



# Committee on Information Technology

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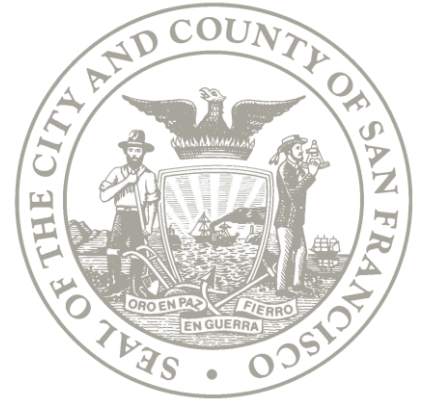
Regular Meeting  
September 20, 2018

War Memorial, 401 Van Ness Ave  
San Francisco, CA 94102

# Agenda

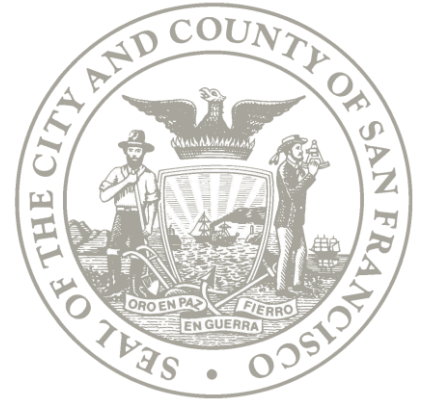
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- Call to Order by Chair
- Roll Call
- Approval of Meeting Minutes from June 19, 2018
- Chair Update
- CIO Update
- Update: FY 2020-24 ICT Plan
- Update: Department of Technology Strategic Plan
- Update: Digital Services Strategy
- Public Comment
- Adjournment

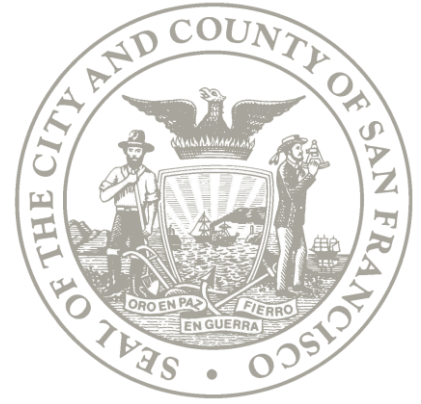


# 3. Approval of Minutes

Action Item



## 4. Chair Update



## 5. CIO Update

# CIO Updates

- DATASF – 2018 Map of Police Department Incident Reports – [datasf.org](https://datasf.org)



- Microsoft Teams is live across CCSF



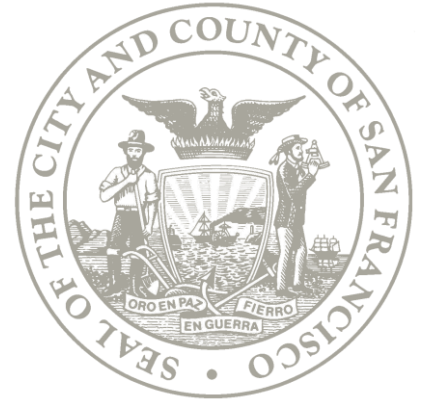
- Multi-Factor authentication rolled out across CCSF



- October is Cybersecurity Awareness Month!

- PSA Announcements by City leaders for employee Cybersecurity training
- Cyber Lunch & Learn series
- Certification boot camp for cyber professionals





## 6. FY 2020-24 ICT Plan Update

# FY 2020-24 ICT Plan: Overview

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- Purpose & Background
- Comparative Research
- Preview of Upcoming Discussions



# Why do we have an ICT Plan?

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- Admin Code 22A
- To organize operations & investments towards shared goals

# Technology Landscape



SAN FRANCISCO  
DEPARTMENT OF  
TECHNOLOGY

- Telephones
- Network
- Data Centers
- O365 Products
- Etc...



Office of the Controller

- Financials
- People & Pay
- Procurement
- Reports & Analytics
- Learning

Other Departments  
&  
Major Service Areas

- Radios & CAD
- Digital Services
- Enterprise Depts
- Whole Person Care
- Etc...

