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# **Special Meeting**

## **February 9, 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 January 27, 2017 (Action Item)
4. Chair Update
5. CIO Update
6. Review: FY 2018-22 Information & Communication Technology Plan
7. Discussion: San Francisco Connectivity Plan
8. Public Comment
9. Adjournment

# **3. Approval of Minutes**

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Action Item

## **4. Chair Update**

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## 5. CIO Update

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## **6. FY 2018-22 Information & Communication Technology Plan**

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**San Francisco technology supports easy to use and accessible services for every resident, visitor, business, and employee.**

# GOALS

Goal 1 – Support, Maintain, & Secure Critical Infrastructure

Goal 2 – Increase Efficiency & Effectiveness of City Operations

Goal 3 – Improve Access & Transparency to Local Government



# FUTURE INITIATIVES

- **The City Employee Experience Strategy** will re-evaluate the end-to-end employee experience and build processes that seamlessly integrate technology into City operations. In the next year, a working group will provide recommendations and new strategies to improve how we onboard new employees to the City family.
- **Strategic Sourcing & Procurement** has become increasingly complex for local government, especially in the purchase of new technologies. Over the next five years, the City seeks to re-examine our strategic sourcing strategies in an effort to streamline the procurement of technological goods and services

# FUTURE INITIATIVES

- **Data Architecture** is fundamental to leverage data and analytics across programs, services, and applications. Over the next two years, DataSF will team up with the Committee on Information Technology (COIT) to develop a strategy for a shared data architecture. This effort will ensure that our City works together to leverage upcoming technology investments in a coordinated effort build the base blocks to a shared data architecture.
- **Cybersecurity:** Following a recently passed citywide policy, each department will be required to adopt a cybersecurity framework, appoint departmental leadership, and participate in citywide security events.
- **Disaster Preparedness, Recovery, Response, and Resilience (DPR3):** The emphasis of the City's recently adopted DPR3 policy is to promote the resilience of critical IT infrastructure, minimize the effects of a disaster upon departmental operations, and restore critical IT services. Over the next two years, departments are required to develop a Continuity of Operations Plan by July 2017, and a complete plan by July 2018.

# PUBLIC INPUT

## Percent of the Public that strongly support each strategic goal

❖ Support, Maintain, and Secure Critical Infrastructure	86%
❖ Improve Efficiency and Effectiveness	84%
❖ Increase Access and Transparency	78%

*NOTE: COIT opened an online questionnaire from October 31, 2016 through January 18, 2017 to solicit public input on the state of City technology. A total of 372 responses were received.*

# PERFORMANCE MEASURES

## Goal 1: Support, Maintain, & Secure Critical Infrastructure

Objective	Key Performance Indicator
<b>Networks &amp; Telecommunications:</b> Maintain maximum availability of network and telecommunications systems.	1 – Public safety radio communications, which support 911 radio systems, are maintained available 99.99% of the time.
	2 – 80% of network installations and repairs completed within established timeline.
<b>Cybersecurity:</b> Increase awareness of cybersecurity best practices and establish risk management strategies citywide.	1 – 100% of departments have adopted a major cybersecurity framework by 2018.
	2 – 80% of departments represented in quarterly security roundtable.
<b>Disaster Preparedness, Recovery, Response, and Resiliency (DPR3):</b> Increase the City's preparedness and resilience for an eventual disaster.	1 – 100% IT Continuity of Operation Plans (COOP) completed by department July 2018.
	2 - 80% of departments represented in quarterly security roundtable.

# PERFORMANCE MEASURES

## Goal 2: Improve Efficiency & Effectiveness of City Operations

Objective	Key Performance Indicator
<b>Strategic Sourcing &amp; Procurement:</b> Make the acquisition of technology products and technical services quicker and faster.	1 – Increase department participation on existing Enterprise License Agreements.
	2 – Increase the number of departments using electronic signatures.
<b>Hiring:</b> Become the employer of choice in San Francisco by improving recruitment, retainment, and training of skilled professionals.	1 – Maintain technologists' vacancy rate below 15% for each Major Service Area.
	2 – Increase participation in TechHire program.
<b>Service Center:</b> Increase the availability of central service centers that connect customers to City services.	1 – Maintain a quality assurance score of 92% for all 311 services.
	2 – Answer 90% of 311 calls without transfer to another service representative.

# PERFORMANCE MEASURES

## Goal 3: Increase Access & Transparency to Government

Objective	Key Performance Indicator
<b>Open Data:</b> Increase the availability and quality of data available on the Open Data Portal.	1 – Increase the number of Department data inventories.
	2 – Achieve 90% of datasets with required metadata.
<b>Digital Literacy:</b> Increase the number of seniors, youth, and disabled using the Internet.	1 – Increase the percent of seniors who reportedly use Internet following digital literacy training
	2 – Increase the number of participants in digital literacy programs offered at public libraries
	3 – Increase the number of successful job placements following participation in a digital job training programs.
<b>Broadband Internet Access:</b> Increase the availability of fiber Internet throughout San Francisco.	1 – Increase the percent of San Francisco residents with broadband Internet at home.
	2 – Increase the number of City Recreation Centers, Health Clinics, and Public Libraries connected to City Fiber.

