Committee on Information Technology

Regular Meeting

March 2, 2018

1 Dr. Carlton B. Goodlett Place, City Hall, Room 305
San Francisco, CA 94102

Agenda

- Call to Order by Chair
- Roll Call
- Approval of Minutes from February 2, 2018
- Department Updates and Announcements
- Overview of FY 2018-19 & FY 2019-20 Budget Requests
- Enterprise Department Technology Overview & Project Requests
- FY 2018-19 & FY 2019-20 Enterprise Department Project Requests Approval (Action Item)
- General Fund Budget Presentations
- Public Comment

3. Approval of Minutes

4. Department Updates & Announcements

5. FY 2018-19 & FY 2019-20 COIT Budget Requests Overview

Budget Agenda

- Overview of Budget Next Steps
- COIT Budget Survey Results

COIT Budget Process Overview

1
Submission Deadline
January 12

→

2
Department Interviews

→

3
Initial
B&P Review

→

4
Project Details (SharePoint)

→

5
Final
B&P Review

Enterprise Request Overview

Department	Number of Technology Projects	Total Cost
Airport	7	$7.0M
Port	1	$1.0M
Public Utilities	2	$9.2M

General Fund Request Overview

Total Number of Requests	Total Cost	
	FY 2018-19	FY 2019-20
66	$141.5M	$98.1M

Note: Electronic Health Records projected cost is $87.2M in FY19 and $55.9M in FY 20.

Major IT Allocation

Number of Major IT Requests	Major IT GF Requests	
	FY 2018-19	FY 2019-20
3	20.3	18.4
Major IT Allocation	*20.5*	*22.5*
Remaining Balance	**0.1**	**4.0**

Annual Allocation

Number of General Fund Requests	General Fund Requests	
	FY 2018-19	FY 2019-20
47	22.8	18.3
Annual Allocation	*12.8*	*14.1*
Remaining Balance	**(9.9)**	**(4.2)**

Analysis: Next Steps

- Form 2 Preview
- One Pager
- Scoring Rubric
- Performance Measures

COIT Recommendations

- Initial Recommendations - April 6
- Final Recommendations & Action - April 13

Tentative Presentation Schedule

April 6

Time	Presentation
9:00 – 9:15	COIT Recommendations
9:15 – 9:45	DT: Upgrade the Network
9:45 – 10:00	DT: Telecom Modernization
10:00 – 10:30	TTX & DT: PCI
10:30 – 10:45	-- BREAK --
10:45 - 11:00	DEM: CAD replacement
11:00 – 11:30	ASR: Property Assessment & Tax System (PATS)

April 13

Time	Presentation
9:00 – 9:30	General Department Review
9:30 – 9:40	ADM: Digital Inclusion
9:40 – 10:00	ADM: Digital Services
10:00 – 10:15	OEWD: Jobs Portal
10:15 – 10:30	TTX: Taxpayer Applications
10:30 – 10:45	DHR: Hiring Modernization
10:45 - 11:00	-- BREAK --
11:00 – 12:00	Final Review & Action

COIT Budget Survey

COIT Budget Survey Results

Purpose	•Collect baseline information on Department systems •Support strategic budget initiatives
Audience	Department CFO's & CIO's
Start	January 31
End	February 16

Survey Thematic Areas

- Risk Management
- CRM
- Website Management & Hosting
- Learning Management Systems
- Security Cameras
- E-Signatures & Digital Signatures
- Open Source Software

Customer Relationship Management

❖ **CRM Products**

Definition: System to track, organize, and store all customer interactions. May be specialized to collect information at initial point of contact between customer and staff.

Number of **Departments**: 26

Total Number of Products: 39

Number of **Unique** Products: 16

Most Frequent: Salesforce is used by 13 departments

Sum Cost: $3.3M

Min: $200

Max: $1.2M

Average: $400K

Frequency Chart of **Contract End**:

Note: All figures are draft only.

Learning Management

- **LMS Products**

Definition: A software for the administration, documentation, tracking, reporting and delivery of educational courses and training programs.

Number of **Departments**: 12

Total Number of Products: 15

Number of **Unique** Products: 12

Most Frequent: PeopleSoft is used by 3 departments

Sum Cost: $918K

Min: $500

Max: $588K

Average: $83K

Frequency Chart of **Contract End**:

Note: All figures are draft only.

