



Regular Meeting

February 16, 2017

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

AGENDA

1. Approval of Meeting Minutes from February 9, 2017 (Action Item)
2. Chair Update
3. CIO Update
4. FY 2018-22 Information & Communications Technology Plan (Action Item)
5. Update: Controller New Systems Division
6. Public Comment

3. Approval of Minutes

Action Item

4. Chair Update

5. CIO Update

A black and white photograph of the San Francisco skyline, featuring the Transamerica Pyramid as the central focus. In the foreground, a wooden boardwalk promenade runs along the water, lined with several wooden benches and ornate black lampposts. A dark blue horizontal band is superimposed over the middle of the image, containing white text.

FY 2018-22 Information & Communications Technology Plan (Action Item)

Contents

- Vision
- Technology In City Government
- Strategic Initiatives & Goals
- Fiscal Strategies
- Recommendations





Strategic Goals & Initiatives

Goal 1: Support, Maintain, and Secure Critical Infrastructure

- Network & Telecommunications
- Data Centers
- Cybersecurity
- Disaster Preparedness, Response, Recovery, & Resilience

The background of the slide is a grayscale photograph of a city street. In the foreground, several cars are parked or moving along the road. The middle ground shows a row of trees lining the sidewalk. In the background, a dense urban landscape with various buildings, including some taller structures, is visible under a clear sky.

Strategic Goals & Initiatives

Goal 2: Improve Efficiency & Effectiveness

- Strategic Sourcing & Procurement
- Hiring Technologists
- Data Strategy
- Centralizing Customer Service

Goal 3: Increase Access & Transparency

- Digital Services
- Digital Inclusion

Project COIT Allocation

	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22	TOTAL
Annual Project	11.7	12.8	14.1	15.5	17.1	71.2
Major IT	18.6	20.5	22.5	24.7	27.2	113.5
TOTAL	30.3	33.3	36.6	40.3	44.3	184.7

Note: All figures in \$ millions.

Financial Recommendations

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

7. Update: New Systems Division


Todd Rydstrom, Deputy Controller
Office of the Controller

Controller's Office Systems Division

- FSP Timeline & Scope
 - Systems Division Support & Governance Model
 - Systems Division Budget

Controller's Office Systems Division

F\$P TIMELINE


F\$P	2015						2016												2017													
	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D		
Business Process Analysis (BPA)	Plan	BPA																														
System Development					Analyze			Design			Build			Test			Deploy			Post Go Live Support												
	PS				Analyze			Design			Build			Test			Deploy															
Reporting	BI				Analyze						Design				Build		Test		BI 1	BI Group 2												
Change Management													BPW		Agency Readiness & Support			Deploy														
End User Training												Design			Develop, Test, Train the Trainer			End User Training														



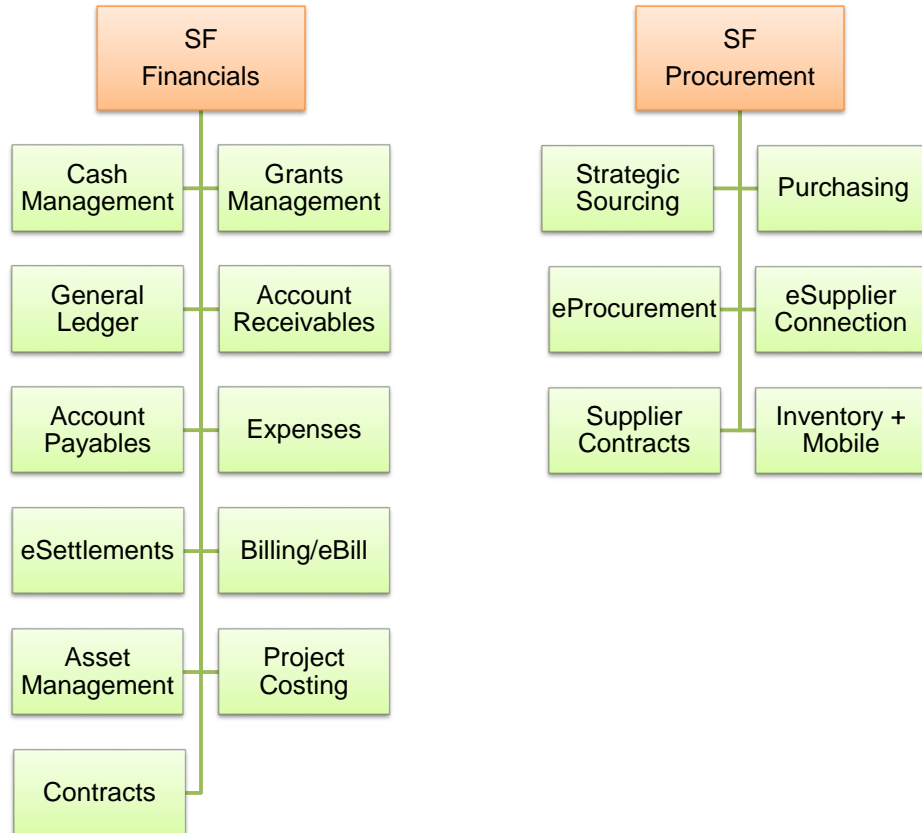
★ Go Live!