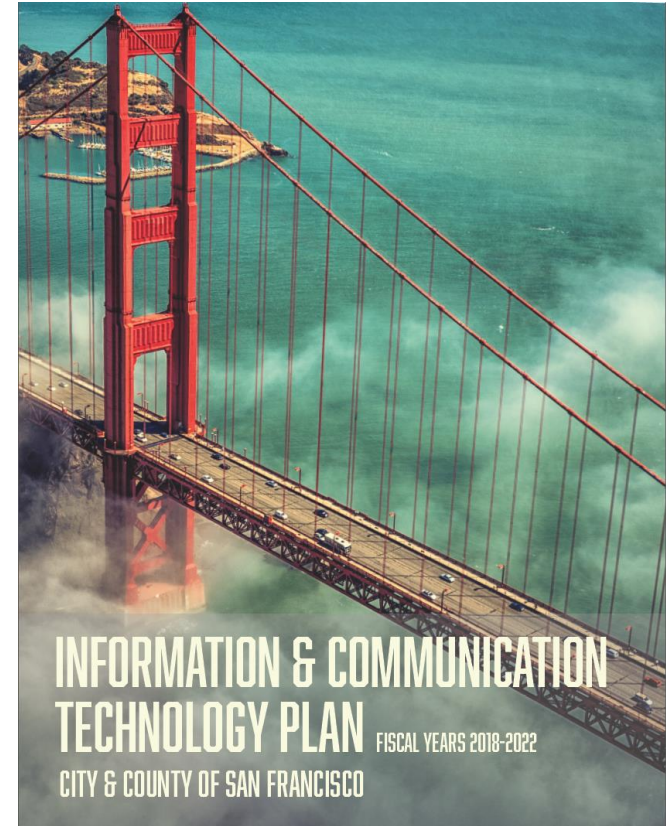
# 5-Year Technology Plan

- Strategic Initiatives
- Financial Planning

# FY18-22 ICT Plan

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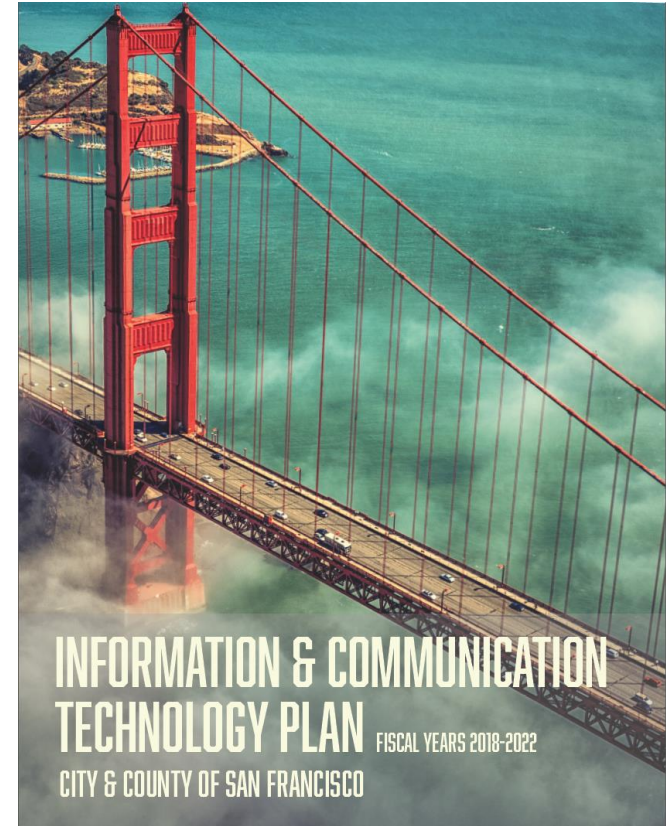
- Support, Maintain, and Secure Critical Infrastructure
- Improve Efficiency & Effectiveness of City Operations
- Increase Access & Transparency to Local Government



# FY18-22 ICT Plan

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- City Employee Experience
- Strategic Sourcing & Procurement
- Data Architecture
- Policy: Cybersecurity
- Policy: Disaster Preparedness (DPR3)