Security Cameras

- **Security Cameras Products**

Definition: Security Cameras

Number of **Departments**: 23

Total Number of Products: 36

Number of **Unique** Products: 22

Most Frequent: ExacqVision is used by 5 departments

Sum Cost: $963K

Min: $256

Max: $350K

Average: $41K

Frequency Chart of **Contract End**:

Note: All figures are draft only.

COIT Budget Survey: Next Steps

- Finalize Analysis
- Long-Term Savings Proposals
- Budget Proposals in April

8. FY 2018-19 & FY 2019-20 General Fund Presentations

City Cloud and DPR3 Project

Department Of Technology

Linda Gerull

City Cloud and DPR3 Project

Project Objective

- Build capacity to support growth of CCSF public and private Clouds
- Build capacity to support the DPR3 program
  - Duplicate production mission-critical systems
  - Departments participate on an ongoing basis with DT
  - Continually test, exercise, and improve

Primary Users & Major Stakeholders

- Already established / in process: Treasurer/Tax Collector, 311, Assessor, Port, Controller, CMS, and JUSTIS
- Other departments in queue for onboarding

City Cloud and DPR3 Project

Recent Accomplishments

- Completed private Cloud automated provisioning
- Established DR program for PeopleSoft and mainframe applications
- Completing development of DR program for IAM
- Mature DR for Departments in-process
- Continue to work with remaining Departments to develop their DR programs

City Cloud and DPR3 Project

Business Case

Current State	There is a limited ability for departments to recover from disaster events. Investments are continually needed to ensure that the City's critical infrastructure and applications are appropriately secured and supported.
Future State	Enable citywide migration to the cloud to decrease maintenance costs and enhance security, redundancy, and stability. Improve ability to recover quickly from natural and human-created disaster.

City Cloud and DPR3 Project

Benefits

- Reduce time to recover business systems after disaster
- Enhance data and system security and stability
- Decrease maintenance costs
- Reduce the time to increase capacity (scale up or down) system environment

City Cloud and DPR3 Project

Project Milestones

PHASE	DESCRIPTION
Phase 1	Get Networking and virtualization hardware, additional Azure storage, archive and back-up tools for discovery and DR resets.
Phase 2	Design DR environment for the department.
Phase 3	Duplicate production mission-critical systems.
Phase 4	Departments participate on an ongoing basis with DT to continually test, exercise, and improve DR.

City Cloud and DPR3 Project

PROJECT BUDGET	FY 2018-19	FY 2019-20
Number of FTE*	-	-
Software	$340,000	$340,000
Hardware	$860,000	$860,000
Cloud Consumption (storage, CPU)	$900,000	$900,000
Total Project Cost	**$2,100,000**	**$2,100,000**

* FTEs will be added to support these new environments as Departments implement DR. Estimate is $100,000/yr for support.

City Cloud and DPR3 Project

(Ongoing projects only)

Total Project Cost	Total COIT Funding To Date	Total Other GF Funding	Total NGF Funding	Total NGF + GF Funding	Total Spent
$3.4M	$1.5M	-	$688K	$2.2M	$536K

	Status	Comment	
Schedule		Begin Date: July 2016 End Date: June 2020 % Complete: 50%	Note: % complete is for this FY's work only.
Scope			
Budget		• Combining BCDR with City Cloud. • Totals above are YTD, and do not include FY18/19 new ask. • An additional $510K is encumbered	
Risks			

JUSTIS Roadmap

Department of Technology/
City Administrator's Office
Ken Bukowski

JUSTIS Roadmap

Project Objective

- Creation of updated roadmap for integrated criminal justice data system which provides for modern data storage, sharing, governance and reporting

Primary Users & Major Stakeholders

- Sheriff, Police, District Attorney, Adult Probation, Public Defender, Status of Women, Superior Court, Juvenile Probation, Mayor's Office

JUSTIS Roadmap

JUSTIS Today

- A 24x7x365 production program since Sheriff and CMS integration go-live in December 2009.
- Most departments still rely on CMS for parts of their business workflow.
- Secure server and network infrastructure in place to securely move data between department systems. Reporting environment also in place where all departments have access.
- Multiple data repositories in place and moving non-CMS data, such as the SFPD Crime Date Warehouse Incident data.
- District Attorney, Adult Probation, Sheriff, and Courts are in various states of obtaining or implementing new case management systems.
- JUSTIS creates and hosts new applications: Booking alert for anyone booked while on probation and alert system for persons of interest.

