



Budget and Performance Subcommittee

December 4, 2015

**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 Minutes
4. FY16-17 & FY17-18 Budget Forms
5. Q1 Performance Analysis
6. Project Update: Digitization
7. Project Update: E-Signatures
8. Project Update: Drupal Transition
9. Public Comment
10. Adjournment

3. Approval of Minutes

Action Item

4. FY16-17 & FY17-18 Budget Forms

COIT BUDGET PROCESS

COIT Project Submission window

December 7 – January 15, 2015

COIT form includes:

- Project detail & Budget request
- No department details as part of budget request

COIT BUDGET PROCESS

Infrastructure

Please Rate The Impact On City Infrastructure:

CHOICES: 0 - No Impact on IT Infrastructure;
1 - Some Impact on Dept. IT Infrastructure;
2 - Measurable Impact on Multiple Department IT Infrastructure;
3 - Significant Measurable Impact on the City's IT Infrastructure.

Please Explain How Your Project Supports City Infrastructure:

Does your project address:

☐ Security Risks

☐ Disaster Recovery

☐ Improve IT Infrastructure

☐ Other

Please Explain How Your Project Addresses Security Risks:

Please Explain How Your Project Supports Disaster Recovery:

Please Explain How Your Project Improves IT Infrastructure:

If Other, Please Explain:

COIT BUDGET TRAINING

SharePoint Training Schedule

- Friday, December 4
1:30pm-2:30pm & 3:00pm-4:00pm
- Thursday, December 10
11:00am-12:00pm & 3:30pm-4:30pm
- Friday, December 11
11:00am-12:00pm & 3:30pm-4:30pm

COIT B&P MEETING SCHEDULE

Format: 3 hours each

March 4 – Enterprise Departments Budget Hearing

March 11 – Action on Enterprise Departments & Typical B&P Agenda items

➤ COIT – March 17

March 25 – GF Department Hearing

April 1 – GF Department Hearing

April 8 – Final GF Department Hearing

April 15 – Only used if necessary

➤ COIT ACTION – May 6 (special session)

COIT THEMES

Theme	Number of Projects
Asset Management	22
Case Management	43
Collaborative Tools / Data sharing	33
Desktop Virtualization	5
Digitization	25
Disaster Recover / Business Continuity	9
IT Hardware Refresh	26
Major IT Project	12
Mobile Technology	26
Network	72
Operations / Workforce Tools	66
Public Safety / Security Infrastructure	38
Website	14

5. Q1 Performance Analysis

Q1 PERFORMANCE ANALYSIS

Overview

- 29 City Departments have ongoing COIT projects

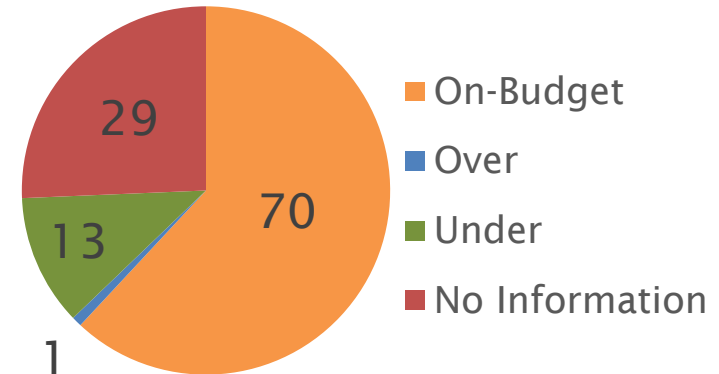
COIT Approval Date	Number of Tracked Projects
FY 2013-14	25
FY 2014-15	30
FY 2015-16	58
Grand Total	113

Q1 PERFORMANCE: BUDGET

Total Number of Projects	Initial Fund Balance	End Q1 Balance	Spend
113	\$72.4 M	\$59.7 M	(\$12.7 M)

Notes

- 29 projects did not report funding
- 16 Departments had more Q1 funds than Q0



Q1 PERFORMANCE: NO BUDGET CHANGE

COIT Approval Date	Projects	Initial FY15-16 Balance (M)
FY 2013-14	18	\$ 4.1 M
FY 2014-15	24	\$ 5.8 M
FY 2015-16	53	\$ 33.8 M
Total	95	\$ 43.6 M

