



Committee on Information Technology

Regular Meeting
September 21, 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 May 5, 2017
4. Chair Update
5. CIO Update
6. Discussion & Possible Action: Review and Removal of Existing COIT Policies
7. Program Update: Digital Services
8. Program Update: Digital Inclusion
9. Public Comment
10. Adjournment

3. Approval of Minutes

Action Item

4. Chair Update

5. CIO Update

Linda Gerull
September 2017

CIO Update

- Initial View and Direction
- FY 17-18 Strategic Plan
- Priority Projects
- DT Shared Services

Initial View and Direction

- Background
- Management style
- What's working well
- What to improve
- Thank you for the warm welcome

DT Strategic Plan

- Dynamic, aligned with Mayor's Vision
- Vision and Values
- Four Strategic Areas of Focus
 - ✓ Infrastructure and Operations
 - ✓ Shared Services
 - ✓ Cybersecurity
 - ✓ Organizational Performance
- Initiatives and COIT Projects

Priority Projects

- 1500 Mission Building
- Cybersecurity training (October is cyber awareness month)
- Business Continuity & Disaster Recovery
- Upgrade the Network
- Voice Over Internet Protocol (VOIP)
- Identity and Access Management
- Third Party Patch Management
- Citywide Active Directory
- Mainframe Refresh

DT Shared Services

- Enterprise Systems (Sharepoint, O365, etc)
- Resolve similar problems across multiple customers
- Efficiencies and saving of centralized delivery
- Economies of scale
- Leverage existing assets, investments, competencies, vendor management & contracts
- Lower risk, increase agility & speed deployment

Shared Services Progress

- 11 Department Advisory Board
 - Define services
 - Prioritize investments
- Communities of Interest
 - O365 Technical Users Group
 - Service Desk Management
 - CFO Technology Procurement Sync Group
- 2017/18 Service Level Agreement and Rate Book Published
- Next Shared Services Forum - Wed, Sept 27

6. COIT Policy Update

COIT Meeting Structure

COIT

- ❖ Strategy
- ❖ Policy

Budget & Performance Subcommittee

- ❖ Project Updates
- ❖ Budget & Enterprise Agreements



COIT Policies

Admin Code 22A: COIT shall review & approve “ICT standards, policies and procedures to enable successful development, operation, maintenance, and support of the City's ICT.”

Goal: Develop policies responsive to business needs, support the responsible adoption of technology.



Review: Approved Last Year

- **Cybersecurity Policy** – lays the foundation for the City's Cybersecurity Program.
- **DPR3 Policy** – Requires every department to develop a IT Continuity of Operations Plan.
- **Municipal Drone Use** – Requires participating departments to adopt standard privacy and safety practices.



Existing Policies

- 18 Existing Policies
- Approved in 2007 - 2014

Proposed Actions:

- No Changes
- Minor Modifications
- Sunset



[Home](#) > [Documents](#) > [COIT Policies](#)

COIT Policies

A comprehensive review of all COIT policies is in progress. Please check back soon for updates and revisions.

[COIT Acceptable Use Policy](#)

[COIT City-wide Cybersecurity Policy \(PDF\)](#)

[COIT City-wide Employee Drone Policy \(PDF\)](#)

[COIT City Wide Fiber-Optic Access Management Policy \(PDF\)](#)

[COIT Cloud Computing Policy](#)

[COIT Disaster Preparedness, Recovery, Response, and Resiliency Policy \(PDF\)](#)

[COIT Email Policy](#)

[COIT Environmentally Preferable Purchasing Requirements for P.C. and Servers \(PDF\)](#)

[COIT Green Policy](#)

[COIT Metadata Standard](#)

[COIT Project Management Methodology Policy Communication Strategy v1.0](#)

[COIT Security Policy](#)

[COIT Service Set Identifier \(SSID\) Standard and Policy](#)

[COIT Software Evaluation Policy](#)

[COIT Software License Compliance Policy](#)

[COIT Technology Project Management Policy](#)

[COIT "Virtual First" Server Procurement Policy](#)

[COIT Web Policy](#)



Recommendation: Sunset Policies

Policy	Description	Justification
Security Policy	Helps to establish security frameworks, metrics, and governance and audit/reporting processes.	Redundant with Cybersecurity Policy
Project Management Methodology Policy Communications Strategy	Departments will adopt project management methodology & communications strategy.	Unnecessary. This is more of a tactical document, not a policy.
Environmentally Preferable Purchasing Requirements	Environmental requirements for the procurement of computers, servers, and laser printers.	Unnecessary. F&P processes provide structural compliance.
Green Information Technology Procurement Policy	CCSF IT procurement will follow a specific list of green requirements.	Unnecessary. F&P processes provide structural compliance.
Website Policy	CCSF will have one website, managed by the Department of Technology.	Ineffective. CDSO will work with departments for a new strategy.

Next Steps

- Review Policies with “Minor Changes”

Upcoming Policies

- Cyber Training Standard
- Data Classification
- Data Policy



DIGITAL SERVICES UPDATE



Digital services Strategy

Improving the public experience by developing new digital services that are accessible and easy to use for everyone.

