



# Department

Welcome to COIT's new Budget & Performance System! This year we are developing the FY2018-22 Information and Communication Technology Plan. Please follow the following links to complete your department's submissions.

**All departments must submit all information by Friday, October 21!**

## [Part I: Department IT Survey](#)

The Department IT Survey provides basic information on the current state in each department. Departments should only submit one per department.

[Submit a New Department IT Survey](#)

To access a saved draft, click on the appropriate link below:

✓	Name	Department ▼	Submit Status	Submitted Date	Checked Out To
	Adult Probation_2016-10-04	...	Adult Probation	In Progress	
	Adult Probation_2016-10-07 ✱	...	Adult Probation	In Progress	

## [Part 2: Project Request](#)

The ICT Plan will feature all upcoming technology projects. Please submit a basic description of your department's projects in the next five years. Some departments may need to submit multiple projects!

[Submit a New Project Request](#)

All submitted projects are available for review below:

✓	Name	Project Title	Department ▼	Submit Status	Submitted Date	Checked Out To
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There are no documents in this view.

## [Part 3: Upload Documents](#)

Please upload all external documents here. You may drag and drop multiple files in the box below.

Each department should upload their IT policies and their Cybersecurity Incident Response Plan.

[+ New](#) [↑ Upload](#) [↻ Share](#)

✓	Name	Department ▼	Document Type
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Drag files here to upload



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## Part 1: Department IT Survey

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Welcome to the first part of our strategic planning process!

This survey is the basis to learn about the state of IT in the City. The information you provide here will directly influence the City's 5-year Information and Communication Technology Plan.

[Administrative Code Sec. 22A.3](#) requires COIT to publish a 5-year ICT Plan every other year. For those of you who are interested, a link to the City's previous ICT Plan is provided [here](#).

**Please Note: Each department is required to submit Part 1: Department IT Plan Survey and Part 2: Project Requests to COIT by October 21st.**

Department

Adult Probation



Start Department IT Plan



1. General
2. Strategic Sourcing & Procurement
3. IT Hiring
4. Disaster Recovery
5. Cybersecurity & Identity Mgmt
6. Connectivity
7. Data Centers
8. Digital Services
9. Shared Services
Admin

## General

1.1 - What are three recent IT accomplishments in your department in the last 18-24 months?

1

2

3

1.2 - What are three IT challenges your department is facing?

1

2

3

1.3 - What are the top three major IT initiatives your department will focus on in the next five years?

1

2

3

1.4 - What regulatory compliance standards are you required to comply with? Please list them all below.

1.5 - In your opinion, what citywide policies are missing that you think are needed?

1.6 - Do you have department specific IT policies or standards?

Select... ☐

SAVE & CLOSE

Next - Strategic Sourcing & Procurement



## Strategic Sourcing & Procurement

In the previous ICT Plan, departments identified procurement as a major issue in their effort to improve IT operations. In the following section, please describe your department's experiences.

1. General
2. Strategic Sourcing & Procurement
3. IT Hiring
4. Disaster Recovery
5. Cybersecurity & Identity Mgmt
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9. Shared Services
Admin

2.1 - What is your experience working with the Tech Marketplace?

Poor  
☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6      Excellent  
☐ 7

2.2 - Please rank the value of the Tech Marketplace in comparison to other procurement options.

Poor  
☐ 1      ☐ 2      ☐ 3      ☐ 4      ☐ 5      ☐ 6      High Value  
☐ 7

2.3 - In your opinion, what 2 -3 actions should the City take to continue improvement the procurement process?

2.4 What software will you need to procure in the next two years?

<i>Fiscal Year</i>	<i>Software Developer</i>	<i>Software Application</i>	<i>Cost</i>
Select... <input type="button" value="v"/>			
<input type="checkbox"/> Insert item			

2.5 - What annual subscriptions will you need to pay for in the next 2 years?

<i>Subscriptions</i>	<i>Software Application</i>	<i>Cost</i>
<input type="checkbox"/> Insert item		

2.6 - What Enterprise License Agreements should the City pursue?

SAVE & CLOSE	Previous - General	Next - IT Hiring
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Please note: Do not leave your computer idle for more than 30 minutes without saving. To save your work, you may switch sections to automatically trigger the save feature. Or you may also use the "Save & Close" feature to save your work.



## IT Hiring

The City is continuing to pursue new ways for bringing in IT professionals into the City. Over the last year, the Department of Human Resources has launched several innovative practices through the [TechHire program](#).

In the following section, please describe your Department's recent experiences in hiring IT professionals.

