Committee on Information Technology

Regular Meeting
December 1, 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 November 4, 2016

4. Department Updates and Announcements

5. Discussion: FY 2018-19 & FY 2019-20 COIT Budget Process Preview

6. Discussion: Technology Performance & Portfolio Management

7. Project Updates: San Francisco Police Department

8. Project Update: Sheriff Jail Management System

9. Public Comment

10. Adjournment

3. Approval of Minutes

Action Item

4. Department Updates & Announcements

5. FY 2018-19 & FY 2019-20 COIT Budget Process Preview

Budget Calendar

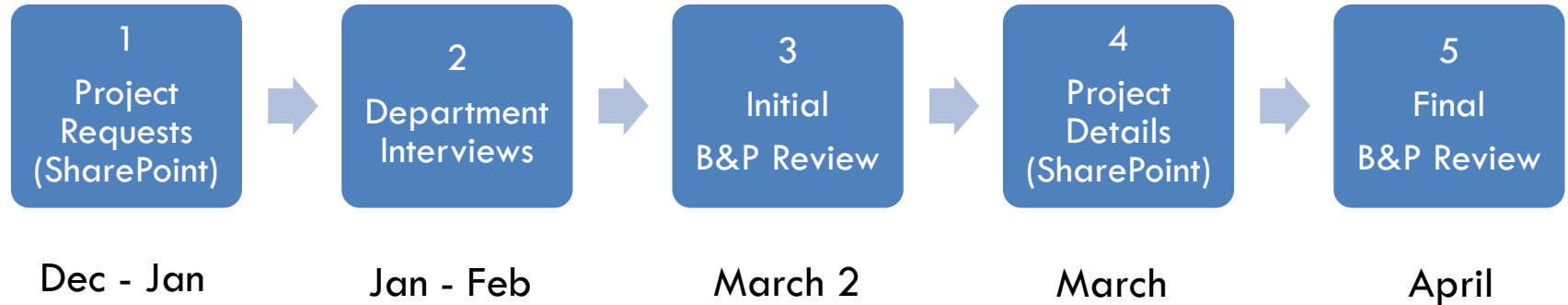| December 6	➤ COIT Budget Submissions Open
December 12	CFO Budget Information Sessions
January 12	Deadline for technology projects
March 2	B&P – Enterprise & General Fund Departments
April 6	B&P – General Fund Departments
April 13	B&P – General Fund Departments (if needed)
April 19	COIT
May 4	COIT – Final Review & Approval

Evaluation Criteria

➢ **Strategic Value** (Goals, Impact)

➢ **Project Benefits** (Users, Measures)

➢ **Financial Benefits** (Savings, Department Fund Contribution)

➢ **Regulatory Compliance & Risk Management** (Policy, Security)

➢ **Architecture & Development Plan** (Dev Methods, Data Sharing)

➢ **Department Capacity** (Planning, Staffing)

Criteria scored on a scale from 1- 4

Evaluation Process

1 Project Requests (SharePoint)	→	2 Department Interviews	→	3 Initial B&P Review	→	4 Project Details (SharePoint)	→	5 Final B&P Review
Dec - Jan		Jan - Feb		March 2		March		April

Other Changes

➢Enhanced Coordination & Partnerships

➢January Survey & Portfolio Management
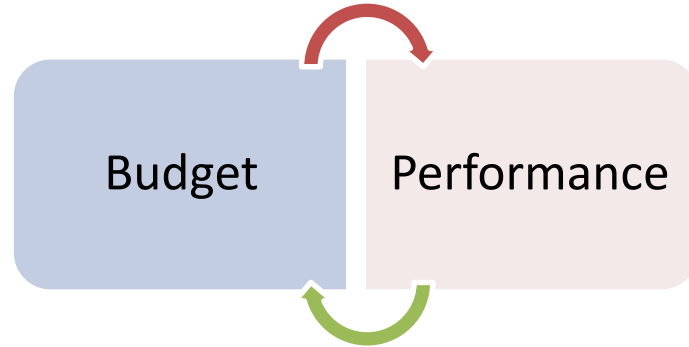
Enhanced Coordination

Objective:

- Use budget process to address common problems together

- Improve coordination of common requests

Partners:

- Controller

- Digital Services Office

Portfolio Management

Budget   Performance

Landscape Analysis (January Survey)