Controller's Office Systems Division

17 PEOPLESOFT MODULES

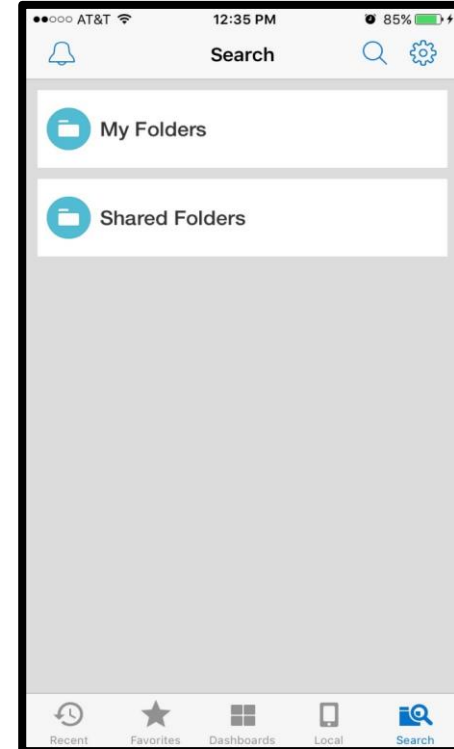
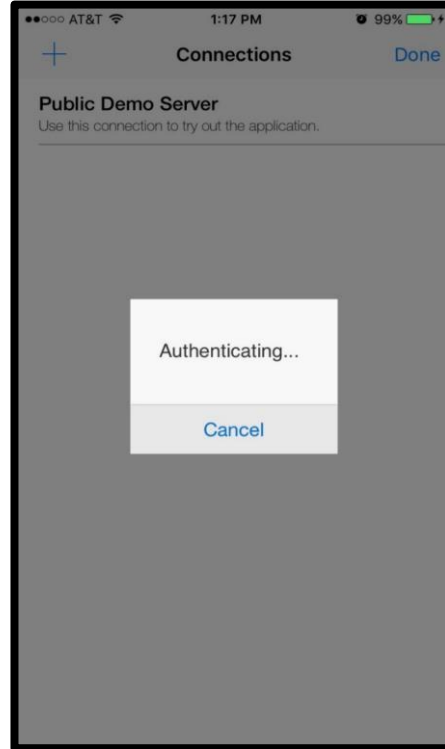
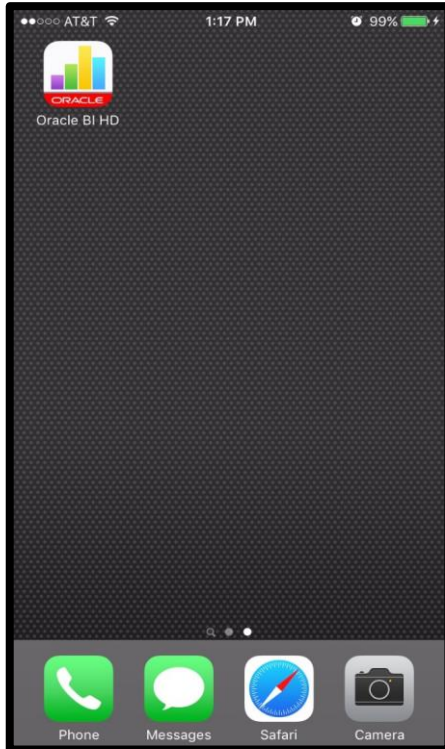