# FY 2018-22 ICT PLAN RECOMMENDATIONS

- |                   |   |
|-------------------|---|
| Recommendation 1: | Continue to grow the Major IT Project Allocation and the Annual Project Allocations by 10 percent annually.   |
| Recommendation 2: | COIT should prioritize General Fund support for technology projects that align with ICT Plan goals.   |
| Recommendation 3: | A comprehensive planning and scoping phase should precede investment for future Major IT Projects to better understand total lifecycle costs and returns. |
| Recommendation 4: | COIT should sequence funding of Major IT Projects on the basis of risk, project readiness, and cost-effectiveness.  |
| Recommendation 5: | COIT's allocations should support technology projects that replace or enhance existing services and promote eventual cost savings.                        |
| Recommendation 6: | The City should set aside a separate funding source for the continual refreshment of IT hardware.   |

# | Connectivity

Committee on Information  
Technology (COIT)

2/09/2017



SAN FRANCISCO  
DEPARTMENT OF  
TECHNOLOGY



# Strategic Alignment



Connectivity



Digital Service



Technology-as-a  
Service



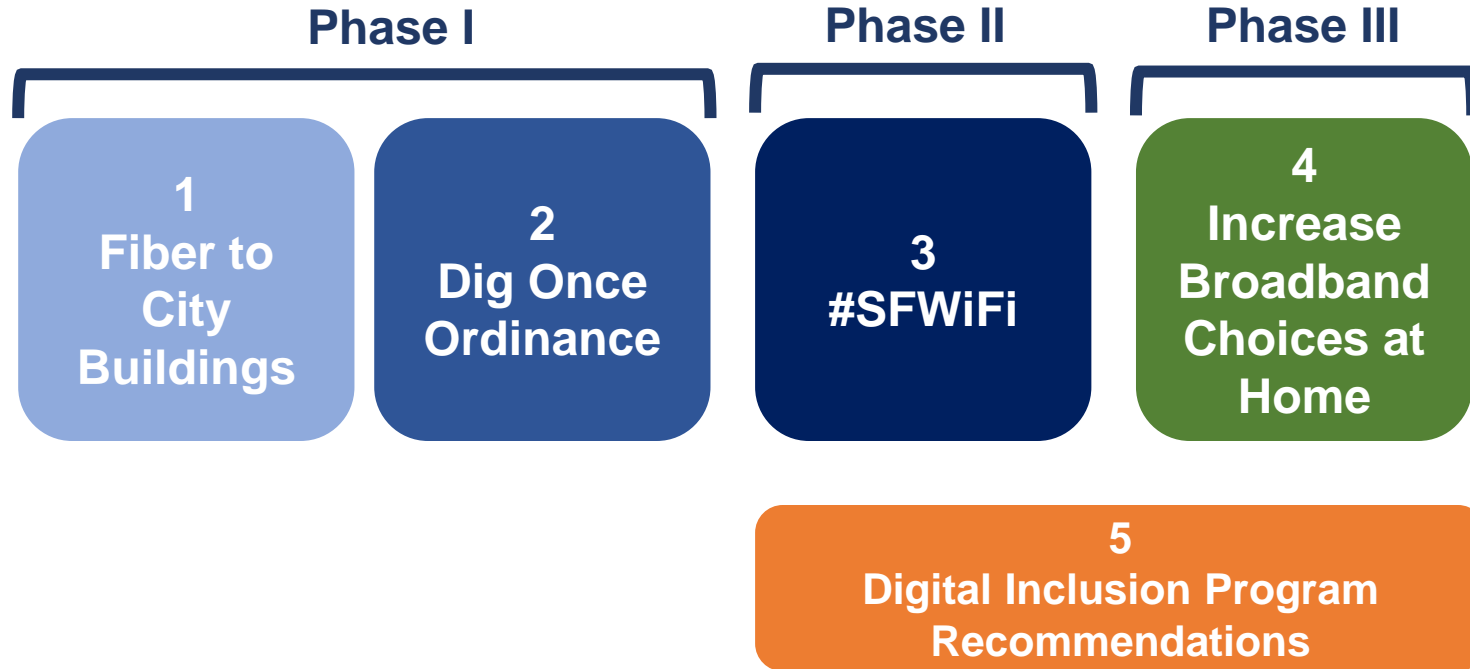
Tech Talent



Cybersecurity

Connectivity is defined as the process of building and maintaining a constant connection between two or more points (devices, applications) across multiple platforms (iOS, wired or wireless media connections), for the benefit of the public and the city employees that serve them.

