Committee on Information Technology

Regular Meeting

March 15, 2018

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

Agenda

- Roll Call
- Approval of Meeting Minutes from February 15, 2018
- Chair Update
- CIO Update
- Update: FY 2018-19 & FY 2019-20 COIT Budget
- Action Item: Approval of FY 2018-19 and FY 2019-20 Enterprise Projects
- Major IT Update: Financial Systems Project
- Discussion: PCI Compliance
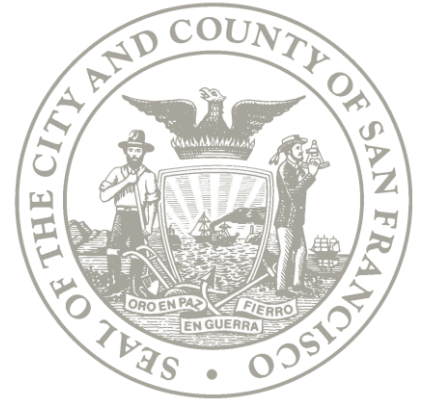- Update: City Cybersecurity Program
- Public Comment

3. Approval of Minutes

Action Item
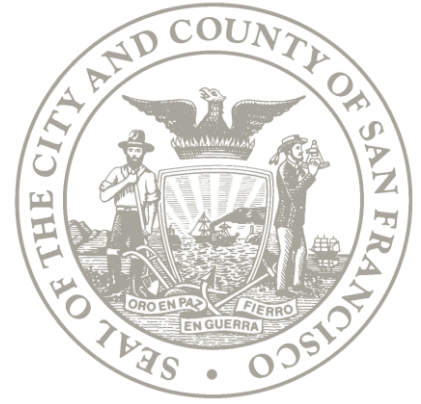
4. Chair Update

5. CIO Update

6. FY 2018-19 & FY 2019-20 COIT Budget

COIT Budget Overview

Initial Budget Submission	Department Interviews	Subcommittee Review	COIT Final Review
January	February	March & April	May

Requests Overview

Total Number of Requests	Total Cost	
	FY 2018-19	FY 2019-20
77	$158.8	$109.1

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

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 from GF Departments	Total GF request	
	FY 2018-19	FY 2019-20
67	$43.1	$36.9 M

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)**

Requests by Theme	Number of Projects	FY 2018-19 GF Request	FY 2019-20 GF Request
Business Specific	5	0.7	-
Customer & Case Management	7	3.9	9.1
Document & Record Management	1	-	-
IT Infrastructure	14	6.1	5.1
Major IT Project	3	20.3	18.4
Residential Digital Services	8	2.4	-
Resource Management	15	2.6	0.07
Risk Management	14	3.8	3.5
Staff Collaborative Tools	10	3.1	0.7

Note: All financial figures are shown in $ millions.

Potential Major IT Projects

- City Telecom Modernization

- Computer Aided Dispatch (CAD) Replacement

- Hiring Modernization

- Mainframe Retirement

- Voting System Replacement

Upcoming COIT Meetings

- April 19: Initial Recommendations

- May 5 : Final Review & Action

Tentative Subcommittee Schedule

April 6 Meeting

Time	Presentation
9:00 – 9:15	DT: Upgrade the Network
9:15 – 9:45	DT: Telecom Modernization
9:45 – 10:15	TTX & DT: PCI
10:15 – 10:30	-- BREAK --
10:30 – 10:45	Digital Inclusion Strategy
10:45 – 11:15	Digital Services Strategy
11:15 – 11:30	OEWD: Jobs Portal
11:30 – 11:45	TTX: Taxpayer Applications
11:45 – 12:00	Budget Recommendations

April 13 Meeting

Time	Presentation
9:00 – 9:30	ASR: Property Assessment
9:30 – 9:45	DEM: CAD Replacement
9:45 – 10:00	DHR: Hiring Modernization
10:00 – 10:25	POL: Data Warehouse
10:15 – 10:45	General Questions
10:45 - 11:00	-- BREAK --
11:00 – 12:00	Final Review & Action

7. FY 2018-19 and FY 2019-20 Enterprise Projects

Action Item

Enterprise Request Overview

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

Note: All financial figures are shown in $ millions.