+ Business Intelligence & Analytics



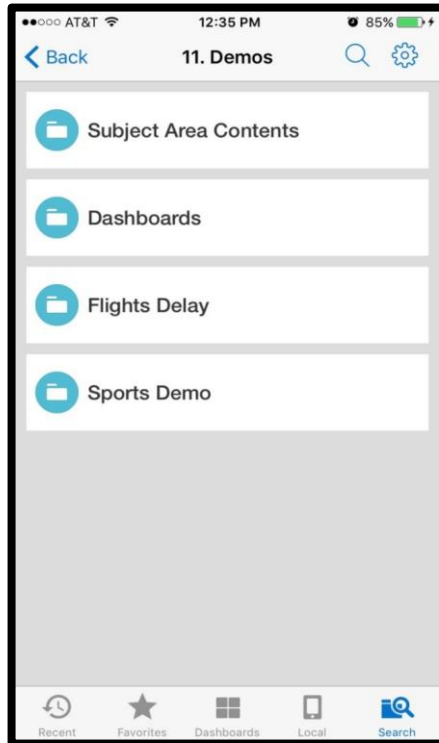
Controller's Office Systems Division

ORACLE BUSINESS INTELLIGENCE – MOBILE APP



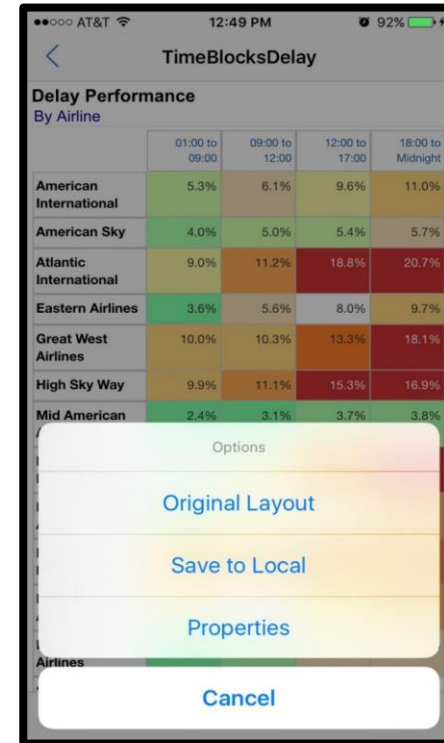
Controller's Office Systems Division

ORACLE BUSINESS INTELLIGENCE - MOBILE APP



The screenshot shows the 'TimeBlocksDelay' dashboard. The title is 'TimeBlocksDelay'. Below the title is the section 'Delay Performance By Airline'. The table displays delay percentages for various airlines across four time blocks: 01:00 to 09:00, 09:00 to 12:00, 12:00 to 17:00, and 18:00 to Midnight. The airlines listed are American International, American Sky, Atlantic International, Eastern Airlines, Great West Airlines, High Sky Way, Mid American Airlines, Midwest International, Mountain West Air, NorthEast Express, Pacific Coast Airlines, Rainbow Airlines, and Southeast.

	01:00 to 09:00	09:00 to 12:00	12:00 to 17:00	18:00 to Midnight
American International	5.3%	6.1%	9.6%	11.0%
American Sky	4.0%	5.0%	5.4%	5.7%
Atlantic International	9.0%	11.2%	18.8%	20.7%
Eastern Airlines	3.6%	5.6%	8.0%	9.7%
Great West Airlines	10.0%	10.3%	13.3%	18.1%
High Sky Way	9.9%	11.1%	15.3%	16.9%
Mid American Airlines	2.4%	3.1%	3.7%	3.8%
Midwest International	6.9%	8.8%	13.5%	17.9%
Mountain West Air	4.0%	4.9%	8.9%	12.5%
NorthEast Express	11.1%	11.3%	13.5%	14.2%
Pacific Coast Airlines	4.6%	6.9%	10.3%	11.3%
Rainbow Airlines	2.8%	4.3%	5.7%	6.3%
Southeast	2.4%	4.8%	8.8%	8.8%



