Committee on Information Technology

Regular Meeting

October 18, 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 Meeting Minutes from September 20, 2018
- Chair Update
- CIO Update
- FY 2020-24 ICT Plan: Technology Trends
- Update: FY 2018-22 ICT Plan Initiatives
- Public Comment
- Adjournment

3. Approval of Minutes

Action Item

4. Chair Update

CIO Updates

SAN FRANCISCO
DEPARTMENT OF
TECHNOLOGY

For SFDT CIO: Linda Gerull
10/18/2018

October is Cybersecurity Awareness Month!

New internal website - cybersafeSF.org – contents include resources, news and events. Rolled out Oct 4 and over 500 City employees visited during Oct 1-5.

Leadership video messages and learning session throughout the months to promote cyber safe practices – 450 views of the first video Oct 1-5. 120+ attendees expected for the learning sessions.

Weeklong cybersecurity boot camp for departmental security officers to enhance their knowledge – 25 security officers attended during Oct 1-5.

6. FY 2020-24 ICT Plan: Technology Trends

5-Year Technology Plan

To organize operations & investments towards shared goals

- Strategic Initiatives
- Financial Planning

Research Methods

- Department Survey
- Employee Survey
- Public Survey
- Budget Analysis

Department Survey Overview

- 45 Department responses
- Measure technology trends:
  - Department Practices
  - Emerging Technology & Innovation
  - IT Hiring
  - Strategic Sourcing & Procurement
  - Shared Services
  - Data Management Practices
  - Risk Management

Department Practices

What are the top 3 major initiatives your department will be focusing on in the next five years?

- **Risk management** projects – cybersecurity, disaster preparedness (12 departments)
- Network & telecommunication **infrastructure** projects (11 departments)
- Development of a **customer/case management** System (10 departments)
- **Data integration** project (8 departments)
- **Digital services** & websites (8 departments)
- **Document management system** (7 departments)

Department Practices

How well does this describe your department: IT is a separate function from the business, and are primarily focused on maintaining equipment.

To what extent does your department use technology to pursue new opportunities and achieve strategic goals?

Hiring

What are your other IT hiring needs that are not currently being addressed?

- Attracting talent & compensation
- Hiring takes too long
- Classifications don’t match modern skill sets
- Need more skilled staff to support enterprise systems (like SharePoint)

Strategic Sourcing & Procurement

In your opinion, has procurement of technology products and services gotten easier in the last 2 years?

In general, how satisfied are you with the terms of the existing enterprise agreements?

Shared Services

How satisfied are you with the City's network services?

How satisfied are you with the City's data center services?

Data Management Practices

- 18 departments are using a data warehouse.
- Is there an integration project you wish your department had time to get to?
  - Email marketing with CRM
  - Integration with F$P
  - PowerBI integrations
  - 311 integration

Risk Management

How helpful was the COOP working group?

Please rate the value of the DT template to refresh your department's Continuity of Operations Plan.

Calendar

MONTH	ICT DISCUSSION ITEM
October	FY 2018-22 Initiatives Update
November	Budget Analysis, Proposed Goals
December	
January	Financial Projections
February	Final Review & Approvals

Invitation: Public Survey

Share your thoughts on City Technology!

FY 2020-24 ICT Plan Survey

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

7. FY 2018-22 ICT Plan Initiatives

SF EMPLOYEE PORTAL
PROCUREMENT

Procurement System Update for COIT

October 18, 2018

CITY & COUNTY OF SAN FRANCISCO

Office of the Controller
Systems Division

10/19/2018

Procurement System Goals for FY19:

Year Two

Procurement System Goals for FY19:

Year Two

- Modernize Supplier Experience

- Document and Educate Departments on Best Procurement Practices

- Create Well-Used Procurement Dashboards
- Enable CMD Monitoring

- Increase Use of Sourcing Module
- Implement Docusign
- Deliver Punch Out Catalog
- Increase Use of Contract Library

OCA Top Priorities

- Identify and Push Best Practices
- Understand Reporting Power
- Modernization of Supplier Experience
  - Remove Barriers for Bidders
  - Sunset OCA Website
- Buyer's Workbench Functionality
- Punch Out Catalog

SF Procurement Projects

SF EMPLOYEE PORTAL
PROCUREMENT

Strategic Sourcing and Suppliers

- CMD 12B Changes
- CMD 14 LBE Certification Changes
- Supplier Portal Modernization

Inventory and Catalog

- DPH Epic Integration
- Pilot eCatalog Punchout Project
- DPH / GHX EDI Interface

Purchasing

- Charter Authority PO Workflow Enhancement
- Docusign Pilot
- Best Practices

PO Roll Statistics

96.6%

Success Rate

- Purchase Orders proposed by Departments to roll (28,247)
- Purchase Orders approved to roll (15,248)
- Purchase Orders approved <u>and eligible</u> to roll on 8/25 (14,933)
- Purchase Orders that rolled successfully (14,872)
- Purchase Orders that rolled and budget checked in 2019 successfully (14,335)

- Work to decrease user error in the PO, Receipt, and Voucher processes
  - Create PO Receipts for quantities or amounts that are actually received
  - Copy Voucher from PO Receipt
- Ask Departments to evaluate Open POs on a quarterly basis
- Implement PO Close Batch Process