Enterprise Request Overview

Theme	Number of Technology Projects	FY 2018-19 Cost	FY 2019-20 Cost
IT Infrastructure	3	2.7	-
Resource Management	3	11.0	10.3
Risk Management	4	3.5	0.5

Note: All financial figures are shown in $ millions.

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.

Airport

Project Title	Cost
Building Information Technology Upgrade	1.4
IT Security Mitigation	0.5
Managed Security Upgrade	0.8
Network Monitoring & Management	1.1
Network Security	1.5
Operating Budget System (OBS)	1.3
SFO Data Storage System	0.2

Public Utilities

Mission

- To provide our customers with high quality, efficient, and reliable water, power, and wastewater services in a manner that values environmental and community interests and sustains the resources entrusted to our care.

Vision

- We are an innovative utility leader, recognized for excellent results in service, safety, stewardship, and inclusiveness.

Public Utilities

Project Title	Cost
Power Enterprise – Power Billing System	22.6
Multi-factor Authentication	0.2 ongoing

Port – Maintenance Management

Project Objectives

- Retire Oracle E-Business Suite
- Cost-by-Facility reporting

Primary Users & Major Stakeholders

- Maintenance, Engineering

Port – Maintenance Management

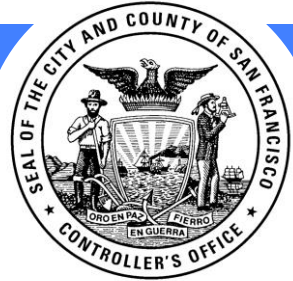| Project Title	Cost
Maintenance Management	2.6

Controller's Office – Operational & Systems Focus

- Continued Stabilization
    - System adoption & use
    - Business processes and desk procedures
- 6-Month Work Plan through June 2018
- Year-End Activities
- Supplier Payments
- Asset Management Deployment
- Continued Training Support
- Planning for Enhancement Request Updates in FY18-19

Planning for Enhancement Request Updates in FY18-19

- Many Enhancement Requests have been implemented since the July go-live to advance system stabilization

- However the majority of these requests were logged with the plan to evaluate at a future date

- Evaluation of the Enhancement Request list is now in-progress

    - System Division performing a preliminary ranking

    - Review and feedback sought from Financials & Procurement Steering Committee

    - Plan to schedule and implement in phases starting next fiscal year

Approach in Ranking Enhancement Requests

A. We evaluated the Enhancement Log in light of the 7 criteria below:

1. Hot Topic?
2. High Volume of Transactions?
3. High Number of Users?
4. Remove Barrier to Adoption?
5. Save the User Time?
6. Replace an Onerous Workaround?
7. Required by Law?

Hot Topics

Supplier Experience
Purchase Orders
Role-mapping
Vouchers
Expenses
General Ledger
Bidder
Invoicing and

B. Criteria were weighted equally (1 point for each "Yes")
C. We were Department agnostic
D. 29 Items met 5 or 6 criteria (i.e. 5 or 6 points)
E. Some are too heavy a lift despite meeting criteria. We will mark accordingly.

Areas Scoring Highest Number of Enhancement Request Items

Area	Requests Scoring 5 or 6 Pts	One Example…
Accounts Payable	5	SOLIS-like request to reduce time of approval (PUC)
CMD Compliance & Reporting	4	CMD Payment Affidavit - Buying Agreement ID look-up (AIR)
Expenses	2	Allow Approvers to attach documentation in Expenses (DPH)
Purchase Orders	5	Add Additional Units Of Measure (MTA)
Revenue to Cash	1	Project Resource Outbound Interface
Strategic Sourcing / Bidding	3	Add Bidder Name as a search criteria on the Maintain Bidder page (ART)
Supplier Contracts	1	Full Authorization for All Documents for Supplier Contract Processors (PUC)
Supplier	4	Upgrade Supplier Portal User Interface (CON)
System	4	Fix Email Notification Links (Various Depts)

Next Steps

1. Steering Committee reviews preliminary rankings: **February 26 – March 10**

2. Departments may propose the following:

   ▪ That we change our criteria

   ▪ That we applied the criteria incorrectly to an item or items

   ▪ That we reconsider an item (or items) despite the criteria

3. We will share feedback at next Steering Committee Meeting

4. Once we have a final draft of prioritized Enhancement Requests, we will research how much effort each item will take and create a schedule to implement.