Controller's Office Systems Division

ORACLE BUSINESS INTELLIGENCE – DASHBOARD REPORT COUNTS

Subject Area	Oracle BI Dashboard	Oracle BI Report	Grand Total
Financials - Accounts Payable (AP) Overview	3	6	9
Financials - Accounts Payable (AP) Transactions	1	3	4
Financials - Accounts Receivable (AR) Overview	1	4	5
Financials - Accounts Receivable (AR) Transactions	1	7	8
Financials - Asset Overview	3	13	16
Financials - Budgetary Control - Detail Transactions		4	4
Financials - Budgetary Control - Expense	3	9	12
Financials - Employee Expenses - Overview	1	6	7
Financials - General Ledger (GL) Balance Sheet	1	4	5
Financials - General Ledger (GL) Detail Transactions	1	2	3
Human Resources - Payroll	2	4	6
Human Resources - Time and Labor		1	1
Procurement and Spend - Invoice Lines	3	13	16
Procurement and Spend - Purchase Agreement	1	4	5
Procurement and Spend - Purchase Orders	1	5	6
Procurement and Spend - Requisitions		7	7
Procurement and Spend - Sourcing Overview	1	8	9
Project - Costing and Awards	1	4	5
Workflow	1	10	11
Grand Total	25	114	139

Controller's Office Systems Division

- FSP Scope
- Systems Division Support & Governance Model
- Systems Division Budget

Controller's Office

Divisions

Administration
Division

Accounting
Operations &
Supplier
Management
Division

Budget &
Analysis Division

City Services
Auditor Division

Economic
Analysis Division

Payroll
Division

Public Finance
Division

Systems Division

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

Unique Systems

**PeopleSoft Human
Capital Management**

PeopleSoft Financials

**PeopleSoft Supply
Chain**

**PeopleSoft Enterprise
Learning Management**

**Cognos BPMS
(Budget)**

Shared Systems

SF Employee Gateway and SF Employee Portal

Oracle Business Intelligence

Phire Architect

FreshDesk User Support System

Controller's Office Systems Division

Business Lines

SF People & Pay

- 1) Human Resources
- 2) Hiring
- 3) Payroll
- 4) Benefits,
- 5) Time & Labor
- 6) Absence Mgmt
- 7) Learning Mgmt
- 8) ePerformance

Future

- 80+ project requests

SF Financials

- 1) General Ledger
- 2) Receivables
- 3) Payables
- 4) Expenses
- 5) Contracts
- 6) Cash Mgmt
- 7) Grants Mgmt
- 8) Asset Mgmt
- 9) eSettlements
- 10) Billing/eBill
- 11) Project Costing

Future

- 30+ project requests

SF Procurement

- 1) Strategic Sourcing
- 2) Purchasing
- 3) eProcurement
- 4) eSupplier Connect
- 5) Supplier Contracts
- 6) Inventory + Mobile

Future

- 30+ project requests

+ Business
Intelligence
& Analytics

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

Administration

Technical Support

Reporting & Analytics

Change Management

Shared Support Services

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

Administration

- Budget
- Contracts
- Disaster Preparedness
- Human Resources
- Project Management
- SharePoint
- Governance Support
- Steering Committee & Advisory Boards

Shared Support
Services

Controller's Office Systems Division

← *Business Lines* →

SF
People & Pay

SF
Financials

SF
Procurement

↑
Shared Support Services
Technical Support

- Applications Support & Upgrades
- Database Administration
- Infrastructure Support - Networks...
- PeopleSoft Administration
- Technical Design, Coding, Interfaces
- Job/Batch Processing Monitoring & Support
- Legacy System Support
- Security - Users & Intrusion Detection
- Disaster Preparedness - Systems
- Portal - Technical Management

Controller's Office Systems Division

Business Lines

**SF
People & Pay**

**SF
Financials**

**SF
Procurement**

Reporting & Analytics

- **Data Analytics**
- **Data Warehouse**
- **BI & Other Reporting**
- **Public Information Requests**
- **Records Management**
- **SF Open Book - Web Content & Access**

**Shared Support
Services**

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

- Change Management - Change Impact Analysis and Organizational Readiness, Engagement Planning and Roadmapping
- User Support - Direct User Support, Security User Role Administration, Project User Testing
- Communications - Executive and Sr. Leadership Management and Marketing, Project Communications and Go Lives, Outage Communications (inc Disaster Preparedness, Response, Recovery), Portal - Content and Messaging Management (inc Alerts and Articles)
- Training - Curriculum Development, Delivery (in Person and Online), Administration
- Other - ePay and Talx Support

Change Management

Shared Support
Services

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

Key City Customers & Stakeholders

- DHR
- PPSD
- HSS
- RET
- Citywide HR Depts
- AOSD
- HR/Payroll Policy Training
- All current City employees