JUSTIS Roadmap

Integration Overview

Police Department

- Incident Reports
- Text Narrative
- Suspects
- Victim
- Witnesses
- ID Bureau SF Number
- Citations

Crime Data Warehouse (CDW)
Incident Data & Narrative

Daily

JUSTIS

- Transaction message based integration
- Performs data translation between systems
- Repository of all Legacy CMS data
- Repository of all data shared with JUSTIS
- CJIS Web Applications
- Online Reports
- Critical Notifications: Booking, Probation, etc

Justice Tracking Information System
(JUS.T.I.S.)

Daily
CMS Data sent via JUSTIS

District Attorney

- Daily Import from CMS
- No feed back to JUSTIS
- Use CMS to enter dispositions
- Receives SFPD Incident data from CDW via JUSTIS
- New Case Management System identified

DAMION
Case Management System

Sheriff's Department

- JMS Expanded data capture vs. CMS
- Suspect Classification
- Arrest / Booked Charges
- Housing & Facility
- Booking Photo

Jail Management System
(JMS)

Immediate
24/7/365

15m – 3H
Based on
CMS FTP

CMS Mainframe

- Non-Relational Data
- Limited Data Length
- Limited Storage
- Legacy Unified Entry
- Direct entry by: SF Courts (ACES), Adult Probation, ID Bureau, DA

Court Management System
CABLE 3 Mainframe (~1970)

15m – 3H
Based on
CMS FTP

Batch based on CMS
return feed to JUSTIS

Public Defender

- Batch updates based on updates to JUSTIS via CMS
- Attorney assignments (add / remove) sent to JUSTIS

GIDEON
Case Management System

JUSTIS Roadmap

Phased Implementation

- Phase 1: Creation of the Hub and Spoke system to replace the aging integrated legacy mainframe system (CABLE 3, also referred to as CMS) and to allow departments to implement their individual case management solutions. Limited data sharing scope to focus on CMS dependencies.
- Phase 2: Identify and share the greater and more diverse data now captured by the modern systems. Existing interfaces to be expanded sending JUSTIS data not stored within CABLE. Data sharing and interpretation defined by MOU's.
- Phase 3: Data warehousing and online reporting repository

JUSTIS Roadmap

Next Steps

- Support and maintain Phase 1 system and the implementation of the Superior Court's CMS replacement system.
- Work with consultant and JUSTIS stakeholders to create updated program roadmap which includes:
  - Review and update of existing JUSTIS goals and objectives with identification of gaps, barriers, milestones for implementation, action items, priorities and timelines
  - Detailed next steps to build, manage, operate and maintain an integrated JUSTIS system
  - Options and a recommended design, cost and schedule for a centralized data repository that will allow for analysis and reporting across departments
  - Recommendations on staffing, infrastructure, priorities, governance, change control and systems redesign

JUSTIS Roadmap

COIT Budget Request

PROJECT BUDGET	FY 2018-19	FY 2019-20
Number of FTE	-	-
FTE Classifications	-	-
Salary & Fringe	-	-
Software	-	-
Hardware	-	-
Professional Services	800,000	500,000
Materials & Supplies	-	-
Total Project Cost	**$800,000**	**$500,000**

Mainframe Retirement Plan

Mainframe Retirement Plan

Project Objective

- Compose detailed migration plan for aging mainframe applications:
  - PD reporting and law/justice business processes
  - Controller reporting, and other financial sub processing

Primary Users & Major Stakeholders

- PD and CON

Mainframe Retirement Plan

Recent Accomplishments

- Negotiated a five year lease on a new IBM Mainframe during 2017 to support financials systems and criminal justice systems
- Established and tested a mature disaster recovery program

Mainframe Retirement Plan

Business Case

Current State	Skill set required to support mainframe are decreasing. The mainframe applications do not use modern database and software capabilities. Legacy applications are not modernized to integrate with existing business systems. Users cannot perform ad-hoc reporting or self service functions. Increased cost to departments as tenants leave the platform.
Future State	Move MF workloads to an existing supported infrastructure. Deliver technology focused services that drive efficiency, cost savings and allow client departments to focus on delivering services to constituents.

