Committee on Information Technology

Regular Meeting
January 5, 2018

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 December 1, 2017
4. Department Updates and Announcements
5. FY 2018-19 & FY 2019-20 COIT Budget Update
6. COIT Portfolio Management & Q1 Performance Update
7. Discussion: FY 2018-19 Technology Licensing Governance & Strategy
8. Public Comment
9. Adjournment

3. Approval of Minutes

Action Item

4. Department Updates & Announcements

TIS – Performance Dashboard

Purpose:

The San Francisco Department of Technology's (DT) Performance Dashboard allows City departments to measure the quality and availability of DT's services (via "uptime"). At a glance, users can delve further into the data behind the performance metric to better understand: 1) why the goal is important, 2) how we ensure we meet this goal, and 3) how we measure this goal.

Integrates raw data from live monitoring systems (Splunk, ServiceNow, SolarWinds OnStrategy, Power BI, etc) and consolidates multiple dashboards into one.

Allows users to view current service level uptimes and additional details by clicking on a tile for each service area.

Provides multiple views on performance uptime to help identify trends over a period in time.

O365 License Management and Budgeting

LicenseType	April	May	June	July	August	September	October	November	December
E1	$819	$784	$770	$791	$735	$728	$770	$728	$770
E3	$3,055	$3,211	$3,237	$3,432	$3,484	$3,523	$3,575	$3,575	$3,640
E3 EMS						$25	$50	$50	$25
E5					$72	$72	$96	$96	$72
PowerBIpro				$70	$84	$91	$126	$147	$203
ProjectClient	$740	$820	$820	$900	$900	$920		$440	$460
PRojectEssentials				$255	$255	$245	$190		
ProjectOnline	$1,584	$1,584	$1,548	$1,620	$1,620	$1,548		$1,620	$1,512
SkypePSTN				$10	$30	$30	$40	$40	$30
SkypePSTNConferencing				$45	$51	$51	$75	$72	$63
Visio	$432	$528	$536	$600	$592	$616	$632	$632	$624
Total	**$6,630**	**$6,927**	**$6,911**	**$7,723**	**$7,823**	**$7,849**	**$5,554**	**$7,400**	**$7,399**

UPN	Status	LastLogonTime	E1	E3	E5	F1	PowerBI	Project Essentials	Project Pro	Project Premium	Audio Conferencing	Skype PSTN	Visio	Yearly Cost
jigar.sorathia@sfgov.org		Thursday, September 7, 2017	0	1	0	0	0	0	0	0	0	0	1	$252
Mohammad.Zohoorian@sfgov.org	T	Monday, November 20, 2017	0	1	0	0	0	0	0	0	0	0	1	$252
zack.weinberg@sfgov.org		Thursday, July 27, 2017	0	1	0	0	0	0	0	0	0	0	1	$252
Adam.Morton@sfgov.org		Friday, June 30, 2017	0	1	0	0	0	0	0	0	0	0	0	$156
Alex.Goretsky@sfgov.org		Monday, May 22, 2017	0	1	0	0	0	0	0	0	0	0	0	$156
alex.gudich@sfgov.org			1	0	0	0	0	0	0	0	0	0	0	$84
alexander.kan@sfgov.org	T	Friday, September 1, 2017	0	1	0	0	0	0	0	0	0	0	0	$156
Amy.Peckinpaugh@sfgov.org		Thursday, February 9, 2017	0	1	0	0	0	0	0	1	0	0	0	$588
andy.larson@sfgov.org			1	0	0	0	0	0	0	0	0	0	0	$84
anthony.egbujor@sfgov.org	T	Thursday, July 27, 2017	0	1	0	0	0	0	0	0	0	0	0	$156
Anusha.Lampala@sfgov.org		Thursday, February 2, 2017	0	1	0	0	0	0	0	0	0	0	0	$156
avinash.sankhla@sfgov.org		Saturday, September 2, 2017	0	1	0	0	0	0	0	1	0	0	0	$588
Barry.Gregory@sfgov.org		Tuesday, March 14, 2017	0	1	0	0	0	0	0	1	0	0	0	$588
Total			**53**	**46**	**0**	**0**	**0**	**0**	**0**	**6**	**2**	**0**	**3**	**$14,580**

O365 Dashboard Ready for Use

Departments who have dashboards

Requires Admin user to have Power BI license

To gain access, send email to DT Service Desk

5. FY 2018-19 & FY 2019-20 COIT Budget Update

Overview of Budget Process

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

Previous Budget Themes

- Asset Management
- Customer & Case Management
- Collaborative Tools – Data Sharing
- Digitization & Document/Records Management
- IT Infrastructure: Network & Data Centers
- Major IT Project
- Mobile Technology
- Risk Management: Cybersecurity & Business Continuity
- Website

Citywide Coordination

COIT

- Customer Relationship Management (CRM)
- Open Source

Controller

- Security Cameras

Department of Human Resources

- Learning Management System (LMS)

Department of Technology

- VOIP
- Network Upgrades
- Cybersecurity
- Data Center & Equipment Upgrades

Annual January Survey

Purpose:

- Identify citywide opportunities
- Capture **Long-Term Savings** by encouraging coordination

Survey Areas:

- Department Systems
- CRM
- Web Hosting
- LMS
- Security Cameras
- Electronic Signatures

Timeline: January 22 – February 9

Budget Calendar

January 12 ➢ Deadline for technology projects

Jan 22 – Feb 9	Annual Budget Survey
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

6. COIT Portfolio Management & Q1 Performance Update

Overview

- Recap of Portfolio Management
- FY 2017-18 Q1 Performance
- Next Steps

Portfolio Management Purpose

To support strategic investment in technology.