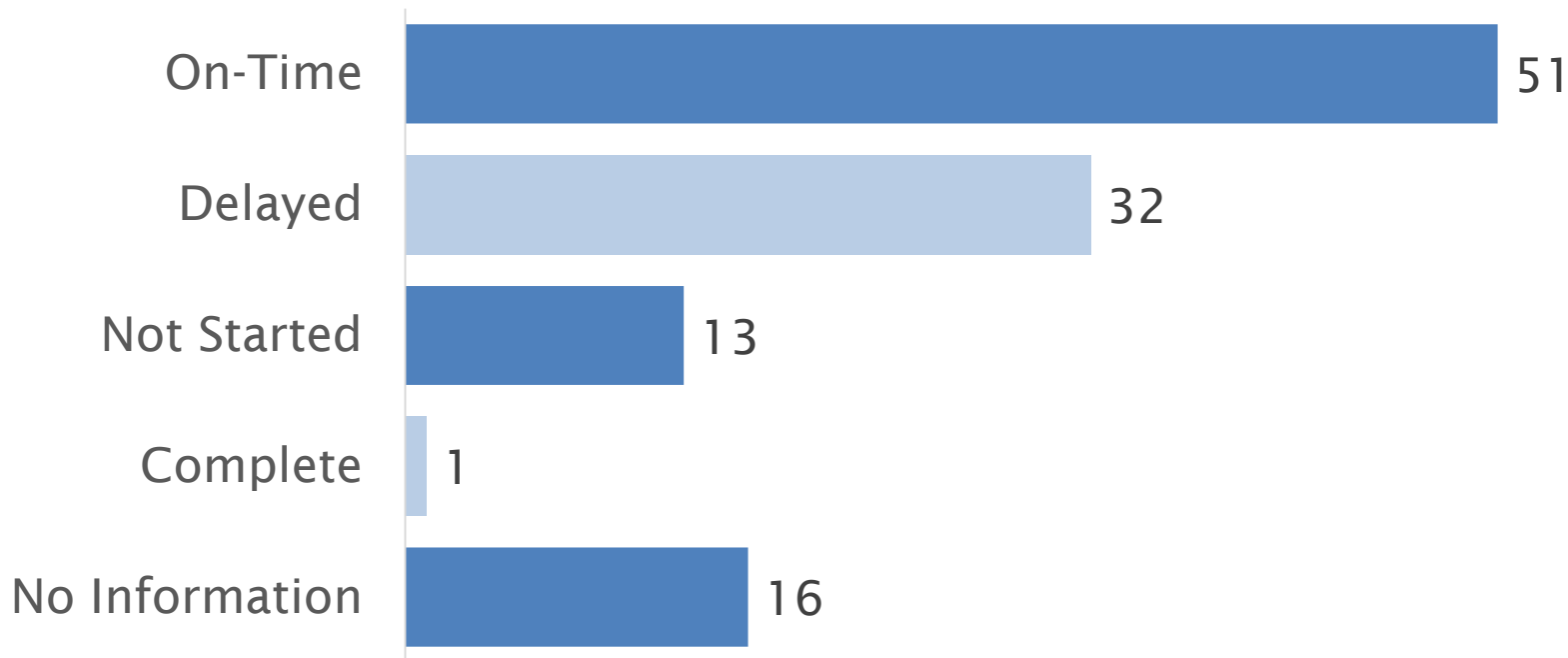
Q1 PERFORMANCE: SPENDING

Dept	Projects	Initial Fund Balance(M)	Q1 Balance(M)	Spend(M)
AIR	1	\$ 3.8	\$ 0.6	(\$ 3.2)
ASR	3	\$ 3.0	\$ 2.3	(\$ 0.7)
CON	3	\$ 19.1	\$ 11.0	(\$ 8.1)
DCYF	1	\$ 0.3	\$ 0.2	(\$ 0.1)
DPW	3	\$ 0.3	\$ 0.1	(\$ 0.2)
DT	1	\$ 0.4	\$ 0.3	(\$ 0.1)
FIR	1	\$ 0.6	\$ 0.6	(\$ 0.0)
HSS	1	\$ 0.1	\$ 0.1	(\$ 0.0)
POL	2	\$ 0.7	\$ 0.5	(\$ 0.1)
PRT	1	\$ 0.3	\$ 0.3	(\$ 0.1)
SHF	1	\$ 0.1	\$ 0.1	(\$ 0.1)
Grand Total	18	\$ 28.8	\$ 16.1	(\$ 12.7)

