



Committee on Information Technology

Regular Meeting
September 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 August 4, 2017
4. Department Updates and Announcements
5. COIT Technology Portfolio Update
6. General Discussion: Lessons Learned from Enterprise Contracts
7. Public Comment
8. Adjournment

3. Approval of Minutes

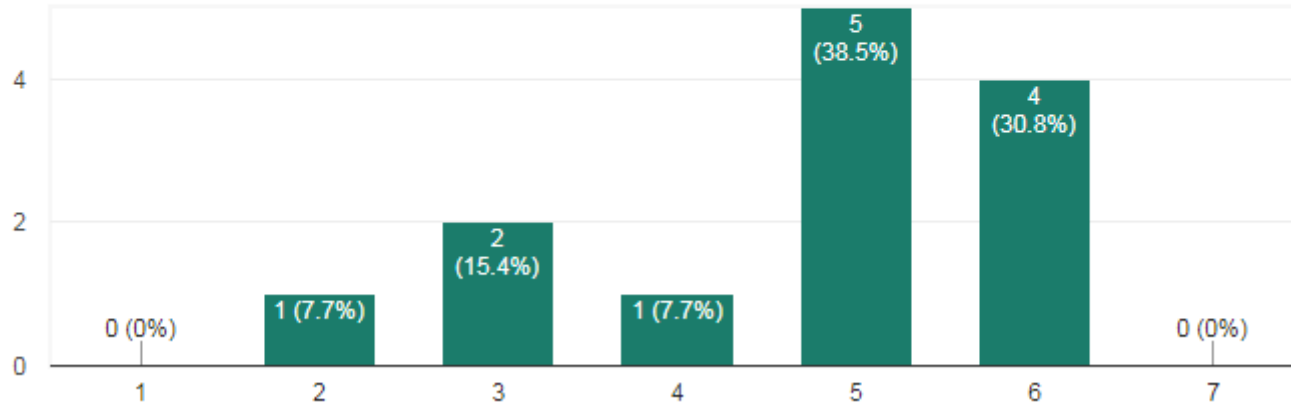
Action Item

4. Department Updates & Announcements

Survey Results

In your opinion, how useful are COIT meetings to understand the direction of technology in the City?

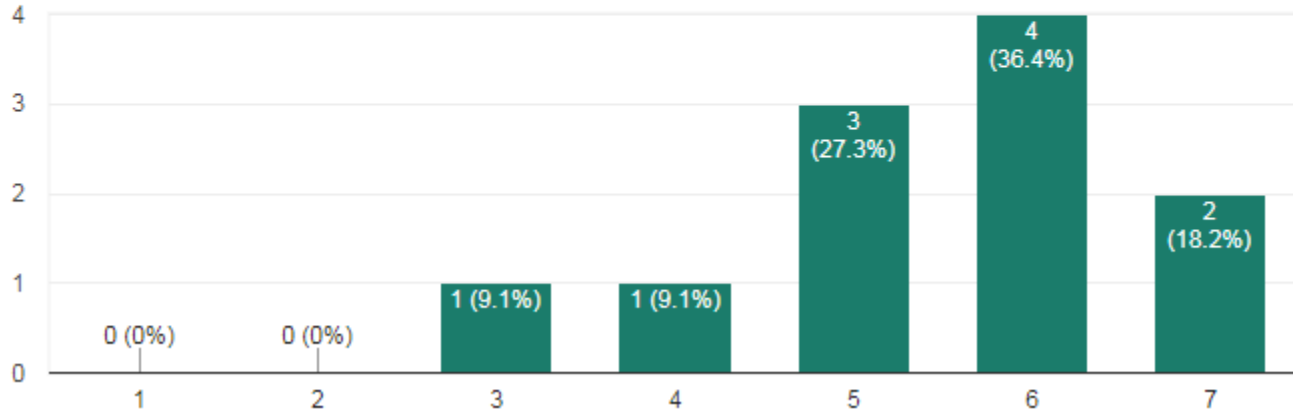
13 responses



Survey Results

How useful is the ICT Plan in understanding the future direction of technology in the City?