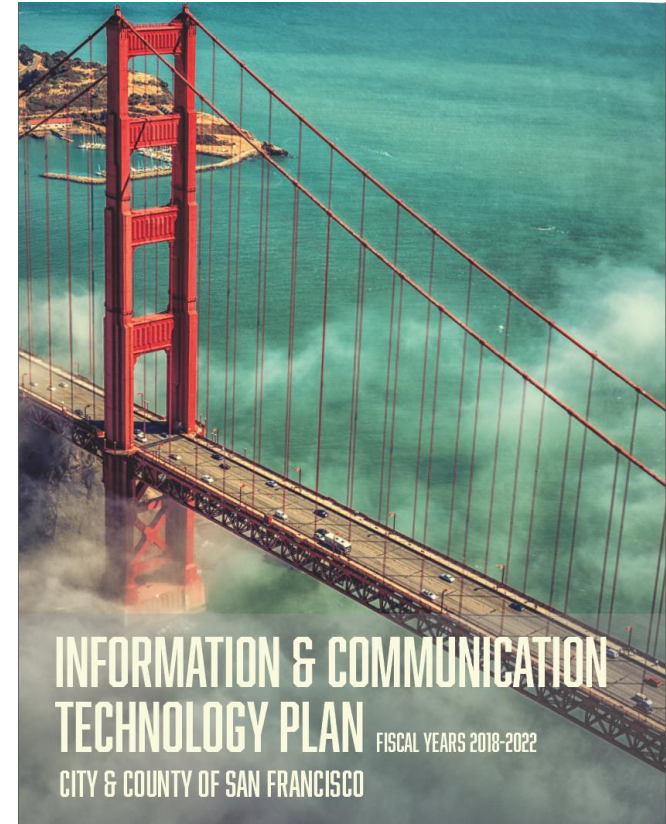


# FY18-22 ICT Plan

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## Current Major IT Projects

- Financial System Replacement
- Public Safety & Public Service Radio Replacement
- Property Tax System
- Electronic Health Records

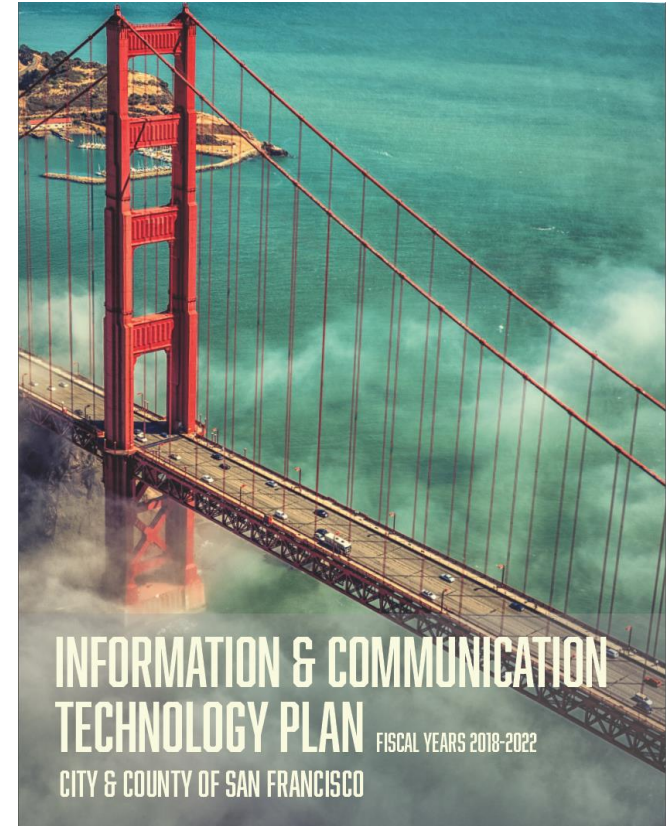


# FY18-22 ICT Plan

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## Upcoming Major IT Projects

- VoIP
- Customer Relationship Management
- Voting System Replacement
- Universal Broadband





# Looking Forward to FY20-24

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What's the next step?