1. General
2. Strategic Sourcing & Procurement
3. IT Hiring
4. Disaster Recovery
5. Cybersecurity & Identity Mgmt
6. Connectivity
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Admin

3.1 - How many IT Staff do you currently have?

Filled FTE

Vacant FTE

3.2 - How many IT staff do you currently have in non-IT classifications?

Filled FTE

Vacant FTE

3.3 - Please check off which of the following programs you have taken advantage of in the past 12 months? (For more information on each of these programs, please click the link for a short, informational video)

☐ [Cat 12](#)

☐ [FlexSelect](#)

☐ [Extended Ranges](#)

3.4 - In your opinion, have the recent hiring practices changes improved your ability to hire skill IT professionals?

Not at all

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

Dramatic  
Improvement  
☐ 7

3.5 - Please elaborate on how recent hiring innovations have affected your ability to hire skilled IT professionals.

3.6 - What are your other IT hiring needs that are not currently being addressed?

SAVE & CLOSE

Previous - Strategic Sourcing & Procurement

Next - Disaster Recovery

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## Disaster Recovery

Disaster Recovery is an emerging area of focus in the ICT Plan. In September, COIT passed the Disaster Preparedness, Response, Recovery, and Resiliency (DPR3) Policy in an effort to include IT considerations in departments Continuity of Operations plans.

To review the policy, please click here: [http://sfcoit.org/sites/default/files/CCSF\\_DPR3\\_FINAL%209-15-16.pdf](http://sfcoit.org/sites/default/files/CCSF_DPR3_FINAL%209-15-16.pdf)

1. General	4.1 - Do you have a Continuity of Operations Plan (COOP) for your department's critical IT systems?	Select... ▼
2. Strategic Sourcing & Procurement		
3. IT Hiring		
4. Disaster Recovery	4.2 - Have you identified your critical IT systems and data?	Select... ▼
5. Cybersecurity & Identity Mgmt	4.3 - Please list your most critical systems (at least 3)	
6. Connectivity		
7. Data Centers		
8. Digital Services		
9. Shared Services		
Admin	4.4 - Do you have a primary staff contact to discuss Disaster Recovery issues?	Select... ▼

  

SAVE & CLOSE	Previous - IT Hiring	Next - Cybersecurity
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1. General	4.1 - Do you have a Continuity of Operations Plan (COOP) for your department's critical IT systems?	Select... ▼
2. Strategic Sourcing & Procurement		
3. IT Hiring		
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5. Cybersecurity & Identity Mgmt	4.3 - Please list your most critical systems (at least 3)	
6. Connectivity		
7. Data Centers		
8. Digital Services		
9. Shared Services		
Admin	4.4 - Do you have a primary staff contact to discuss Disaster Recovery issues?	Select... ▼

  

SAVE & CLOSE	Previous - IT Hiring	Next - Cybersecurity
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## Cybersecurity & Identity Management

1. General
2. Strategic Sourcing & Procurement
3. IT Hiring
4. Disaster Recovery
5. Cybersecurity & Identity Mgmt
6. Connectivity
7. Data Centers
8. Digital Services
9. Shared Services
Admin

5.1 - Provide a brief summary of your department's cybersecurity operations.

5.2 - What are your cybersecurity needs?

5.3 Does your department follow one of the major cybersecurity frameworks?

5.5 - Does your department have an incident response plan?

5.6 - Do you have dedicated cybersecurity staff?

5.7 - Does your department rely on the Department of Technology for cybersecurity services?

5.8 - What is your total cybersecurity budget?

5.9 - Has your department migrated into the City Active Directory?

5.10 - What are you using for identity management (ex. Microsoft Active Directory)? Include the software version (ex. Windows Server 2008 R2) in your response.

SAVE & CLOSE

Previous - Disaster Recovery

Next - Connectivity

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## Connectivity

1. General
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Admin

6.1 - Please describe your department's current telephony system.

6.2 - Is your department interested in a hosted VoIP solution?

6.3 - Please list the Internet Service Providers your department uses.

*ISP*

*Bandwidth*

*Annual Cost*

6.4 - Are any of your offices or facilities connected to the City's fiber network?

6.5 - Does your department currently have any persistent connectivity issues?

6.6 - List all other the WiFi networks maintained in your department's offices/facilities.

6.7 - Do you utilize mobile device management on your department's mobile devices?

6.8 - Does your department use City VPN?

6.8 - Is your Network or Telecommunication equipment protected by a Uninterruptible Power Supply (UPS) unit?