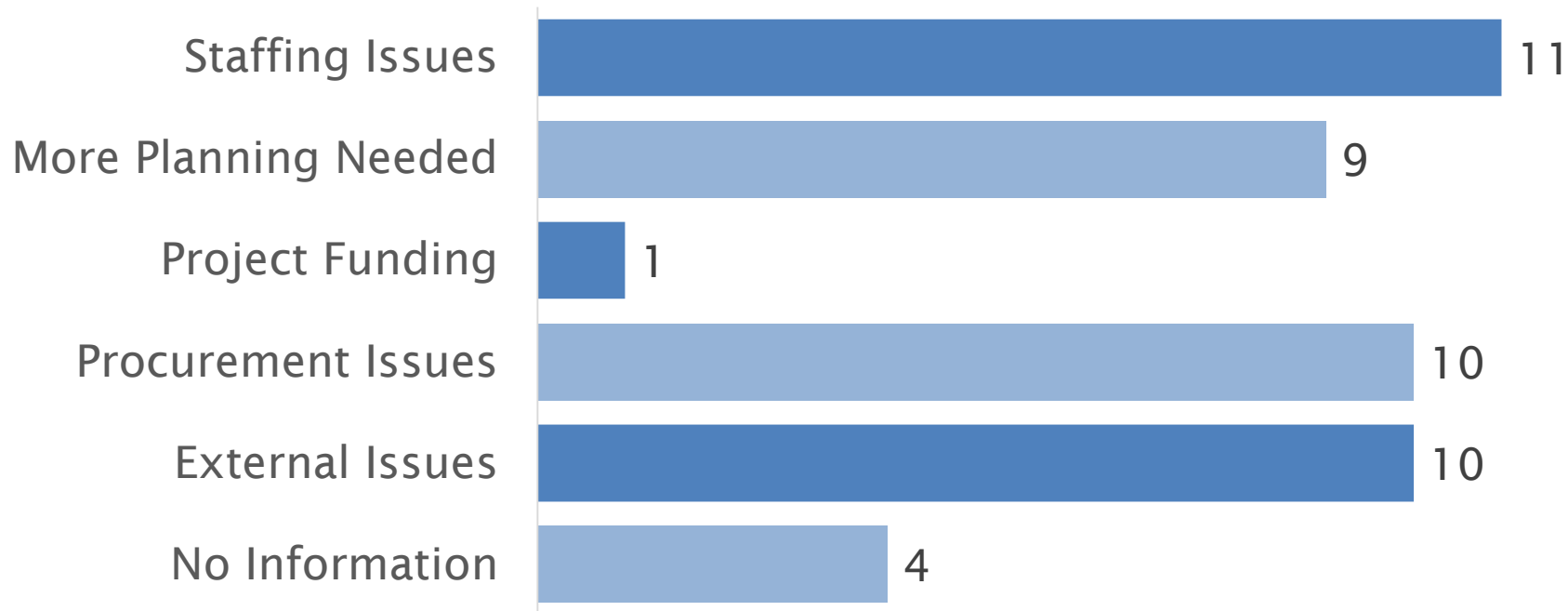
Q1 PERFORMANCE: SPENDING

COIT Approval Date	Projects	Initial FY15-16 Balance (M)	End Q1 Balance (M)	Spend (M)
FY 2013-14	7	\$ 22.0 M	\$ 10.6 M	(\$ 11.3 M)
FY 2014-15	6	\$ 3.8 M	\$ 3.2 M	(\$ 0.6 M)
FY 2015-16	5	\$ 3.1 M	\$ 2.2 M	(\$ 0.8 M)
Total	18	\$ 28.8 M	\$ 16.1 M	(\$ 12.7 M)