- Baseline information

- Gather requirements for citywide requests

Upcoming Deadlines

➢ December 6: Budget Submissions Open

➢ December 12: CFO Information Lunch

    1. COIT Budget Process Overview

    2. Submission Recommendations: Introduction to Agile

    3. Q & A

6. Technology Performance & Portfolio Management

COIT Quarterly Performance

Current

- ➢ Budget, Schedule, Scope

- ➢ Recent Accomplishments, Risks, Key Performance Indicators

Problems

- ➢ Redundant, manual input

- ➢ Information missing, inaccurate, out of date

- ➢ Insufficient data to make informed decisions and evaluate project/program success

Project Scope

How to improve technology project and portfolio management to eliminate redundant practices, make data-driven decisions, and enhance accountability for the City and County of San Francisco

Methodology

➢ Interviews with CIOs and PMOs from 25 departments regarding COIT performance intake and project management

ADM, ADP, AIR, ASR, BOS, CAT, CON, CPC, DAT, DBI, DCYF, DEM, DPH, DPW, DT, ETH, FIR, HSS, LIB, OEWD, PDR, PRT, PUC, REC, TTX

Findings

Visibility

- List of technology projects citywide

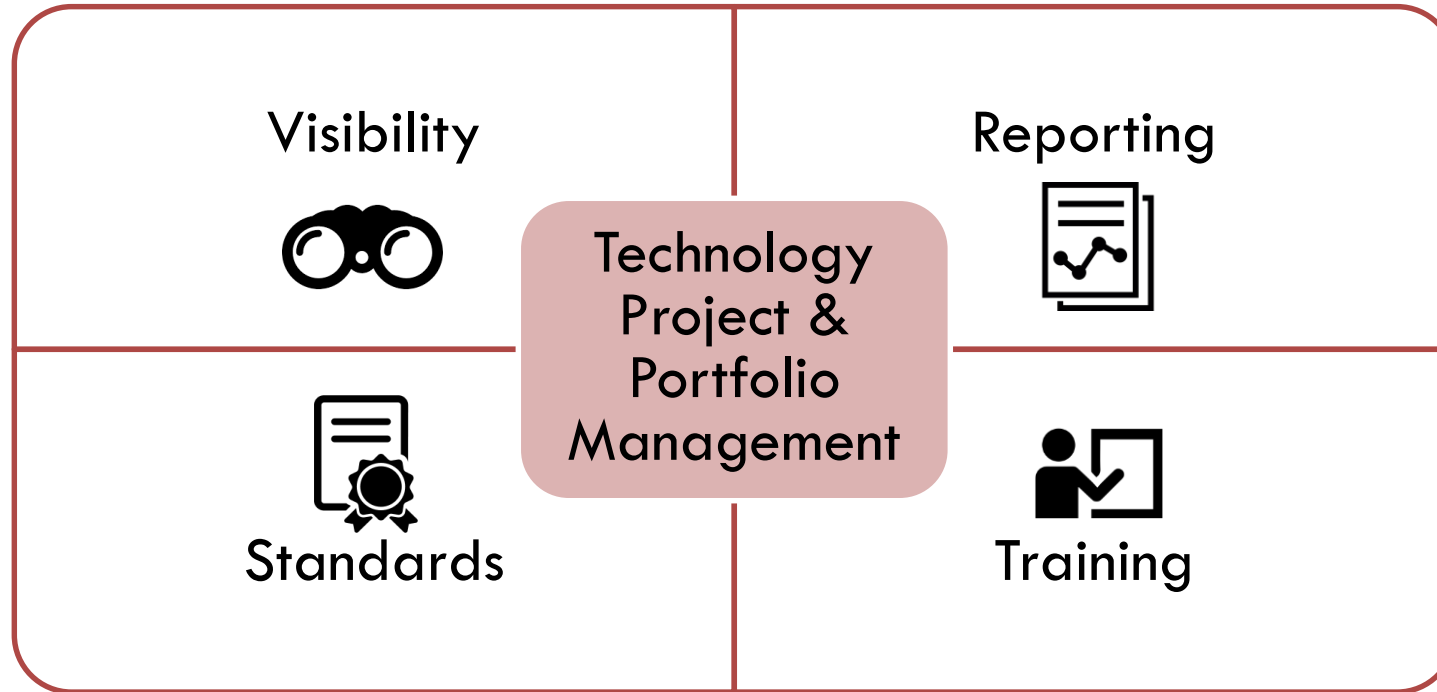**City standards and tools**

- Tiered approach

- Easy to use software

Training and support

- Customized training & support from City staff and colleagues

- Procurement and vendors guidance

Vision

Visibility

Technology Project & Portfolio Management

Reporting

Standards

Training

COIT

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Vision: Visibility

➢ Publish list of citywide technology projects and software

➢ Sources: COIT, DataSF, DT

➢ Information: department contact, use case, vendor, cost, interests, themes

Vision: Reporting

➢ Department dashboards

- Current and historical IT investment

- Budget data from F$P

➢ Citywide dashboard: integrate data from multiple PMO software into single report