Mainframe Retirement Plan

Benefits

- Improve efficiency of citywide data centers by centralizing and streamlining operations
- Realize cost savings
- Quicker turnaround time to apply enhancements or changes to applications
- Enable modern data sharing and system interfaces

Mainframe Retirement Plan

PHASE	DESCRIPTION
Phase 1	Define and inventory all MF processes including: applications, middleware, interfaces, infrastructure.
Phase 2	Develop Technical Migration Plan - Detailed plan and engineering to migrate all processing off of the mainframe in order to retire the platform.
Phase 3	Phase and budget the migration and retirement of the mainframe.

Mainframe Retirement Plan

PROJECT BUDGET	FY 2018-19	FY 2019-20
Number of FTE	DT Staff	TBD-
Software/Hardware	-	TBD-
Phase 1 & 2: Professional Services	$200,000	-
Total Project Cost	**$200,000**	**-**

6. FY 2018-19 & FY 2019-20 Enterprise Department Overview & Project Requests

SFMTA
Municipal
Transportation
Agency

Simplify-Standardize-Optimize

IT Innovation and Operations to support the
SFMTA Strategic Plan and San Francisco Transportation

Vision

Premier provider of technical services enabling the Agency to provide excellent transportation choices for San Francisco.

- Sound Integrated Infrastructure
- Premier client-centric support and relationship management
- Manage data as an asset to support the Agency's strategic goals

Mission

IT Services reports to the SFMTA's Chief Technology Officer and is part of the Finance and Information Technology Division.

- IT Services is committed to **service delivery and support** of the SFMTA's mission and priorities by being a Client Centric organization that enables data driven decision making.
- IT Services will achieve **timely and measurable results** using a client-centric approach and a system of effective IT governance.
- Innovation is achieved with **pro-active collaboration** and **forward-looking planning**, and supported by **transparent communication**.

Governance

IT Governance defined:

Establishment of policies, and continuous monitoring of their proper implementation, by the members of the governing body of an organization. It includes the mechanisms required to balance the powers of the members (with the associated accountability),
*and **their primary duty of enhancing the overall effectiveness of the organization…***

For IT to achieve this vision, the most important step will be to **develop IT governance**.

This doesn't mean arbitrary bureaucracy, rather a system of IT policies to ensure the proper implementation, standardization and accountability of IT's contribution to the agency's vision.

IT at the Right Level

Characteristics of Maturity Levels
Let's get to LEVEL 3

How do we get there?

We need to strengthen our foundation.

IT Operational Management

- Define standards
- Define principles
- Define proactive monitoring of services
- Define KPI for each area

Define our standard architecture

- By Technical Area

How do we get there?

Internal Partnerships

- Business units partner closely with Technology Services on all **technology-related procurements and systems developed in-house**
- **Liaise with Business units** on a regular basis to understand needs
- **Ensure training** occurs for front-line employees and others so that they can use technology

Data Bridges to Informed Decisions

Systems Integration

- IT should influence the design of features that improve the reliability of SFMTA applications and systems ensuring cost-effective operations and maintenance of the associated technology.
- Complete system design happens too late, systems are operationalized after implementation with the technology lifecycle not addressed fully.
- The SFMTA has developed and staffed a new **Systems Integration Team** to focus on large technology projects to ensure all components are addressed and systems are maintained appropriately throughout their lifecycle.

Systems Integration

SFMTA technology systems require system integration between projects and existing systems to deliver full functionality

A **lack of systems integration** leads to the following:

- Out of Date Technology
- Non-Standard Technology
- Inadequate Operational Support

The **benefits of systems integration** include:

- Technology in a State of Good Repair
- Technology Systems are More Reliable
- Technology Systems are Easier to Update
- Technology Systems are Optimized
- Technology Systems are Simplified

Systems Engineering

What is Systems Engineering?

Systems Engineering is an interdisciplinary approach and means to enable the realization of successful systems.

- **Focuses on understanding** customer needs and required functionality early in the development cycle, documenting requirements, then proceeding with design synthesis and system validation while considering the complete problem.
- **Integrates all the disciplines** and specialty groups into a team effort forming a structured development process that proceeds from concept to production to operation.
- **Considers both the business and the technical needs** of all customers with the goal of providing a quality product that meets the user needs.