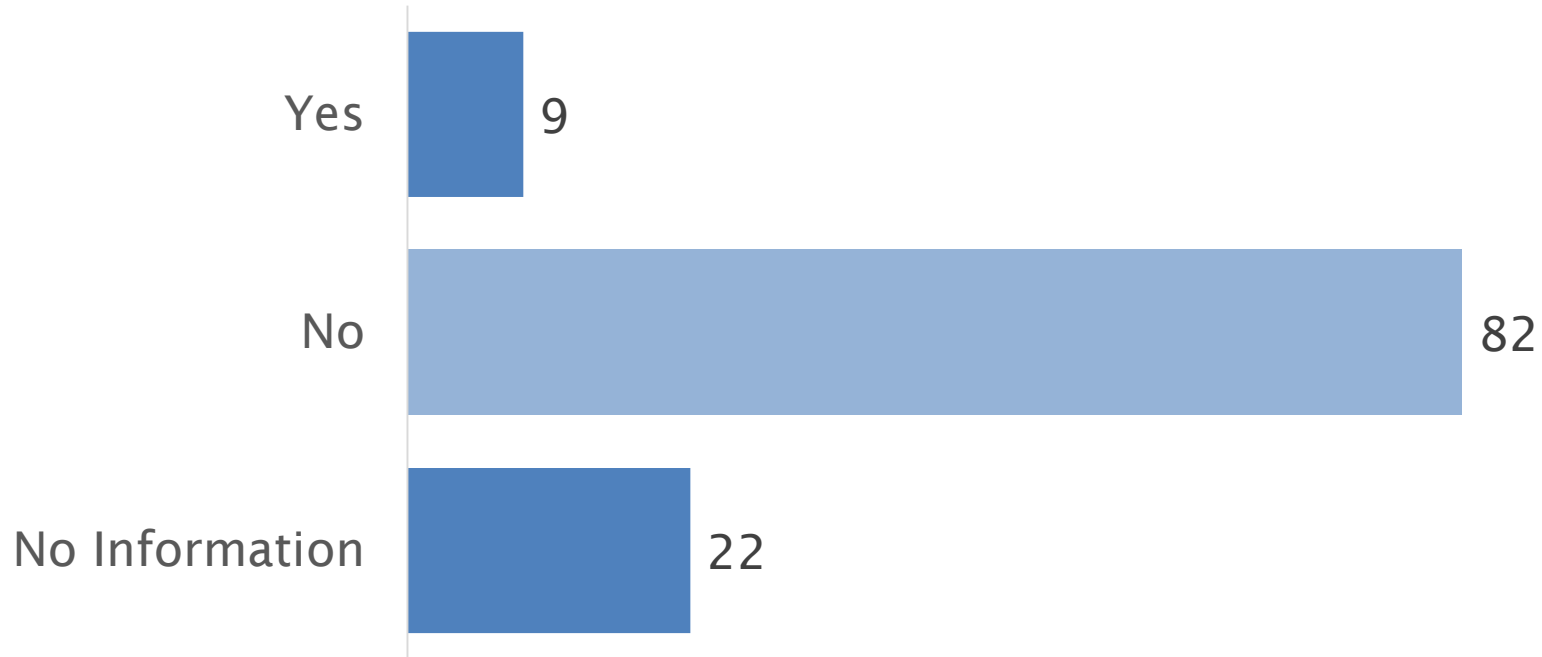
Q1 PERFORMANCE: SCHEDULE



Q1 PERFORMANCE: SCHEDULE



Q1 PERFORMANCE: SCOPE CHANGE?



Q1 PERFORMANCE: THEMES

Theme	Projects	Initial Fund Balance (M)	Spend(M)
Asset Management	6	\$ 0.1	-
Case Management	16	\$ 6.4	(\$ 0.4)
Collaborative Tools/Data sharing	8	\$ 1.1	(\$ 0.1)
Digitization	13	\$ 5.5	(\$ 0.7)
Disaster Recover / Business Continuity	4	\$ 0.5	-
IT Hardware Refresh	1	\$ 0.3	-
Major IT Project	6	\$ 35.4	(\$ 8.0)
Mobile Technology	5	\$ 0.4	(\$ 0.0)
Network	19	\$ 10.5	(\$ 3.4)
Operations / Workforce Tools	18	\$ 7.8	(\$ 0.3)
Public Safety / Security Infrastructure	9	\$ 1.2	-
Website	8	\$ 3.0	(\$ 0.0)
TOTAL	113	\$ 72.4	(\$ 12.7)

6. Digitization

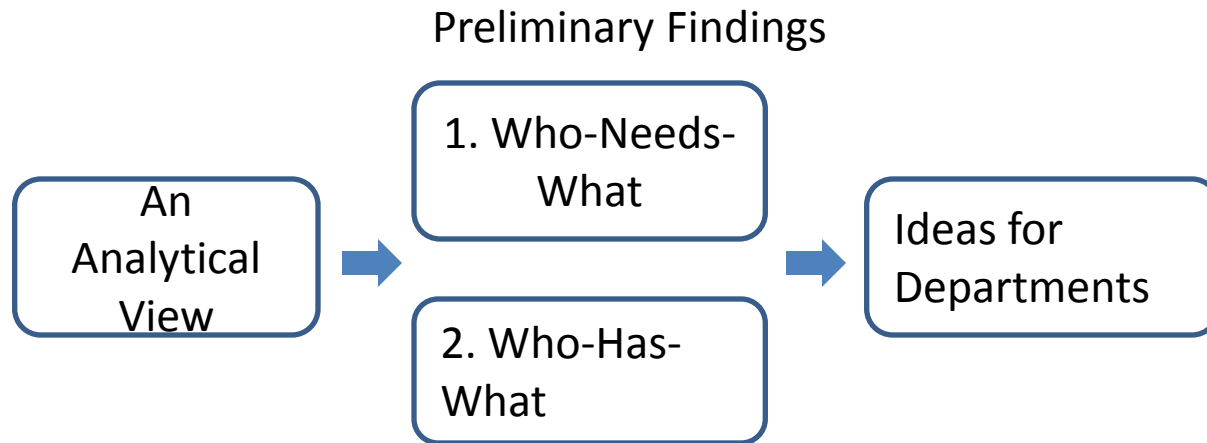
COIT MEETING SCHEDULE

DEPT	PROJECT	OVERVIEW	TOTAL FY15-16 FUNDING	Q1 BALANCE	BUDGET SCHEDULE SCOPE
ASR	Digitization of Real Property Files	50-74%: Scheduled to go live in January. Working with TTX; using OnBase,	\$1,064,206	\$500,000	
ASR	Social Security Number Truncation and Imaging of Recorded Documents	1-24%: Developing requirements.	\$1,134,059	\$1,102,553	
BOS	Records Repository	1-24%: Exploring different solutions.	\$250,000	\$250,000	
CPC	EDR	1-24%: Developing requirements; collaborating with DBI.	\$300,000	\$300,000	
CPC	Historical Records Digitization	1-24%: Drafting RFP, plan to issue by end of December.	\$600,000	\$600,000	
DAT	Paperless Environment / DMS Implementation	1-24%: Developing requirements. Exploring collaboration options with JUSTIS	\$125,000	\$125,000	
DBI	Document Management System	1-24%: Exploring different solutions.	\$1,140,000	\$1,140,000	
HSS	Records Management	1-24%: Vendor selected - Lexmark. Developing statement of work.	\$290,000	\$290,000	
PDR	Scan Physical Files and Integrate into Case Management System	1-24%: Developing mobile version to integrate into Gideon system. Need connectivity.	\$100,000	\$125,000	
SHF	Paperless Records Storage / Imaging	1-24%: Development requirements. Already work with GRM to scan/store documents.	\$55,000	\$55,000	