➢ Goal - Total Cost of Ownership & ROI

Vision: Standards & Tools

- ➤ Standards via COIT budget process

- ➤ Policy: Technology project management

- ➤ F$P project costing for technology

- ➤ Project management software tools by project size

Vision: Training & Support

➤ DT's PMO User Group available for:

- Project planning assistance

➤ Brown Bags: resources mapping, change management, scope creep, waterfall vs hybrid, procurement

➤ Peer to peer review

➤ External training and certification

Vision: Future Opportunities

- ➢ Centralized PMO support

- ➢ Citywide PMO/Analyst pool

- ➢ Standards for external vendors: asset ownership, software, file sharing

- ➢ LEAN integration

Next Steps

- ➢ Improve visibility

- ➢ Create standards and policies

- ➢ Promote information sharing

Feedback?

COIT
Project Updates

Will Sanson-Mosier

December 1, 2017

SFPD – ORACLE UPGRADE AND CDW MIGRATION

Project Objective: **Add additional Oracle Exadata hardware and software to 200P and Rancho data centers to extend the functionality and backup recovery functions for the Crime Data Warehouse and associated reports. DT will also support the onboarding of SFPD business applications to our VMWare on the City Cloud.**

Primary Users & Major Stakeholders: **SFPD**

Recent Accomplishments:
- **Solicited vendor bids for hardware procurement**
- **Collected resumes for project contractor resourcing needs**
- **Initiated SFPD background checks for all DT resources to be involved in project activities and ongoing support of SFPD databases and hardware**

SFPD – ORACLE UPGRADE AND CDW MIGRATION

Project Implementation Timeline with Target Fall 2018 Go Live

	Pre-Work	Phase 1	Phase 2	Phase 3
Description:	SOW definition, Vendor selection & negotiation, and Project Planning	Project Kickoff, Vendor onboarding, Hardware installation	Lift & Shift of CDW and reporting from old hardware to new	Validation and regression testing of CDW and BI reporting systems → Go Live of CDW and BI environment on new system

SFPD – ORACLE UPGRADE AND CDW MIGRATION

Project Budget	FY 17-18	FY 18-19
Number of FTE	2.5	2.5
FTE Classifications	104x	104x
Salary & Fringe	$625,000	$625,000
Software	$750-780,000	-
Hardware	$610-640,000	-
Professional Services	$640-660,000	
Materials & Supplies	-	-
Total Project Cost	**$2.08M**	-

SFPD — ORACLE UPGRADE AND CDW MIGRATION

Total Project Cost	Total COIT Funding To Date	Total Other GF Funding	Total NGF Funding	Total NGF + GF Funding	Total Spent
$2.082M	$2.082	$0	$0	$0	$0

	Status		Comment
Schedule	🟢	Jan 2018 Begin Date	Currently planning scope of work and vendor engagement
Scope	🟡		DT engaged with SFPD to refine scope and document SOW for contractor engagement.
Budget	🟢		RFQ completed for hardware purchase, vendor negotiations to start Dec17

Risks	- Refinement of scope during assessment could impact timeline and change expected work effort - Time to lock in terms and conditions with vendor may delay completion hardware procurement

POL - Website Upgrades

Project Objective: **Fulfill Department of Justice Collaborative Review Recommendation numbers 38.3, 40.8, 42.4, 47.2, 68.3. Provide easy to use, informative police services and information online to the community.**

Major Stakeholders: **San Francisco Residents and Visitors**

POL – Website Upgrades

Problem Definition: The current web site is disorganized, with an estimated 4,000 pages of content that is un-used or out of date. It is difficult for ordinary citizens to find the police services they are looking for on the site.

The Department of Justice Collaborative reform cited the need to better communicate with the public through improved District Station web sites, community feedback mechanisms, data about policing, etc.