5. Current Goal is to have a final, prioritized Enhancement Request list by **May 1st.**

9. PCI Compliance

SNAP SHOT PAYMENT CARD INDUSTRY DATA SECURITY STANDARD (PCI DSS)

- **What is the PCI Security Standards Council (SSC)?**
The PCI Security Standards Council is led by a policy-setting Executive Committee, composed of representatives from the five founding global payment brands and Strategic Members including; American Express, Discover Financial Services, JCB International, MasterCard, and Visa Inc.

- **What does the SSC do?**
The PCI maintains, evolves and promotes Payment Card Industry standards for the safety of cardholder data across the globe.

- **What is PCI Data Security Standard (DSS)?**
Payment Card Industry Data Security Standard (PCI DSS) is standard of requirements maintained by the Payment Card Industry Security Standards Council (PCI SSC) to ensure the protection of cardholder data.
    - 12 General requirements
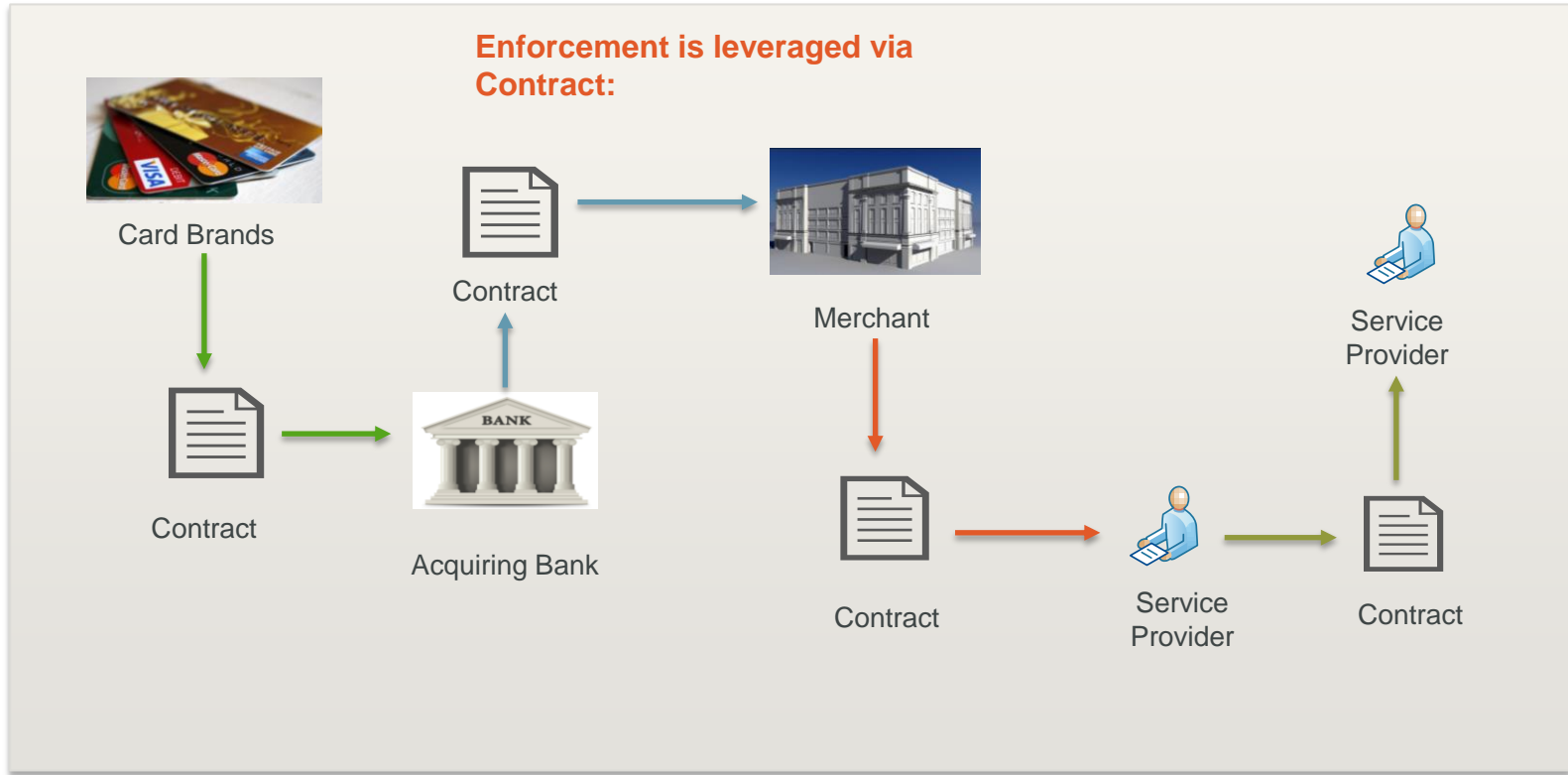   - Over 250 controls that are tied to all 12 requirements