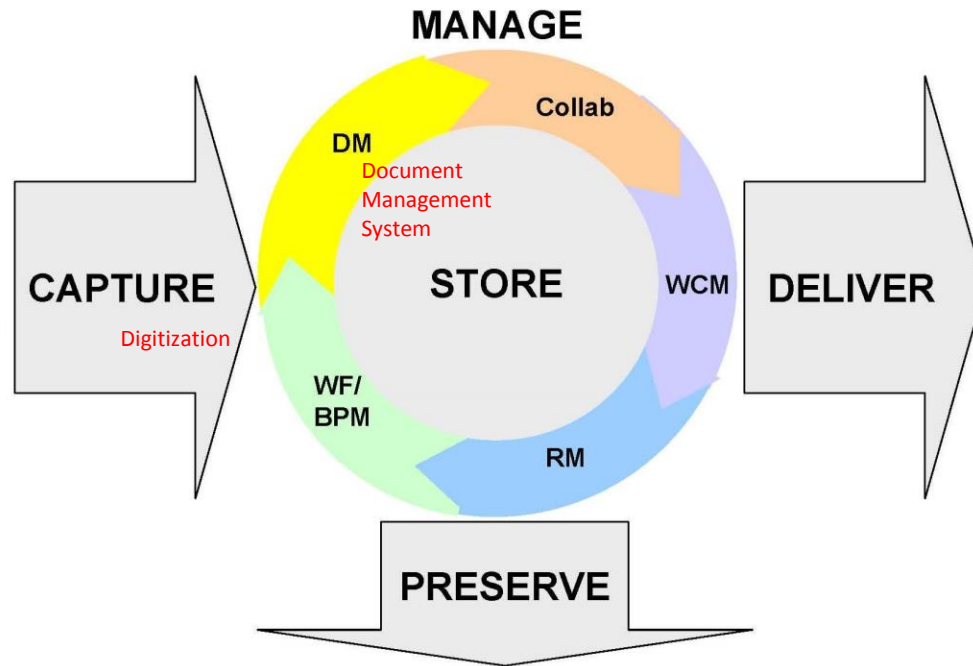
DIGITIZATION & DOCUMENT MANAGEMENT SYSTEMS – A SURVEY

Sherman Luk, Project Manager
City Performance Unit, Controller's Office
December 4, 2015

Agenda



One Analytical View – Enterprise Content Management (ECM) Space



Finding #1 Who-Needs-What

FUNCTIONAL NEED	ASR	^V BOS	^V HSS	CPC	^V DBI	PDR	SHF	^V DAT	
Capturing/Digitization	■	■	■	■	■	■	■	■	
Storage & Archiving		■	■		■	■	■	■	
Continuity & Disaster Recovery			■		■	■		■	
Document access/Internal Collaboration			■		■	■	■	■	
Public access		■					■		
Integration with other system			■						
FY16 Funding Requested (\$1000)	\$755	\$360	\$300	\$500	\$1,140	\$110	\$130	\$125	\$3,420