Objectives

- Reduce silos; investment overlap
- Continuous improvement
- Focus on Total Cost of Ownership and ROI

Portfolio Management Scenario

How to make better technology investment decisions when Department comes to COIT for a technology “X” to do service “Y”

Ideal Process

- Department involves DT for technical review
- COIT assesses project request under citywide landscape

COIT Strategic Questions

- Who else does service “Y”?
- What technology is out there?
- How much does the City already spend?
- Is there a bigger ask? Can others benefit?

From Proposal to Better Decisions

Step 1: Strategic Alignment

Step 2: Smart Investment

Step 3: Effective Implementation

Better Decisions

Early Service Example

- Track customer contact and service requests: customer relationship management (CRM)
- Manage appointments and calendars
- Analyze business data: Business Intelligence (BI)

Early Service Example

Strategic Questions	CRM	Appointment/Calendar	BI
Departments	11+ 311, ENV, MTA, OEWD	8+ ADM, DPH, REC, WAR	9+ AIR, ASR, CYF, CON
Technology Options	Constant Contact, Firmstep, Q-Matic, Raiser's Edge, Salesforce, SugarCRM, Verint	ACTIVE Net, Appointment Plus, Artifax, Drupal, FileMaker, Microsoft, Oracle, Siemens	Cisco, IBM, Informatica, Microsoft, Oracle, Tableau
Current Spending	?	?	?
Others can Benefit?	Very Likely (5)	Likely (4)	Likely (4)

Q1 Performance Update

Quarterly Performance Objectives

- Using Resources?
- Department at Capacity?
- Return on Investment

FY 2017-18 Q1

Source of Funded Projects

Fiscal Year Funded	Number of General Fund Funded Projects	Number of Non-General Fund Funded Projects	Total
2013-14	10	23	33
2014-15	9	16	25
2015-16	37	22	59
2016-17	25	19	42
2017-18	24	31	55
Total	**105**	**109**	**214**

FY 2017-18 Q1

Known Status of 189 Funded Projects

Fiscal Year Funded	Not Started	Canceled	In Progress	Completed
2013-14	1	5	2	16
2014-15	0	1	7	15
2015-16	7	4	13	30
2016-17	1	1	25	10
2017-18	6	0	42	3
Total	**15**	**11**	**89**	**74**

FY 2017-18 Q1

Status of 99 **General Fund** Funded Projects

Fiscal Year Funded	Not Started	Canceled	In Progress	Completed
2013-14		2	1	7
2014-15			3	5
2015-16	3	2	7	23
2016-17		1	16	8
2017-18	4		16	1
Total	**7**	**5**	**43**	**44**

FY 2017-18 Q1

Theme of Funded Projects

Theme	In Progress	Total Projects
Asset Management	2	12
Collaborative Tools - Data sharing	8	17
Customer & Case Management	8	22
Digitization & Document/Records Management	8	12
General Operations	14	32
Infrastructure: Network & Data Centers	22	65
Major IT Project	6	12
Mobile Technology	4	8
Risk Management: Cybersecurity & Business Continuity	8	16
Website	9	16
Total	89	214

FY 2017-18 Q1

Departments with unreported projects (25) this quarter:

- Academy of Sciences
- Homelessness and Supportive Housing
- Human Resources*
- Juvenile Probation*
- Municipal Transportation Agency
- Public Utilities Commission
- Sheriff*

*Departments with COIT GF-Funded projects

Next Steps

- Continue to build database
  - DataSF Systems Inventory timeline
  - Collect Q2 performance information
- Other deliverables
  - Quarterly Executive Summary
  - Department Profiles & Performance Dashboards

7. FY 2018-19 Technology Licensing Governance & Strategy

DT Key Procurement Initiatives in 2018

(current DT suppliers shown in parentheses)

Sharing Technology Contracts- Reminders

A. Simple alternative to EA's– Department-specific contracts can be written to allow other Departments join later:

> ***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.*

B. DT invites Departments to list technology contracts on DT's procurement collaboration SharePoint Site: https://sfgov1.sharepoint.com/sites/TIS/Collaborations/CityEAs/SitePages/HomeNew.aspx

C. Technology Procurement Discussion Group: Next meeting **Wed Jan 24**, 1-3p. Draft agenda includes OCA-led discussion on Tech Marketplace.

D. DT is happy to consult on potential common procurements for multiple departments. Email Leo Levenson or Hao Xie.

Current State – Technology Licenses

COIT

* Not comprehensive of all City contracts.

Technology License Goals

- Achieve cost savings
- Improve efficiencies
- Increase collaboration and data sharing with a common set of tools

Contracting Options

1. Enterprise Agreement
2. Volume Purchase Agreement
3. Blanket Agreement

Proposal for Citywide Coordination

Depart X to sponsor citywide license agreement

Technology Contracts Ad Hoc Working Group

COIT Budget & Performance Subcommittee recommendations

Ad hoc working group

- OCA
- CAT
- DT
- CON
- COIT
- MBO

Contract Checklist

COIT

Roles & Responsibilities

Office of Contract Administration & City Attorney's Office

- Governing authority on contracting
- Should be involved in all stages of the process

Department of Technology

- Technical resource
- Will maintain and negotiate core contracts

COIT

- Conducts assessments on contract needs & opportunities

Departments

- Responsible for sponsoring and maintaining upcoming citywide contracts

Next Steps

- Identify upcoming contracting needs
- Prepare recommendations for March B&P Subcommittee (if any)

8. Public Comment