- **Why is there a Payment Card Industry Data Security Standard (PCI DSS)?**
To protect cardholder data from being stolen or used fraudulently.

HOW IS THE SECURITY OF CARDHOLDER DATA ENFORCED?

Enforcement is leveraged via Contract:

Card Brands

Contract

Contract

Acquiring Bank

Merchant

Contract

Service Provider

Contract

Service Provider

Contract

Service Provider

REMEDIATION PROGRAM PLANNING

3 Identified Agencies by Bank of America with Compliance Due Dates:
- **MTA**: Identified as a Level 1 Merchant, Compliance due date September 30th 2018
- **PORT:** Identified as a Level 3 Merchant, Compliance due date June 30th 2018
- **Rec and Park:** Identified as a Level 3 Merchant, Compliance due date June 30th 2018

Merchant Level (Visa)	Annual Transaction Volume (Visa)	Number of Agencies
Level 1	Over 6 Million	1
Level 2	1- 6 Million	0
Level 3	20,000 to 1 Million	2
Level 4	Less than 20,000	18

CCSF AGENCIES PARTICIPATING IN VALIDATION

Total Agency Participation: 21

* PCI compliance applies to all entities accepting credit cards for payment

- SFMTA
- PORT
- Rec and Parks
- Animal Care
- Arts Commission
- Assessor/Recorder
- Building Inspection
- County Clerk
- District Attorney
- Entertainment Commission

- Ethics Commission
- Film Commission
- Fire Department
- Health Services System
- Library
- Medical Examiner
- Public Health
- Public Utilities Commission
- Public Works
- Superior Court
- Treasurer and Tax Collector

CRITICAL NEXT STEPS

- **Implement Compliance Governance**
    Banking and Finance Policy – TTX Lead
    Technology Policy – DT Lead

- **Outsource Ecommerce Platform**
    If there is no merchant relationship with an acquiring bank it falls out of scope for PCI compliance - *TTX Lead*

- **Network Segmentation**:
    Conduct network architecture analysis to determine segmentation optimization *DT Lead*

- **Employee Training:**
    Embed within existing security training – *DT Lead*
    Embed within existing cash handling training – *TTX Lead*
    Device specific training - *TTX Lead via vendor*

City Cybersecurity Program

From: Michael Makstman
For: COIT
3/15/2018

SAN FRANCISCO
**DEPARTMENT OF
TECHNOLOGY**

CCISO Introduction

Cybersecurity Program Focus

- Prepare for the Cyber Attack

- Continuously Fortify the Core

- Empower and Strengthen City Departments

Citywide Cybersecurity Policy

- Regulatory and Compliance Needs (selected)
  - Payment Card Industry Data Security Standard - 39 references to security policy requirements
  - IRS Publication 1075, Safeguards for Protecting Federal Tax Returns and Return Information – 53 reference to security policy requirements

- NIST CSF Framework (adopted by the City):
  - *The policies, procedures, and processes to manage and monitor the organization's regulatory, legal, risk, environmental, and operational requirements are understood and inform the management of cybersecurity risk.*

- Updating Citywide Cybersecurity Policy
  - Selected topics for update include: Access Management, Incident Response, Risk Assessment and Management, Media and Data Security, Vendor Risk Management

11. Public Comment