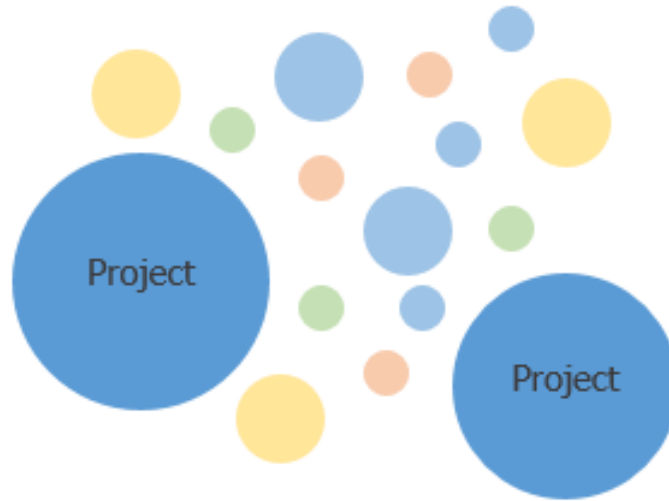
# ICT Plan matures with the City

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- › 2017: Financial System went live
- › 2016: Digital Services Strategy Adopted
- › 2014: Microsoft email becomes standard
- › 2012: Human Capital Management went live

# Research – List of Projects

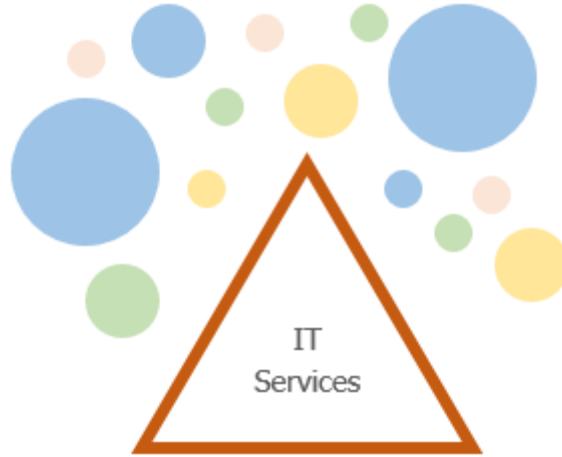
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Chicago

# Research – Shared Services

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California – Seattle – SF Dept. Technology

# Research – Service Vision

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Singapore Digital Government Framework

# Preview of Upcoming Discussions

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- FY 2018-22 ICT Initiatives
- Research Findings
  - › IT Expenditures
  - › Survey Results
  - › City Technology Trends

# Calendar

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<b>MONTH</b>	<b>ICT DISCUSSION ITEM</b>
October	<ul style="list-style-type: none"><li>• FY 2018-22 Initiatives Update</li></ul>
November	<ul style="list-style-type: none"><li>• Research Findings, Proposed Goals</li></ul>
December	
January	<ul style="list-style-type: none"><li>• Financial Projections</li></ul>
February	<ul style="list-style-type: none"><li>• Final Review &amp; Approvals</li></ul>

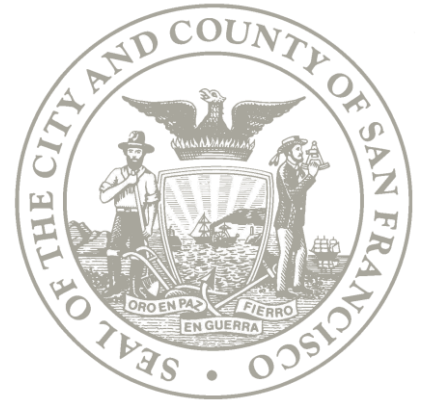
# Invitation: Public Survey

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**Share your thoughts on City Technology!**

FY 2020-24 ICT Plan Survey

<https://www.surveymonkey.com/r/63MWBKD>



## 7. Department of Technology Strategic Plan



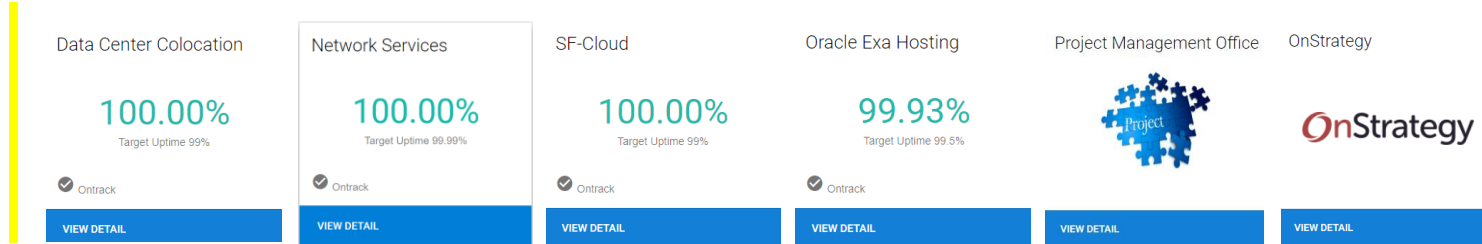
# How is DT Strategic Planning structured and implemented?