11 responses

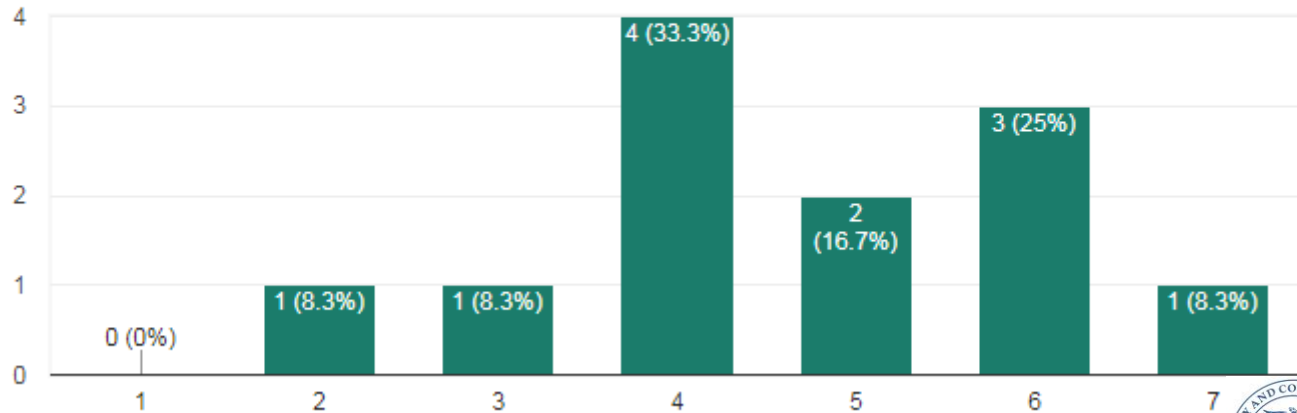


Survey Results

Please rate your budget experience with the following items:

COIT Budget Forms & Database

12 responses



Survey Results

B&P Meetings

- More performance, strategic decisions
- Align agendas on progress made
- Coordinated IT development
- Innovations in procurement, technology
- Incorporate member feedback more



5. COIT Portfolio Management Update

Overview

SHARED GOVERNANCE: Support an inclusive, multi-stakeholder process with collective decision making power.

- Discovery & Information Sharing
- Best Practices
- Better Decisions



Workflow



COIT Portfolio Management

Since 2013:

- Budget status
- Schedule
- Scope
- KPI's



SharePoint

COIT Dashboards and Reports

FY2016-17



Department: Technology

Items: 31

Authentication - Active Directory & FIM Services	In Progress	Submitted Q1	Submitted Q2	Submitted Q3	Draft Q4	Q4 Draft
Broadband Connectivity Planning		Q1	Q2	Q3	Q4	Q4 Not Submitted
CCSF Connectivity	In Progress	Q1	Q2	Q3	Draft Q4	Q4 Draft
Citywide Breach & Cyber Incident Response, Monitoring and Training		Q1	Q2	Q3	Q4	Q4 Not Submitted
Citywide Financial Systems DR		Q1	Q2	Q3	Q4	Q4 Not Submitted
Collaboration Shared Services		Q1	Q2	Q3	Q4	Q4 Not Submitted
Configuration Management Database	In Progress	Submitted Q1	Submitted Q2	Submitted Q3	Draft Q4	Q4 Draft



Project Theme Overview

Theme	Total Projects
Asset Management	15
Case Management	35
Collaborative Tools / Data sharing	31
Disaster Recovery / Business Continuity	15
IT Hardware Refresh	18
Major IT Project	17
Mobile Technology	20
Network & Telecommunications	59
Operations / Workforce Tools	65
Public Safety / Security Infrastructure	31
Records Management and Digitization	18
Website	14
Total	338



Project Status Overview

of projects by approved fiscal year

Fiscal Year	Active	Completed	Unknown	Total
2013-14	11	38	37	86
2014-15	14	19	43	76
2015-16	35	21	47	103
2016-17	31	3	39	73
Total	91	81	166	338



Budget Analysis

64 of 67 (97%) reported active projects that have started are either on or under budget



Upcoming changes

- Additional Support
- Enhanced collaboration
- Change management
- Return on Investment