Source: COIT FY16 Project Requests

Created by City Performance Unit, Controller's Office, 12/3/15

^V Need new system

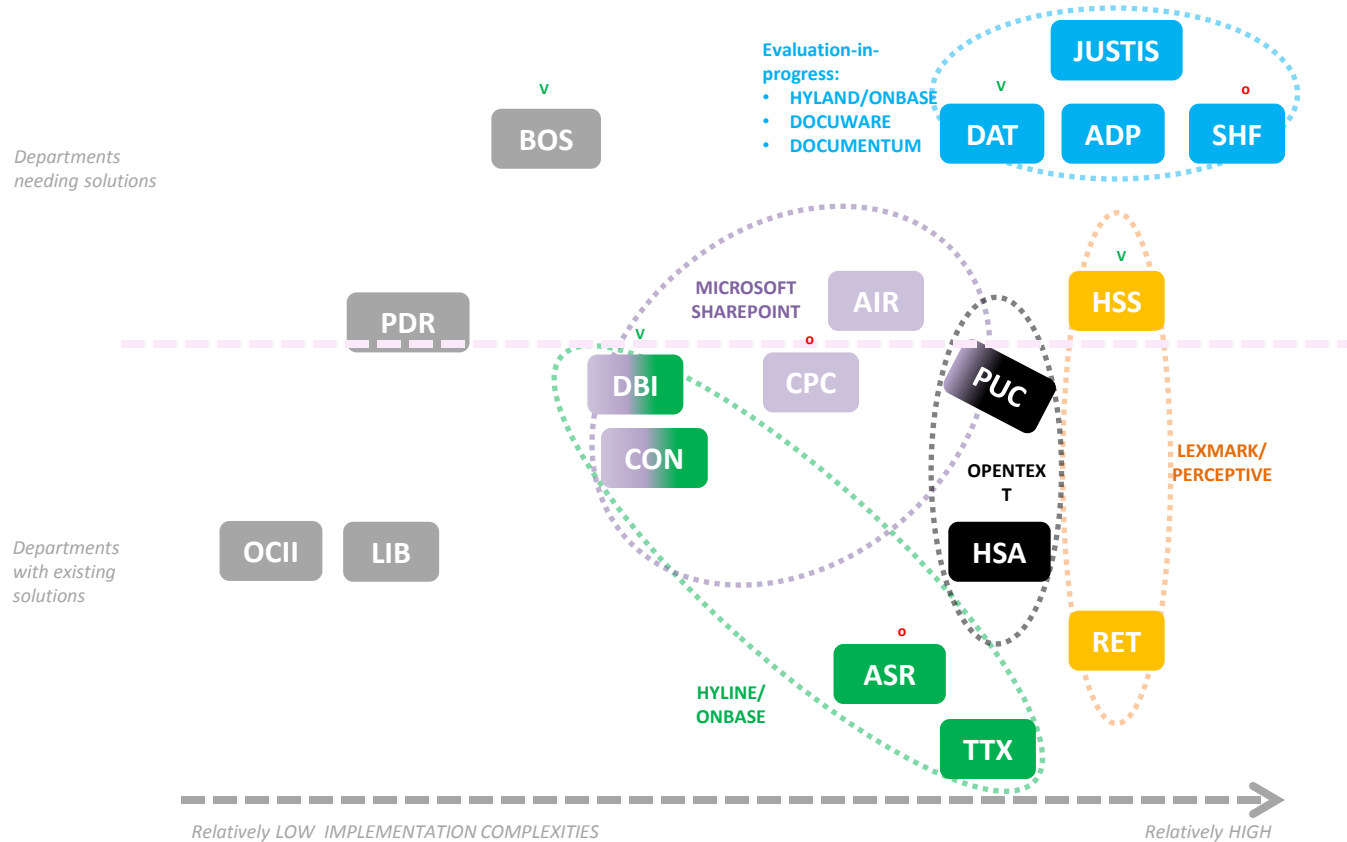
■ Need digitization primarily

Finding #2 Who-Has-What

Departments cluster around **four (ECM) vendor ecosystems**:

- Hyland/OnBase Payment focused?
- Microsoft Sharepoint Explored by larger departments
- Lexmark/Perceptive Benefits focused?
- OpenText

Finding #2 - Vendor Distribution By Departments



Finding #2 All Four Vendors Are ECM Leaders



Ideas for Departments Seeking ECM Services in FY17

- i. Learn from existing ECM users
- ii. Leverage TTX's Hyland/OnBase contract
- iii. Offer Sharepoint-based ECM template
- iv. Consider ELA for
 - Digitization
 - ECM ?

7. E-Signatures

Adam Morton, Department of Technology

E-Signatures and Digital Signatures

E-Signature

This is the creation of electronic signatures that can be as simple as pasting a scanned image of a signature into a document or can be as robust as affixing an electronic signature which includes certain security protections using this program.

Digital signatures

A subset of Electronic Signatures, created using a cryptographic method known as Public Key Infrastructure, as defined in California Code of Regulations. This means it requires an additional verification process prior to posting signatures, and a certificate is issued to confirm the digital signature.

Digital Signature Example

CITY

CITY

Recommended by:



Miguel A. Gamiño Jr., CPA
City CIO/Director
Department of Technology
City and County of San Francisco

CONTRACTOR
AT&T Corp.

By: _____

Title: _____

City vendor number: 14037

Vendor Selection - DocuSign

Effective November 1, 2015

- **LICENSE AND ENVELOPE COSTS: Agreement Years 1 – 3.**

- The first three (3) years of this agreement are priced as an all-inclusive of the base platform price, enterprise premier support and one (1) million Envelopes/transactions, to be consumed within the first three (3) years from start date of the contract.
- **Platform Annual Access Fee** - The 10% cost of Enterprise Premier Support is included in this amount.
- If at the end of twenty (24) months of this agreement, the City & County of San Francisco has not reached a total use of 500,000 envelopes/transactions, DocuSign agrees to provide a full time Customer Success Architect (CSA) for the following 12 months (current value: \$300,000), at no cost to the City.