Systems Engineering Model

Phase -1	Phase 0	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Interfacing with Planning and the Regional Architecture	Concept Exploration and Benefits Analysis	Project Planning and Concept of Operations Development	System Definition and Design	System Development and Implementation	Validation, Operations and Maintenance, Changes & Upgrades	System Retirement / Replacement

Major Programs – Transit Operations and Streets

- **Implement Farebox System**
  - Integration with ITS system - **Completed**
- **Automatic Passenger Counters (APCs)**
  - Integrate with ITS and activate APCs on New Flyer vehicles - **Completed**
  - Partner with Transit to develop a new ridership methodology – **In Progress**
- **Implement Real-Time Passenger Information System**
  - Enhance current passenger information system capabilities with new Customer Information System – **In Progress/RFP**
- **Integrate various systems with the new Radio System**
  - Operationalize Radio System Administration – **In Progress**
  - Streaming Video from Vehicles via ITS Platform – **In Progress**
  - Operationalize Radio System LifeCycle Management – **In Progress**
  - Central Subway Integration – **In Progress**
- **ATCS – Automated Train Control System**
  - Updates – SMC, STC, … - **In Progress**
  - Twin Peak Upgrades – Central Subway integration
- **Agency Asset Management System – In Progress**
- **System Safety Software Update – In Progress**

NOTE: ITS – Intelligent Transportation Systems, SSD – Sustainable Streets Division,

Data Management

- **Define and consolidate DataWarehouse**
  - **Build out BigData Warehouse components and standards – In Progress**
- **Define Data Standards and models**
  - Work with SFData – **On Going**
  - Work with SFMTA Clients to define key data sets – Transit Operations **In Progress**
  - Account for Spatial in all
- **Define platform Standards – In Progress**
- **Define integration models – In Progress**
  - WebServices

Support a Data Driven Decision Making Organization.

Major Agency Programs - Productivity

- **Office 365**
  - Partner with DT to appropriately integrate email - **Completed**
  - Ability to provide email accounts to all including operators easily
- **Implement OneDrive**
  - Documents accessed – Anytime/Anywhere/Any Device Securely
  - Provide access to all SFMTA team members no matter location or device
- **Implement Skype for Business (VoIP) – part of the MS suite – 60% Completed**
  - Instant Messaging
  - Video Chat and conferencing
  - Desktop Sharing and Remote Training abilities
  - Provides ability to train remote SFMTA team members via Webinar
- **SharePoint Workflow and Process Management**
  - DocuSign – Scanning Document Digitization – DLP – Content Management- **In Progress**
  - Continue Business process optimization and paperless vision

Resiliency and Security

- **Develop our security standards**
  - NIST model through ITIL
  - Education
  - Process
- **Support TMC and Video Operations**
  - Support Video Shop - **Completed**
  - Support Security Surveillance Video from any device to any device – **In Progress**
- **Eliminate of single points of failure in infrastructure – In Progress**

NOTE: NIST – National Institute Standards & Technology, ITIL – Inform. Technology Infrastructure Library

Major Programs - Customer

- **Define our customer model**
  - One view to the customer and many views of the customer
- **Define our CRM roadmap**
  - Salesforce Platform Development for Customer Service
    - Temp Signs – **Completed**
    - Tow – Phase 1 – **Completed**
    - Color Curb – **In Progress**
  - Define attributes
  - Prioritize

Get to know your customer – putting the customer at the center.

Technology Strategy | March 2018

Airport Mission | *We provide an exceptional airport in service to our communities.*

IT Vision | *To be the most technologically empowering airport in North America.*

- Empowering:
  - **Passengers**: Travel experience control & choice.
  - **Tenants**: Revenue growth and exceptional services delivery.
  - **Commission**: Efficient, effective and secure management of Airport resources & assets.
  - **Concessions**: Growth, development and promotion of businesses.
  - **Community**: Meaningful engagement with our wider Airport community.
- Goals:
  - **Secure:** Secure, cyber-secure and be safe.
  - **Connect:** Connect people, data and information.
  - **Integrate:** Create value from disparate data sources.

Situation | Our analysis of the Airport's situation.

Theme	Description
Persistent Security Threats	Professional technology services and solutions for a safer and more secure Airport.
Asset Utilization	Recognize Airport's virtual assets as a viable source of revenue and value alongside our physical asset base.
Resource Optimization	Use automation to promote better workforce efficiently and effectiveness.
Modern Service Model	Airport as platform for tenant & concessionaire technology services, including Common Use replacement.
Disruptive Innovative	Working with tech innovators to find and harness the next wave of disruptors.