Supplier Portal Modernization

- Development begins mid-November
- Departments and Suppliers will be involved in design
- Portal will be updated before PUM Upgrade—tentative deploy date of February 28

Supplier Metrics

SF EMPLOYEE PORTAL
PROCUREMENT

23%
of Suppliers have active accounts

CAL Procure

https://www.caleprocure.ca.gov/pages/index.aspx
Production Support Log - All O...
California eProcurement Po...
File Edit View Favorites Tools Help
Convert Select
Page Safety Tools
Cal eProcure
Home
News / Events
FAQ
Help
Quicklinks
Login / Register
Welcome to California's Online Marketplace
Sell to the State
Get Registered and Learn More about the System
Small Business / Disabled Veteran Business Enterprise
Get Certified and Understand Your Advantages
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CIO Review: New Process as of July 2018

Purposes: Prevent security and performance risks and promote tech collaboration

New Process accessed at bit.ly/SFCIOReview allows for:

- Improved accountability using ServiceNow ticketing system
- DT continues its commitment to respond within 5 working days.
- Policy pre-approves items unlikely to pose a security or performance risk: Includes most desktop computers, monitors, and peripherals.

Please use CIO Review to consult DT **early on** regarding your major technology initiatives

DT Tech Procurement Resources

Next Meeting!

Technology Procurement Information Sharing Group

Wed 10/31, 1:00pm-3:00pm

DT Offices @ 1South Van Ness

Tech Contracts Info:

DTPortal.sfgov.org, click on "Technology Procurement Information."

Contact:

DT Procurement Manager, **Hao.Xie@sfgov.org**

City Employee Experience

City Employee Experience – Microsoft O365

- **Power BI Premium Subscription** – supports data visualization using the 0365 office suite
- **Modern SharePoint Sites** – light and quick to build, informative for projects
- **Microsoft Teams** – platform for workplace chats, meetings, notes, and collaboration, integrates with 3rd party apps
- **Outlook on the Web, Office Online, and mobile apps** – access 24/7, anywhere, globally
- **Project Online for collaborative projects** – PMP methodology for larger projects
- **Live dashboards** – for CCSF departments to track and manage licenses, storage used, usage of MS products (Sharepoint, OneDrive, Skype, etc.)
- **Enhanced Security with Multi-factor Authentication** - MFA integrated with 0365 and rolling out across City over the course of coming months
- **Automatic detection and notification of compromised O365 accounts – enhanced tools include Solar Winds and Splunk**
- **0365 Admin group meets quarterly to discuss features and updates** – robust documentation developed for City IT Staff

SF Employee Portal Update

Employee Self-Service – New Features:

- Open Enrollment (eBenefits)
- Direct Deposit Changes
- W-4 Tax Withholding Changes

SF Employee Portal for All Employees:

- 22,000 (of 35,000 total) employees have SF Employee Portal access now
- Complete phased rollout to remaining employees by March 2019
- Remaining departments:
  - Public Health
  - Public Works
  - Public Utilities
  - City Attorney
  - SFMTA

SAN FRANCISCO DEPARTMENT OF TECHNOLOGY

Risk Management

Risk Management and Disaster Preparedness

City has adopted NIST Cybersecurity Framework (Federal and Industry Standard)

- Updated Cybersecurity Policy to introduce risk assessment, approved by COIT in June 2018
- Completed DT NIST Capability and Risk Assessment; starting assessment for DPH (goal to complete all City departments by June 2019)

Cybersecurity Training and Awareness Standard was approved by COIT in October 2017.

- Cybersecurity training platform rolled out. ~5000 City workers have been trained
- Phishing prevention campaign rolled out to DT using Cybersecurity platform, adopting Citywide

Updated Disaster Preparedness, Response, Recovery, and Resiliency Policy, initially approved by COIT in September of 2016

- Installed Disaster Recovery technologies to create resilient, multi data center City Cloud
- Implemented and tested Disaster Recovery for DT (IAM , Active Directory, GIS, SFTP), Controller (FSP, Jump server) and TTX (Aumentum)
- Developing Disaster Recovery solutions for Port, HSS, 311, Controller and TTX

Implementing Cybersecurity technologies: vulnerability scanning (completed), log management (completed), patching (in progress), network security (in progress), 24/7/365 monitoring and response (RFP)

Data Architecture

Data Architecture

GOAL: Connect data across City systems to support improved service delivery, budgeting, planning, and policy insights.

Completed:

- **Team has built model for data integration and analytics –** this is the model that will allow systems to talk and share data with each other
- **Improved access to data through Open Data Portal** – encouraged 37% growth in users downloading data over last year, 1.4 million API requests per month over last Fiscal Year
- **Publishing standards developed allowing Data Users and Custodians to upload their data sets to Open Data portal** – 473 unique data sets
- **Data Visualization Training** – 227 staff from 26 departments trained , 11 departments fully adopted PowerBI as primary BI intelligence platform

Data Architecture

Next Steps:

- **Evaluation of current state** – using Civic Bridge partnership to assess current state, complete by end of December, 2018
- **Creation of data architecture working group** – to provide input on Citywide strategy, discuss milestones that have been completed and identify milestones
- **Working group will develop recommendations about vision, strategy and implementation** – targeting Summer 2019

8. Public Comment