1. Strong, experienced central leadership
 2. A modern expert product development team
 3. Standardized product quality oversight
 4. A consistent city brand and experience
 5. New strategy and governance body
-

Improve the public experience

Build digital services

- 1 Rebuild sfgov.org
- 2 Cannabis digital service
- 3 Support existing services

Service inventory

Pattern library

Micro-services

Build citywide capacity

- 1 Program advice
- 2 Support recruitment
- 3 Agile coaching

Service standards

Training and communities

Vendor pools

All achieved working together with departments



Progress update

- CDSO on-boarded
- Reorg completed to consolidate digital services team under CDSO
- Four vacant positions filled
- Reset vendor relationship to enable web project
- Delivered OSTR, OCEIA, DAHLIA live,



Coming up...

- Continue recruitment to complete the team
- Kick off the sfgov.org rebuild
- Deliver Cannabis digital services
- Develop design thinking training and establish communities of practice for content
- Begin service standards





DIGITAL INCLUSION IN SAN FRANCISCO



ONE YEAR GOAL

Create a **sustainable** citywide digital inclusion initiative to address gaps in digital access and skills among the city's most vulnerable populations.





Access Gap



Skills Gap

THE DIGITAL DIVIDE IN SF



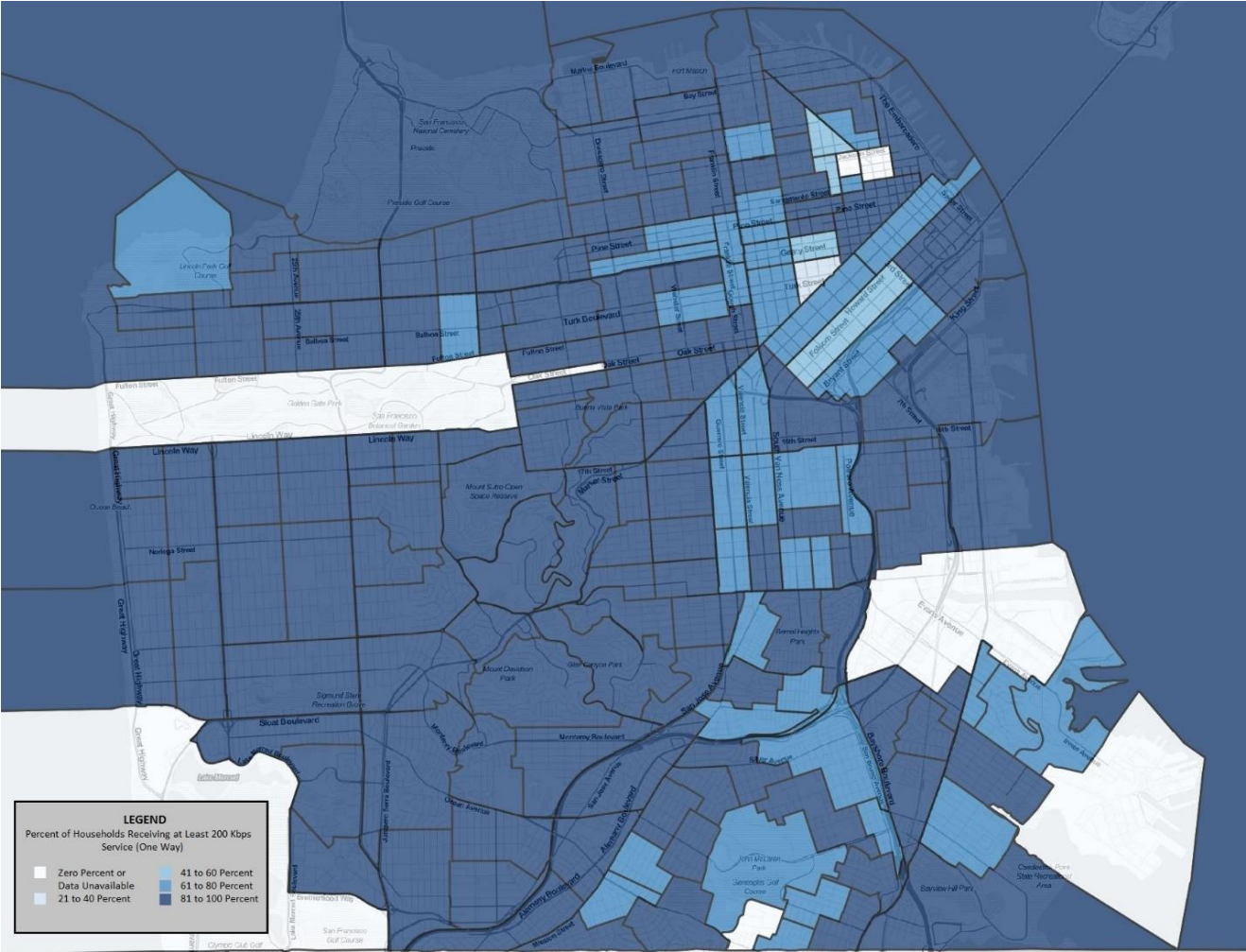
THE ACCESS GAP:

TOO MANY SAN FRANCISCANS LACK INTERNET ACCESS.