Police – Website Upgrades

Project Implementation Stages/Phases

	Phase 1	Phase 2	Phase 3
Dates:	End of December 2017	End of Phase 1 + 5 months	End of Phase Phase 2 + 7 months
Description:	Contract	Stakeholder Discovery, User Research, Conception and Design	Implementation of Main Website and Station Websites

POL – Website Upgrades

Total Project Cost	Total COIT Funding To Date	Total Other GF Funding	Total NGF Funding	Total NGF + GF Funding	Total Spent
$1,100,000	$600,000	-	-	$600,000	$0

	Status	Comment
Scope	🟢	Scope unchanged.
Schedule	🟡	Contract process taking longer than expected; however, working with vendor to streamline development and implementation schedule to make up the slack once contract is in place.
Budget	🟡	Was not fully funded by COIT, will need to increase FY 2018-19 funding request to fully implement project.
Risks		

POL - Vehicle Upgrades

Project Objective: | **Project upgrades remaining police vehicles so officers can run Crime Data Warehouse, e-Stops, e-Citations, internet, fingerprinting, ShotSpotter and all other web-based systems and applications from their vehicle computers.**

Major Stakeholders: | **San Francisco Residents and Visitors**

POL – Vehicle Upgrades

Total Project Cost	Total COIT Funding To Date	Total Other GF Funding	Total NGF Funding	Total NGF + GF Funding	Total Spent
$1,727,000	$1,727,000	-	-	$1,727,000	$1,601,635

	Status	Comment
Scope	🟢	Scope unchanged.
Schedule	🟢	129 of 336 vehicles are completed (38%), Department of Technology's Radio Shop continues to target approximately 10 vehicle upgrades per month.
Budget	🟢	Remaining funds will be used to install and procure M8 MDT fleet vehicle computers and modems. This will finalize procurement for remaining equipment needed to complete the project.
Risks		Scheduled completion date could be extended if Department of Technology's Radio Shop does not maintain target of 10 vehicle upgrades per month.

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Thank You!

8. Project Update: Sheriff Jail Management System

SHERIFF – JMS REPLACEMENT

Project Objective: The project's objective is to replace the Sheriff Department's (SFSD) Jail Case Management system (JMS) to address deficiencies in the current JMS. The current JMS vendor announced that their software would soon be at "end of life" and would not be subject to any enhancements.

Primary Users & Major Stakeholders: SFSD personnel, JUSTIS, and downstream consumers of incarcerated person data (Courts, ADP, DAT, PDR, POL)

SHERIFF – JMS REPLACEMENT

Current Major Challenges:

The current JMS system has inadequate data collecting and lacks customization features which makes it difficult for the Department to track recidivism and incarceration reasons, and complicates tracking criminal defendant case lifecycles, and outcomes. The software also has created significant operational issues for the jail staff, including discipline, programs tracking, and special needs tracking.

In addition the current JMS software creates operational issues in the day to day functions of the Department which could be addressed with a flexible, customizable software system.

Recent Accomplishments:

SFSD IT staff vetted products and approaches to Jail Management system acquisition and determined that leveraging Microsoft CRM Dynamic platform, and overlaying already configured JMS functions from Tribridge, is the preferred approach. SFSD joins Santa Clara Sheriff and Placer County in this advanced JMS product acquisition.

SFSD secured a preliminary offer from Tribridge for a JMS prototype booking system for nominal subscription costs and training expenses. ($250k in FY2017-18 funded by COIT)

SFSD plans to piggyback off of either one of two Tribridge contracts:
1. ADP: Contract, nearing approval, allows for piggybacking with other City agencies
2. Placer County: SFSD exploring piggyback possibility with existing Tribridge contract with Placer County

SHERIFF – JMS REPLACEMENT

Project Implementation Stages/Phases

	Phase 1	**Phase 2**	**Phase 3**
Dates:	FY2017-2018	July 1 2018	January 2019
Description:	Prototype overlay and training phase	JUSTIS Integration phase	Transition to production, Go Live

SHERIFF – JMS REPLACEMENT

Project Budget	FY 17-18	FY 18-19
Number of FTE	Absorbed by SHF	Absorbed by SHF
FTE Classifications		-
Salary & Fringe	-	-
Software	$125,000	$125,000
Hardware	-	-
Professional Services	Included in Software (Training)	Included in Software (Integrations and Training)
Total Project Cost		$250,000

SHERIFF — JMS REPLACEMENT

Total Project Cost	Total COIT Funding To Date	Total Other GF Funding	Total NGF Funding	Total NGF + GF Funding	Total Spent
$250,000	$250,000	$	$	$	$

	Status	Comment
Schedule	🟢	August 2017 Start 50% Complete	Negotiations complete , SOW creation complete, Prototype planning in progress, Project Plan creation in progress
Scope	🟢	Install Offender360, Configure Microsoft Dynamics CRM, provide on-site training.
Budget	🟢	• Department seeks to expend funds in calendar year 2018 • Tribridge willing to continue relationship as a SaaS engagement, if feasible

Risks	• Timeline assumes ability to piggyback on existing Tribridge contract (either ADP or Placer County). • Assumes no additional funding required.

9. Public Comment