- Orientation to 1 pager
- 5 Strategic Areas, 17 Objectives, 45 Initiatives
- Plan is executed and reported on at the initiative level, one step away from the leaders implementing the work
- Monthly strategic deep dives into each area ensures we perform against plan, quarterly reports to CIO
- Automated dashboards
- Annual strategic performance evaluation to leadership

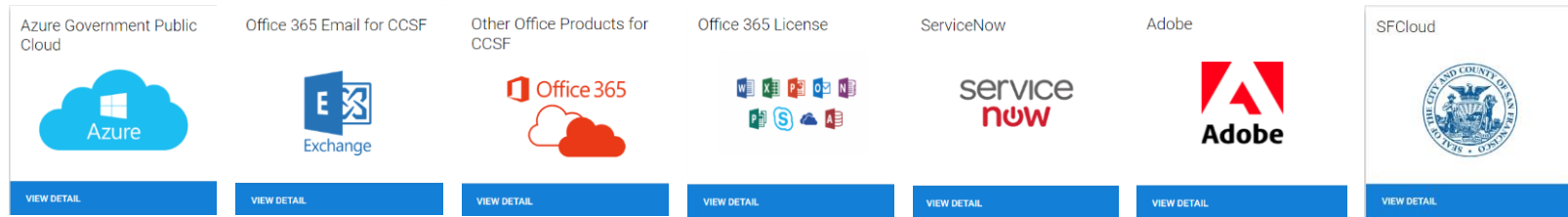
# DT Performance

Automated dashboards – [dtp.perform.sfgov.org](https://dtp.perform.sfgov.org)

Continual improvement – measuring our way to great



Make better decisions – empowering better decision making within the DT and across the City



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# Digital Services update

COIT September 2018

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**Making it easy for  
residents to get things  
done with the City**

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We're making a new website!

<http://sf.gov>





# City & County of San Francisco

September 11, 2018

jobs

housing

marriage

property tax

rent

birth certificate

## Services

[Pay property taxes](#)

[Register a new business](#)

[Pay business taxes](#)

[Get a San Francisco birth certificate](#)

[Apply for affordable rental housing](#)

[Get a marriage license](#)

[Get a job with the City](#)

[View all services](#)

## This is a new website for San Francisco

We're still working on this site, and need your help to make it better. [Give feedback and learn about the project.](#)



## Marriage and partnerships

Planning a wedding, registering a domestic partnership and documentation.

### Services

#### Get a copy of a confidential marriage certificate

If you had a confidential marriage in San Francisco, get a copy of your marriage certificate.

#### Get a marriage license

Before you get married in California, you must have a California marriage license issued within 90 days of the date of your ceremony.

#### Have a civil marriage or commitment ceremony at City Hall

Make a reservation to have a civil marriage ceremony or domestic partnership commitment ceremony at City Hall.

#### Officiate a civil marriage or domestic partnership ceremony

You can apply to perform a marriage or domestic partnership ceremony in San Francisco.

#### Register as Domestic Partners

You can register at City Hall for a San Francisco Domestic Partnership, with the option of a commitment ceremony.

### Related Departments

 DEPARTMENT

#### County Clerk

We issue marriage, birth and death certificates, City IDs, and more.



(415) 273-1234



City Hall, Room 168



## Get a marriage license

Before you get married in California, you must have a California marriage license issued within 90 days of the date of your ceremony.

### Cost

\$107.00

Non-refundable

### What is it?

A marriage license is a permit to get married. You are not married until you have a ceremony.