Year 1 - \$400,000 plus \$150k for full time CSA (half price) = \$550,000

Year 2 - \$700,000

Year 3 - \$900,000

DocuSign Roll-Out

Treasurer Tax Collector, Human Services Agency and MTA: Already working with DocuSign on potential use cases

OCA: Exploring implementation for contracts

Other Use Cases: DT will work to implement DocuSign internally for contract documents and will coordinate roll-out to other Departments. An Info Session for Departments will be announced shortly.

Interested Departments may contact DT's DocuSign Project Manager, Adam Morton at Adam.Morton@sfgov.org.

8. Drupal Transition

Marco Bruno, Department of Technology

Web Content Management (WCM)

Current Status

Current Position



- Contract awarded Sept 2015 based on RFP lowest cost bid
- WCM Implementation started Oct 2015
- Initial phase consists in setting up foundation architecture
- Migration of 100+ City web sites by Sept 2016.

Web Content Management (WCM)

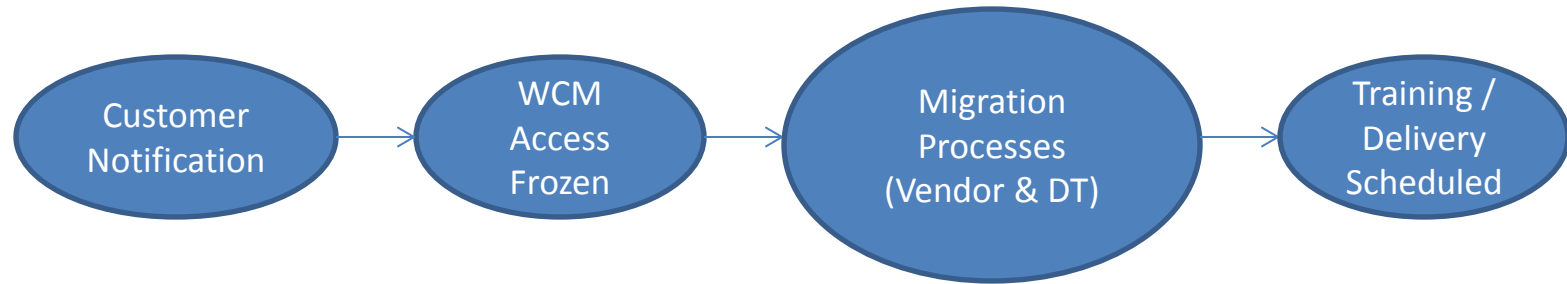
Communication Strategy

- Completed Communication Efforts
 - Targeted: Meetings, Calls, Q&A with specific dept users
 - Broad: Presentations, Website FAQ (sfgov.org/DrupalBrief)
- Objectives/Outcomes
 - Impact: Minimize impact on depts only requiring training
 - Collaboration: work with depts to schedule migration
 - Access: Access to Drupal granted after migration & training (multiple sessions scheduled)
 - Custom website services will be offered after all City websites are migrated
(key objective is to retire the old Web content management system as soon as possible)
- Planned Efforts
 - PMO: Applying PMO standards & communications
 - Dept specific engagement and planning

Web Content Management (WCM)

Process

Process (Customer-view)



Websites

- Completed sites: ACC, ACC Commission, Bayview HP Commission, Entertainment Commission, MOCJ, MOD, MOD Council, Re-entry
- In transition: Contract Monitoring, ESIP, Lifelines, OCEIA, Real Estate

Web Content Management (WCM)

Budget, Risk & Challenges

Budget

- No new funding needed after agreement last year to build annual subscription cost based on contract (\$360k) into FY16-17 web baseline

Risks & Challenges

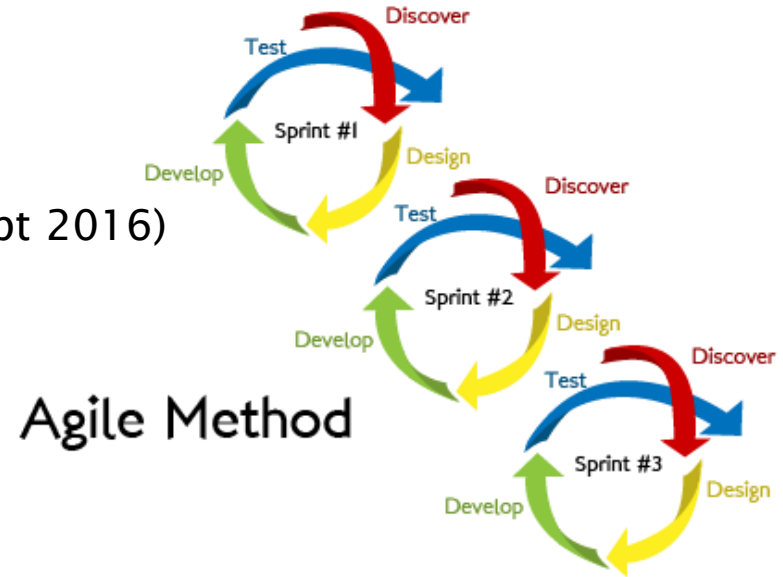
- Complexity of Migration Effort due to Scale (100+ City websites)
 - Mitigation – working with vendor using agile best practices
- Support Demand for Immediate Need Projects & Requests
 - Mitigation – working with dept customers to prioritized requests
- Dept Requests to Delay Migration for Business Reasons
 - Mitigation – agile approach adopts flexibility to manage ‘backlog’

