web sites using the City's web content management.
- Follow both the City's web public and internal policies.
- Exceptions to the design standards and hosting location can be granted by COIT upon request by a department.

Web Public Policy

The City maintains and outlines on the public City's web site the terms and conditions of use applicable to all information and services published by all City departments online. The Public web policy reviewed and approved by the City Attorney's Office addresses the following items:

- General disclaimer limiting the general liability of the City.
- External linking policy outlining the types of external links permitted.
- Accessibility policy stating the City's commitment to designing web-accessible pages.
- Privacy policy outlining how information collected is used and safeguarded.

Web Internal Policy

The City also maintains and outlines a set of internal web policies applicable to all information and services published by all City departments online. The Internal web policy is maintained by DTIS and addresses the following items:

- Design standards outlining the standard web design template specifications.
- Accessibility guidelines listing the key requirements to ensure basic web accessibility.
- Content freshness policy mandating departments conduct web site periodic reviews.
- Usability and quality assurance guidelines providing minimum quality standards.

January 17, 2008