6. Discussion: Technology Procurement

ICT Plan: Technology Procurement

1. Business Process
2. Tactical Support Structure
3. Structural Requirements & Policy

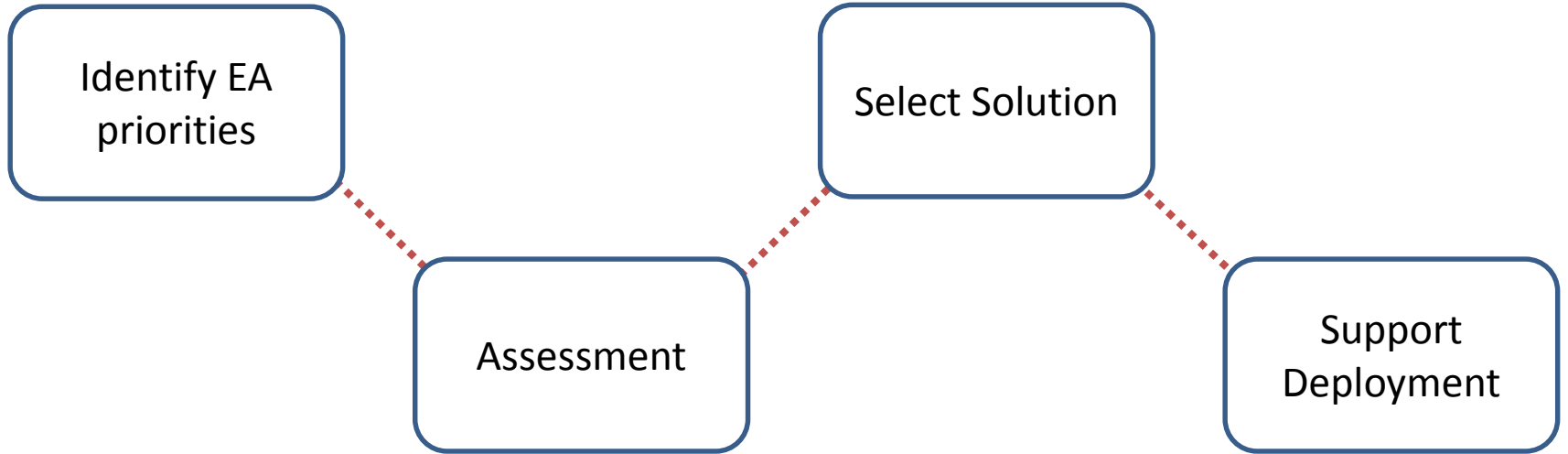


Goal of Enterprise Licenses

- Volume Discounts
- Standard Application Stack
- But really, it's about convenience!



Ideal Workflow



New Enterprise Agreements SharePoint Site

Link: <https://sfgov1.sharepoint.com/sites/TIS/Collaborations/CityEAs/SitePages/HomeNew.aspx>



In the new SharePoint site, simply click the supplier name and you will find the executive summary.

1. [Adobe](#)
2. [AirWatch](#)
3. [AT&T Landline](#)
4. [AT&T Wireless](#)
5. [Comcast](#)
6. [Commvault](#)
7. [DocuSign](#)
8. [Env. Sys. Research Inst. \(ESRI\)](#)
9. [Infor](#)
10. [Microsoft](#)
11. [Motorola](#)
12. [Salesforce](#)
13. [Sprint](#)
14. [Verizon](#)
15. [Vmware](#)



EA Lessons Learned (1 of 2)

- Volume discount structures often work better for us than an “all-you-can-eat” enterprise license structure, which may start low-cost but increase in cost dramatically in the future.
- Pre-purchasing software subscriptions because of an apparent discount, can be more costly over time because it often takes longer than expected to make use of the subscriptions.
- Watch out for the how easy or complicated license administration is under any given structure.



EA Lessons Learned (2 of 2)

- If a Department is making a large enough purchase on a software product to get a significant discount, it is helpful if they could routinely let other Departments know, and structure the contract to make it easy for other Departments to piggyback onto it later.
- Negotiating and managing each Enterprise Agreement takes significant time and effort on the part of many people - we should only do it when the savings to the City are significant in money or staff time. We don't have a hard and fast line as to what is "significant," but in money terms, the potential citywide savings should be at least \$100K annually for it to be worth the effort.
- If a Department is working on their own technology contracts, they should consult with DT to take advantage of any lessons learned on structuring terms and conditions, particularly those related to cybersecurity, service level agreements (including consequences for not meeting them), retainage, subscription fee structures, best practice maintenance cost, compliance issues, liability and indemnification.



EAs Worklist in FY17-18

DT is planning and working on the following EAs with the participating departments:

1. Wireless Agreements – DT and CAT are negotiating AT&T, Verizon and Sprint, and expecting the completion by Sep 2017.
2. Data Backup and Recovery Solutions – existing agreement with Commvault will expire in May 2018.
3. Geographic Information System – existing agreement with ESRI will expire in June 2018.
4. PDF Editing, Graphic Design, Website Development, and eSignature – existing agreements with Adobe will expire in August 2018, and with DocuSign in September 2018.
5. Networking and Communications Equipment – DT is gathering data from participating departments and preparing the sourcing strategy.



Sharing Technology Contracts

- Simple alternative to EA's– Department-specific contracts can be written to allow other Departments join later
- City Attorney model language: *Use of this Solicitation by Other Departments - Although the Department of Technology is conducting this competitive Solicitation, it may be used by other City departments seeking to procure substantially similar services.*
- DT is happy to list other Department technology contracts on our website– we will send out survey
- The City may also leverage other public agency contracts that were competitively bid (such as our cell phone contracts). We still need to add San Francisco-specific terms.
- Need to develop set of standard tech contact components (cyber, hosting, prof serv.)



Potential Enterprise Licenses

- Oracle
- Cisco
- Tableau
- A Document Management Software
- Autocad / AutoDesk
- Hyland
- Symantec



8. Public Comment