# Connectivity Plan Phases



# Status Summary

Project	Total Funding	Total Spent	Balance
Dig Once	\$3.25m	\$1.35m	\$1.90m
Broadband Choices	\$2.50m	--	\$2.50m
Fiber to Facilities	\$1.50m	\$850K	\$650K

# Fiber to City Facilities

## Recent Accomplishments FY 16-17

- ✓ 2<sup>nd</sup> ST, Market to Bryant – SFMTA
- ✓ 1570 intersections – SO Burke ST – SFMTA
- ✓ 501 Army ST – SFMTA
- ✓ 1399 Marin ST – SFMTA
- ✓ Golden Gate Garage – SFMTA
- ✓ Moscone Garage – SFMTA
- ✓ Portsmouth Garage – SFMTA
- ✓ St. Mary's Garage – SFMTA
- ✓ Union Square Garage – SFMTA
- ✓ Sutter Stockton Garage – SFMTA
- ✓ Woods Bus Yard – SFMTA
- ✓ Fulton St. Corridor – SFMTA
- ✓ 5<sup>th</sup> & Bryant, Central subway trailer – SFMTA
- ✓ Millbrae Yard Connection SFWD – PUC
- ✓ Islais Creek Pump Station – PUC
- ✓ Griffith Pump Station – PUC
- ✓ 1652 Sunnydale, Telemedicine ring – DPH
- ✓ 1360 Mission – DPH
- ✓ 1701 Ocean Ave. – DPH
- ✓ Alice Griffith Public Housing – MOH
- ✓ 1152 Oak ST – SFFD
- ✓ Station 41 – SFFD
- ✓ Anza Branch – LIB
- ✓ Richmond Branch – LIB
- ✓ Presidio Branch – LIB
- ✓ 601 Van Ness – HSA
- ✓ 1360 Mission to 1235 Mission – HSA

# Scheduled Fiber to City Facilities

## 3<sup>rd</sup> Quarter

Fire Station 10 – SFFD

Ellis Street Garage – SFMTA

501 Cesar Chavez – SFMTA

Fire Station 41 – SFFD

Western Addition Branch – LIB

1 Newhall, Medical Examiner – SFPD

## 4<sup>th</sup> Quarter

Fire Station 3 – SFFD

Ocean View Branch – LIB

450 Toland, Central Shops – GSA

55 Shelby, Central Shops – GSA

Chinatown Child Development Clinic – DPH

## Waiting List:

Fire Station 5, 16 due to SFFD renovations.

# Proposed Fiber Schedule by Fiscal Year



# Dig Once

## Recent Accomplishments

- ✓ Potrero Project
- ✓ Pull Box Standard

## Scheduled

Inner Sunset Streetscape  
Upper Haight

## Under Review

Brannan Street Paving  
Lower Stockton  
Geary Concrete  
22 Fillmore  
Mission Randall  
Better Market Street

# Broadband Choices at Home

## Recent Accomplishments

- ✓ Issued Advisory Services RFP, Responses
- ✓ Advisory Services awarded to CTC Technology & Energy (CTC)
- ✓ Conducting interviews for potential Broadband Project Manager

## Scheduled

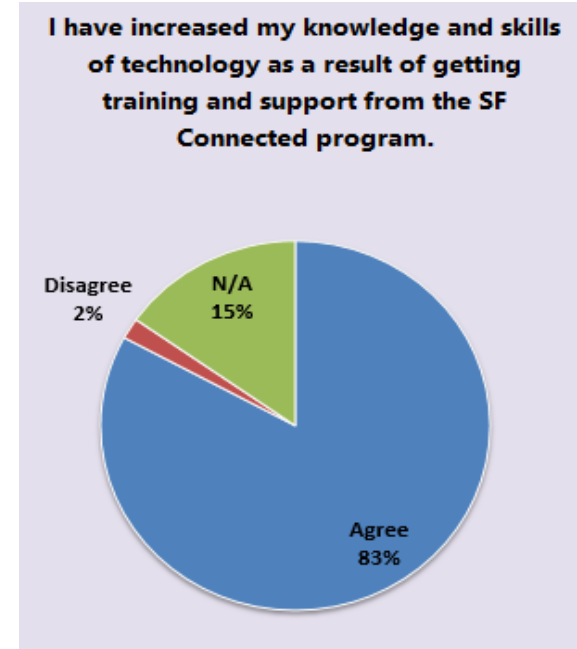
CTC to Report on Business Case  
- May 2017



# Digital Inclusion

- ✓ Free wireless Internet in all 28 branches – SFPL
- ✓ “Digital Inclusion Week” (May 5 – 12) raise awareness of the digital divide, provide information about technology and training needs – SFPL
- ✓ “SF Connected” provides access and training to seniors and adults with disabilities – DAAS
- ✓ U.S. Census Bureau’s 2015\* American Community Survey (ACS) estimates 76.3% of African Americans and 84.2% of Latinos in San Francisco have a computer with broadband Internet service. This is an increase of approximately 8% and 4%, respectively, from prior 2014 ACS.

\*Most recent data available.



Source: SF Connected Consumer Satisfaction Survey FY 15-16

## **9. Public Comment**

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