SAVE & CLOSE

Previous - Identity Management

Next - Data Centers

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## Data Centers

1. General
2. Strategic Sourcing & Procurement
3. IT Hiring
4. Disaster Recovery
5. Cybersecurity & Identity Mgmt
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8. Digital Services
9. Shared Services
Admin

7.1 - How many physical and virtual servers do you support and maintain?

*Physical Server Count*

*Virtual Server Count*

7.2 - Do you have server space in any of City's data centers

▼

7.3 - Does your department currently use shared virtual server space through DT?

▼

If yes, why? If not, why not?

7.4 - Do you subscribe to any external cloud services? Please list your major providers.

7.5 - Does your department currently have any data storage issues?

▼

7.6 - Please describe your backup policy for your critical systems and data in the event of a local storage outage and in the event of a greater disaster. Please include details on your data retention policy for backup data.

7.7 - How often do you perform backups?

▼

7.8 - Are your backups stored Onsite or Offsite?

▼

7.9 - Type of backup

▼

SAVE & CLOSE	Previous - Connectivity	Next - Digital Services
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## Digital Services

In the last year, the City developed and adopted a Digital Services Strategy. A major goal of the strategy is to promote the creation of new digital services and for the City to have a more coordinated online presence.

To see the Digital Services Strategy, see here: <http://digitalservices.sfgov.org/>

1. General	8.1 - When did you last redesign your main department website?	Select... ▼
2. Strategic Sourcing & Procurement	8.2 - Does your department plan on developing any public-facing digital services in the next two years?	Select... ▼
3. IT Hiring		
4. Disaster Recovery		
5. Cybersecurity & Identity Mgmt		
6. Connectivity		
7. Data Centers	8.3 - What Content Management System do you currently use?	Select... ▼
8. Digital Services		
9. Shared Services		
Admin		

SAVE & CLOSE	Previous - Data Centers	Next - Shared Services
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## Shared Services

In this year's ICT Plan, we will be taking a special focus on [Shared Services](#), which are defined as the IT systems and infrastructure that are centrally managed but widely used as an enterprise. Although the Department of Technology is a central resource for the entire City, shared services are offered from various departments such as eMerge's human resources platform or the upcoming Oracle financial system.

In this next section, we'd like to get your view on the value shared services brings to your department.

1. General	9.1 - When you think about "shared services", what are the direct benefits you perceive for your department?
2. Strategic Sourcing & Procurement	<input type="text"/>
3. IT Hiring	9.2 -
4. Disaster Recovery	For your department specifically, what are the concerns that need to be overcome to move more services to a shared services model?
5. Cybersecurity & Identity Mgmt	<input type="text"/>
6. Connectivity	9.3 - What are three shared services your department uses?
7. Data Centers	1 <input type="text"/>
8. Digital Services	2 <input type="text"/>
9. Shared Services	3 <input type="text"/>
Admin	9.4 - What 1 OR 2 new shared services do you think the City would benefit the most from?
	Select... <input type="button" value="v"/>
	Select... <input type="button" value="v"/>
SAVE & CLOSE	Previous - Digital Services
	Finish

Please note: Do not leave your computer idle for more than 30 minutes without saving. To save your work, you may switch sections to automatically trigger the save feature. Or you may also use the "Save & Close" feature to save your work.



## COIT New Project Request Form

Please note: You may click 'save & close' to save your work and continue at any time.

PART I: Project Overview

PART II: Project Details

PART III: Budget

PART IV: Verification

Admin

*Project Title\**

\*Project title is required and used to create a file name for this request

*Department\**

*Executive Sponsor*

*Project Manager*

*Dept.'s Highest Priority Project*

*Has this project been submitted to  
COIT in a previous budget cycle?*

Save & Close

Next



- PART I: Project Overview
- PART II: Project Details
- PART III: Budget Information
- PART IV: Verification
- Admin

## PART II: Project Details

### Description

*Project Objective:*

*Problem you are trying to solve:*

*Primary Goal Supported:*

### Schedule

*FY Start*

*FY Finish*

*Calculated Duration (in years)*

Save & Close

Next



- PART I: Project Overview
- PART II: Project Details
- PART III: Budget
- PART IV: Verification
- Admin

## PART II: Budget Information

### Budget Details

**AFTER UPDATING THE BUDGET INFORMATION IN THE ACCOMPANYING LIST, PLEASE PROCEED TO VERIFICATION.**

	FY18	FY19	FY20	FY21	FY22
Total Cost					
Request To COIT					

Save & Close

Next