Actions | Our policies direct our technology priorities.

Theme	Description
Persistent Security Threats	Upgrade core security systems. Procure SMS, **mobile P.139** & Notice of Violation solutions. Achieve international cyber-security standards accreditation (ISO27001).
Asset Utilization	Establish Airport Data Portal, the **exchange hub** for all **Airport data with airlines** & partners. Implement airfield vehicle and terminal asset tagging. Roll-out flow analysis, way-finding, multi-lingual & accessibility support.
Resource Optimization	Airport Building Information Management. Landside services automation (TNC, Taxi, Shuttle Bus). Implement Single Sign-On, **Airport Operations App** and Document Mgt System.
Modern Service Model	Expand and improve SFO FREE WIFI, Operational Wi-Fi, core tenant fiber (SONET) network. Upgrade Common Use 2.0 in International Terminal Building (ITB & deploy in T1. Implement **Airport Data Hub** & Microservices Platform. Pilot **Advanced Security Lanes (ASLs)** and **biometrics**.
Disruptive Innovative	Secure academic research partnership. Reaching for Number One (R4N1) Committee to **identify sources of disruption**. Partner with Silicon Valley leaders to prototype new solutions.

Projects | Actions including the following projects

Description	
8968 Network Security **9134A** IT Security Mitigation	**11157** Single Sign On Implementation **11217** Managed Security Upgrade
10674 Airport Information Integration Solution (AIIS) **11222** SFO Data Storage System	
8411A SharePoint ERP Phase 1, Integrated Time and Labor Accounting (ITA) Program	
8410 Distributed Antenna System (DAS) **8590** Telecommunication Infrastructure Airport Wide **9120** Metro Ethernet (Metro-E) **9169** Network Expansion **9170** Network Improvements **9304** Public WiFi – Terminals	**10622** Operational WiFi Improvements **10678** Avaya Communication Manager Upgrade 7.0 **11139** Dense Wavelength Division Multiplexing Transport **11149** Access Layer Refresh 10 Gbps **11153** Internet Hardware Upgrade
10674 Information Technology Enterprise Information Architecture Initiative (IT-EIAI) **11155** Mobile Application Development and Delivery **11158** Data Analytics Compute Processing	
8868 Business Continuity of Operations **9171** Network Monitoring & Management **11154** ITIL/ISO Certification **11156** Comprehensive Support Plan **10563** Common Use Self Service (CUSS) Ticketing Kiosks	**11128** Common Use Self Service (CUSS) Check-in Kiosk Expansion **11211** Terminal Management System Upgrade **11130** Multi-Use Flight Information Display Upgrade **11132** Digital Signage Software System Enhancement

Thank You

SFPUC IT Strategy

Ken Salmon

SFPUC IT Strategy

Project Objective

- Align with the SFPUC 2020 Strategy (https://sfwater.org/index.aspx?page=1078)
- IT Strategy document available upon request

Primary Users & Major Stakeholders

- SFPUC staff and Business Technology Council

SFPUC IT Strategy

Major endeavors

- Asset management includes upgrade, mobile, and GIS
- Expansion of SharePoint Intranet includes Records Mgmt
- Expansion Infor Security, NERC CIP, and COO programs
- Single-Sign-On and remote access improvements
- SCADA inc'l upgrade and mobile
- Projects: Billing, Radio
- Pilots: anyCOMM, Dialpad, AR

SFPUC IT Strategy

Recent Accomplishments

- >99.95% major systems availability, net/systems monitoring
- End user satisfaction of 93%
- Mature IS program: Palo Alto, McAfee ATP, Rapid 7
- Redundant microwave path: City – Peninsula – East bay – Central Valley – Moccasin – HH Dam
- Hosted Automated Water Meter System in cloud
- Mobil Maximo, SCADA Mobile, AWSS SCADA
- Piloted IoT Sigfox net

SFPUC IT Strategy

PHASE	DATES	DESCRIPTION
Phase 1	7/2017	Approval of IT Strategic plan
Phase 2	2017 - 2020	Implementation

SFPUC IT Strategy

Project Budget	**FY 2019-20 and 2020-21**
Number of FTE	86
FTE Classifications	Various
Salary & Fringe	$14,997,166
Software	$3,404,363
Hardware	$1,694,260
Professional Services	$1,200,000
Materials & Supplies	$1,283,959
Total Project Cost	**$24,927,141 (base)**

Electric Billing

Ken Salmon

Electric Billing

Project Objective

- SFPUC electric billing system is inadequate. Power Enterprise seeks to replace it with the Oracle Customer Care & Billing system for Utilities. This is the same system used by Water and Wastewater.