- AOSD - Accounting Operations
- Citywide Finance Depts
- Chart of Accounts Management

- OCA
- CMD
- OLSE
- Citywide Finance Depts
- OCA-CSA Strategic Sourcing Team
- Citywide Purchasing & Contracting
- Vendor Management
- Chapter 6 Depts
- Chapter 21

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

Key External Customers & Stakeholders

- Job Applicants
- Employees, current & former
- Retirees, Beneficiaries, & Dependents
- Federal & State Governments
- Public Information Requests

- Auditors
- Federal & State Governments
- Public Information Requests

- Bidders
- Suppliers
- Federal & State Governments
- Public Information Requests

Controller's Office Systems Division

Business Lines

SF
People & Pay

SF
Financials

SF
Procurement

Policy Advisory Boards (Monthly Meetings)

- DHR - Ted Yamasaki
- HSS - Mitchell Griggs
- RET - Jay Huish
- CON - Chris Beetz
- SFO - Linda Yeung
- PUC - Cindy Charan
- MTA - Tess Navarro, Derek Kim
- MYR - Melissa Whitehouse
- DT - Joe Voje, TBD

- AOSD - Jocelyn Quintos
- DPH - Greg Wagner
- DPW - Julia Dawson
- REC - Katie Petrucione
- SFO - Leo Fermin, Wallace Tang
- MTA - Eloida Leonardo, Tess Navarro
- PUC - Eric Sandler
- PRT - TBD CFO
- MYR - Kate Howard, Melissa Whitehouse
- DT - Joe Voje, TBD

- OCA - Jaci Fong
- DPW - Julia Dawson
- DPH - Greg Wagner
- CMD - Romulus Asenloo
- REC - Katie Petrucione
- SFO - Linda Yeung
- MTA - Virginia Harmon, Ashish Patel
- PUC - Ivy Fine, Rosie Angel
- MYR - Kate Howard, Melissa Whitehouse
- DT - Joe Voje, TBD

Controller's Office Systems Division

***Business
Lines***

**SF
People & Pay**

**SF
Financials**

**SF
Procurement**

1 Steering Committee (Bi-monthly or Quarterly Meetings)

- CON - Ben Rosenfield, Chair
- GSA - CAO - Naomi Kelly
- DHR - Micki Callahan
- CON - AOSD - Jocelyn Quintos
- GSA - OCA - Jaci Fong
- TTX - Pauline Marx/Tajel Shah
- GSA - DT - Ken Bukowski
- DPW - Julia Dawson
- DPH - Greg Wagner
- MTA - Sonali Bose
- HSS - Catherine Dodd/Mitchell Griggs
- MYR - Melissa Whitehouse

Controller's Office Systems Division

- FSP Scope
- Systems Division Support & Governance Model
- Systems Division Budget

Controller's Office Systems Division

TODAY

	eMerge PeopleSoft Human Capital Management	F\$P Financial System Project (\$58.6M)	All Other CON Divisions
Positions authorized (ASO)	43.95	39.00	219.59
Positons funded AAO, operating budget	43.95	0	198.20
Positions off budget, project funded	0	39.00	21.39
Project funded contractor positions	2.00 – 4.00	40.00	
# of Self Service Departments	24		
# of Self Service Employee Portal Users	10,114		
# of SF People & Pay Users (HCM & ELM)	4,632		
# of FAMIS/ADPICS/EIS Users		5,500	

Controller's Office Systems Division

NEXT FISCAL YEAR

	CON Systems Division	All Other CON Divisions
Proposed Positions (ASO)	82.70	222.28
Proposed Positons funded AAO, operating budget	75.20	197.74
Proposed Positions off budget, project funded	7.50	24.54
Contractors	TBD	
# of Self Service Departments	24 to 30	
# of Self Service Employee Portal Users	10,114 to up to 36,000	
# of SF People & Pay Users (HCM & ELM)	4,632 to 6,000+	
# of SF Financials Users	3,800	
# of SF Procurement Users	1,200 City EE 21,500+ Supplier Users 17,000+ Bidder Users	

Controller's Office Systems Division

KEY CHANGES

- **Merge of F\$P and eMerge Technical Teams (November 2016)**
- **Merge of F\$P and eMerge PMO/Administration Teams (January 2017)**
- **Co-locating Systems & Payroll Divisions at 1155 Market (January - June 2018)**

8. Public Comment