### What to do

#### 1. See if you can get married

You can get married if you:

- are not currently married
- are 18 or older
- have unexpired, government-issued photo ID

#### 2. Decide on type of marriage license

For a public license:

- you need at least one witness at the ceremony
- is a public record

For a confidential license:

- you must be living together
- no witnesses are required at the ceremony
- marriage record is only available to the couple



[Public marriage license application](#)



[Confidential marriage license application - MLCA](#)

#### 3. Decide on name changes

We can not give legal advice, so talk to a lawyer if you have questions on name changes.

### Get help

#### San Francisco County Clerk

SF City Hall, Room 168  
1 Dr. Carlton B Goodlett Place  
San Francisco, 94102

Mon - Fri: 8:00 am - 4:00 pm



[Get directions](#)

#### Phone

4155544950

### Related Services



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# Look and feel

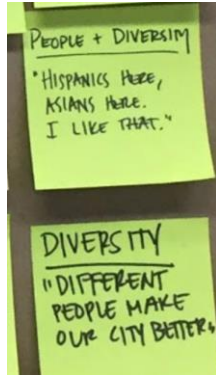


We trained 40 staff from 20 departments on how to do research interviews.

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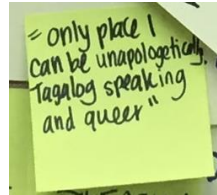
## Diverse

33%



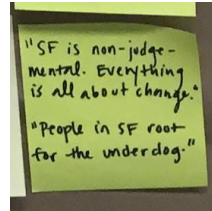
## Inclusive

23%



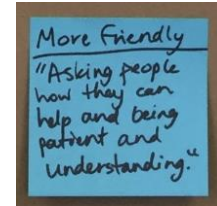
## Progressive

21%



## Compassionate

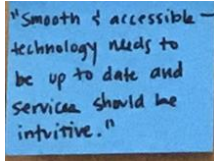
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## Easy to use

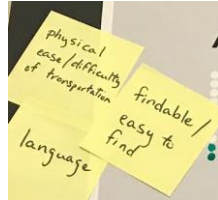
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"Smooth & accessible -  
technology needs to  
be up to date and  
services should be  
intuitive."

## Accessible

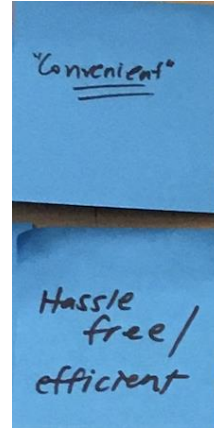
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physical  
ease/difficulty  
of transportation  
findable/  
easy to  
find  
language

## Efficient

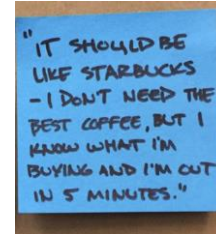
23%



Convenient  
  
Hassle  
free/  
efficient

## Reliable

17%



"IT SHOULD BE  
LIKE STARBUCKS  
- I DON'T NEED THE  
BEST COFFEE, BUT I  
KNOW WHAT I'M  
BUYING AND I'M OUT  
IN 5 MINUTES."

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# Look and feel principles

1. Represent the City's diversity
2. Celebrate our unique culture and progressive values
3. Be accessible and inclusive for all people
4. Reflect that the website is reliable and easy to use



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# Other things

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## Ongoing:

- Start a Cannabis business
- Start any kind of business
- Find affordable housing
- Get immigration legal help
- Get help to find work
- Recruitment and onboarding
- Supporting [sfgov.org](https://sfgov.org)



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## Coming up:

- Supporting depts with their web projects
- Developing the look and feel with depts
- Developing the homepage + more services
  
- Supporting the permit center
- Web hosting review

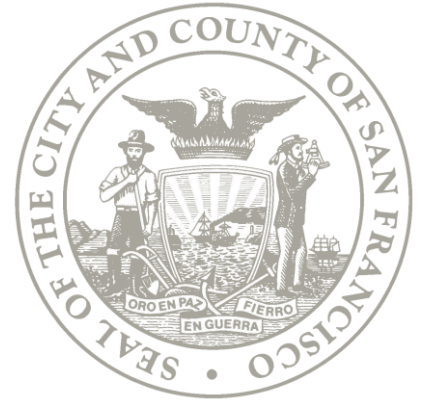


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# Questions

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## 9. Public Comment