Primary Users & Major Stakeholders

- Used by SFPUC Customer Services
- Sponsor: SFPUC Power Enterprise Assistant General Manager

Electric Billing

Primary Performance Measure

- Be able to produce automated electronic and paper bills that fully support the complications of the Power business including net-metering and time of use
- Stay within budget and schedule
- Support the expansion of the Power Enterprise

Electric Billing

Recent Accomplishments

- A consulting engagement recommended SaaS Oracle Customer Care & Billing with managed services
- Note: Our current Water/Wastewater Oracle Customer Care & Billing system (being upgraded now) is hosted on prem but the long term plan is to host it with Oracle

Electric Billing

PHASE	DATES	DESCRIPTION
Phase 1	11/2018	Send out Electric Billing RFP
Phase 2	2019 - 2020	Implementation
Phase 3	2020 on	Stabilization (6 months) and ongoing Support

Electric Billing

Project Budget	FY 2018-19	FY 2019-20 and 20-21
Number of FTE	2	2
FTE Classifications	1041 and 1044	1041 and 1044
Salary & Fringe	$304,790	$406,387 x 2
Software	$18,230,430 10 year operating SaaS	-
Hardware	$4,138,271 Capital	-
Professional Services	-	-
Materials & Supplies	-	-
Total Project Cost	**$22,673,491**	**$812,774**

Multifactor Authentication

Ken Salmon

Multifactor Authentication

Project Objective

- As part of the 9 year Information Security program, implement Microsoft multifactor authentication

Primary Users & Major Stakeholders

- All SFPUC end users
- Sponsor: SFPUC Business Services CFO and Assistant General Manager

Multifactor Authentication

Primary Performance Measure

- All end users implemented

Multifactor Authentication

Recent Accomplishments

- Implemented Microsoft Multifactor authentication for system administrators
- Have initial approvals for $240,000/year (additional funds to upgrade to Microsoft Government G3 + SPE package)

Multifactor Authentication

PHASE	DATES	DESCRIPTION
Phase 1	2/2018	Implemented Multifactor Authentication for system administrators
Phase 2	2/2019	Implementation of Multifactor across SFPUC
Phase 3	3/2018	Enable web access to Microsoft suite

Multifactor Authentication

Project Budget	**FY 2018-19**	**FY 2019-20 and 20-21**
Number of FTE	-	-
FTE Classifications	-	-
Salary & Fringe	-	-
Software	$240,000	$240,000 ongoing
Hardware	-	-
Professional Services	-	-
Materials & Supplies	-	-
Total Project Cost	**$240,000**	**$240,000**

Maintenance Management

Port of San Francisco

Jerry Burdick

Maintenance Management

Project Objectives

- Retire Oracle EBS
- Cost-by-Facility reporting
- Integrate/interface with PeopleSoft

Primary Users & Major Stakeholders

- Maintenance, Engineering > Department wide

Maintenance Management

Primary Performance Measure

- [Initial]: Retirement of Oracle EBS in FY20.
  - Elimination of risk
  - Cost savings
  - Functional Ownership/technical stewardship

Maintenance Management

Recent Accomplishments

- Project phases & timeline defined
- Discussions with COIT & Controller's Office
- Internal planning & role assignments

Maintenance Management

PHASE	DATES	DESCRIPTION
Assessment	07/2018 - 12/2018	Review/refine processes, define requirements, explore technology solutions.
Implementation	01/2019 - 12/2020	Select application & partner, implement technology solution.
Production	FY21	Post go-live support, historical reporting/archiving, transfer to operational practices
Post-Project	Ongoing	Continuity – training, process alignment, etc.

Maintenance Management

Project Budget	FY 2018-19	FY 2019-20
Number of FTE	-	-
FTE Classifications	-	-
Salary & Fringe	-	-
Software	$200,000	$700,000
Hardware	-	-
Professional Services	$800,000	$900,000
Materials & Supplies	-	-
Total Project Cost	**$1,000,000**	**$1,6000,000**

7. Approval of FY 2018-19 & FY 2019-20 Enterprise Department Project Requests

9. Public Comment