- 12% of San Franciscans lack home Internet access
- Seniors, the less educated, and those living in poverty are most at risk

Sources: 2013 City Survey, 2015 ACS

RESIDENTIAL INTERNET CONNECTIONS BY CENSUS TRACT



Source:
2015 FCC Form 477

THE SKILLS GAP: LESSONS FROM THE LITERATURE

Low-income and older adults more likely to:

- Not use the Internet at all
- Need help getting online
- Report lack of comfort with basic digital skills, e.g. using email, browsers, or search

THE SKILLS GAP: SF ANECDOTAL EVIDENCE

“My guess is 70% of the residents here don’t have the necessary computer skills... People here are used to filling out paper forms, sending out mail, and showing up in person. In housing, we’re transitioning to a fair market mindset. They need to function at a higher level to make it.”

- *Hunters Point low-income housing resident services provider*

THE SKILLS GAP: SF ANECDOTAL EVIDENCE

“Most of my patients have technophobia, especially the older ones. They could have smartphones, but they still use them like dumbphones.”

- *Chinatown community clinic director*



ONE YEAR WORKPLAN

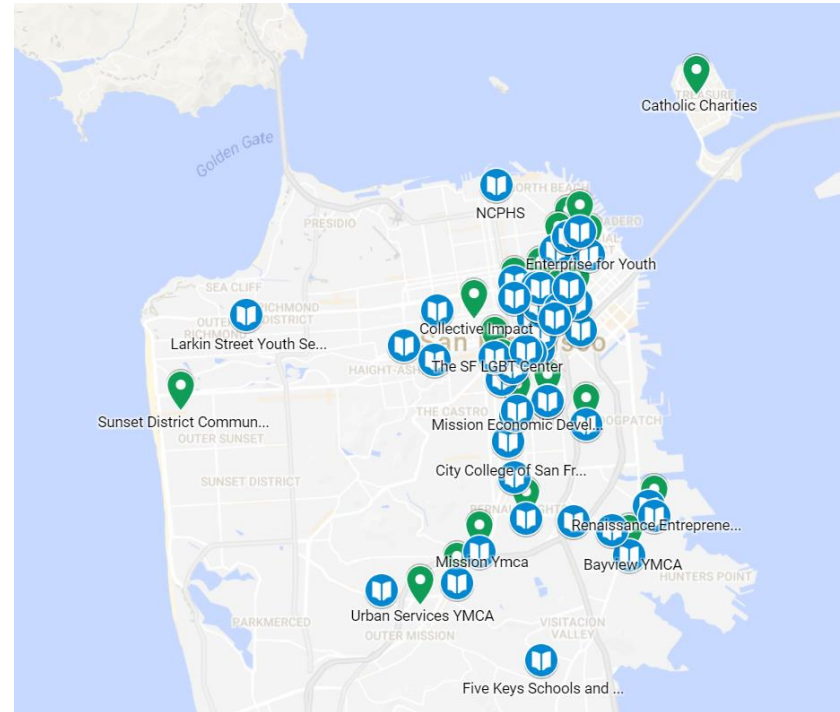
RESEARCH: CITYWIDE DIGITAL INCLUSION SURVEY

More complete & up-to-date data on the SF digital divide

- Who is not connected?
- What are the barriers?
- What are the differences in types of use between groups?

STAKEHOLDER ENGAGEMENT AND COORDINATION

- Provide forum to bring together stakeholders from:
 - Government
 - CBOs
 - The private sector
- Facilitate referrals
- Develop shared goals and action plan for citywide digital inclusion

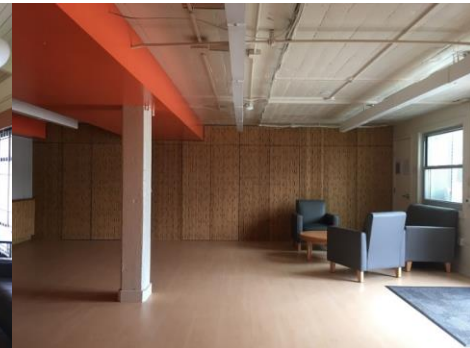


PILOT PROGRAMMING: INTEGRATED DIGITAL INCLUSION MODEL

1. Computer donation and refurbishment program
2. Guide to low-cost connectivity options
3. Training provider coordination
4. Assessment tools and standards
5. Capacity-building and volunteers for CBOs

PILOT LOCATIONS

- 2 public housing sites
- 2 OEWD Workforce Access Points



PILOT OUTCOMES

More people with...

- Robust, affordable connections
- Internet-enabled devices
- Assistive technologies when needed
- Foundational digital skills

And also improvements in

- Education
- Income
- Health



9. Public Comment