Web Content Management (WCM)

Next Steps

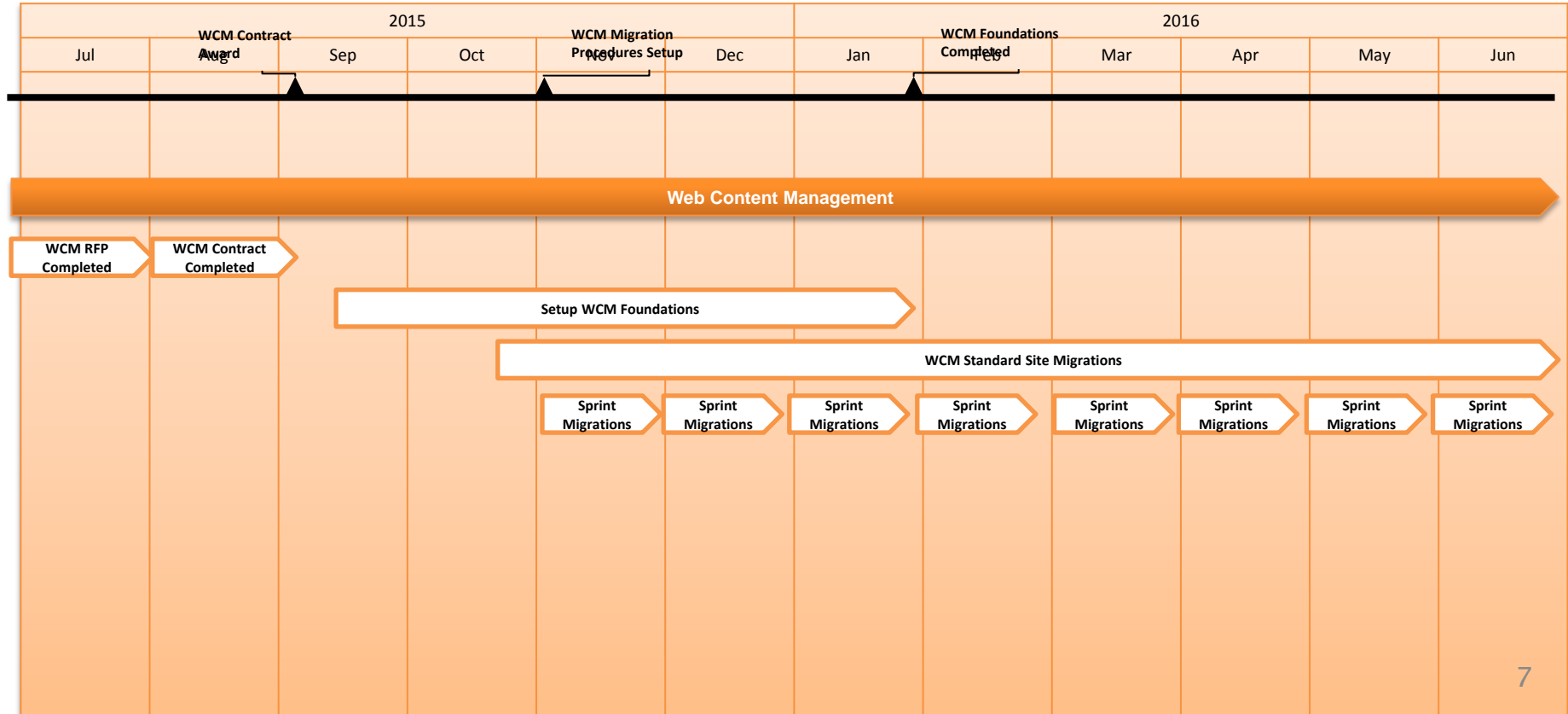
Agile Delivery

- Completion of WCM architecture setup (Jan 2016)
- Agile / Sprint Based Delivery (Feb-Sept 2016)
- Sprint Planning Variables
 - Size of Dept site Published Content
 - Dept Content 'Cleanliness'
 - Number of Users to Train
 - Dept Requests for Delayed Migration
 - Number of Dept Support Requests



Web Content Management (WCM)

High-Level Project Timeline



Web Content Management (WCM)

PMO Assignments and Involvement

PMO Involvement

- Assignment of Joe Armenta as the DT PMO Project Manager
- Update/Re-engagement with customer department stakeholders
- Finalize a detailed on-boarding schedule & publish/manage the plan

5. Public Comment
