

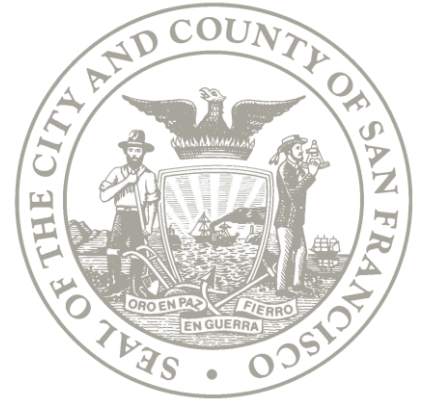
Committee on Information Technology

Regular Meeting
November 15, 2018

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

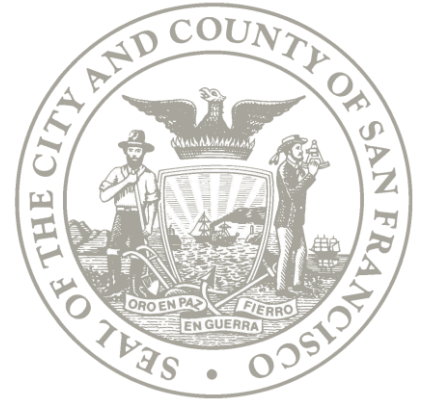
Agenda

- Call to Order by Chair
- Roll Call
- Approval of Meeting Minutes from October 18, 2018
- Chair Update
- CIO Update
- Update: FY 2020-24 Information & Communication Technology Plan
- Policy Update: Disaster Preparedness, Response, Recovery, and Resiliency Policy (Action Item)
- Public Comment



3. Approval of Minutes

Action Item



4. Chair Update

ICIO Updates

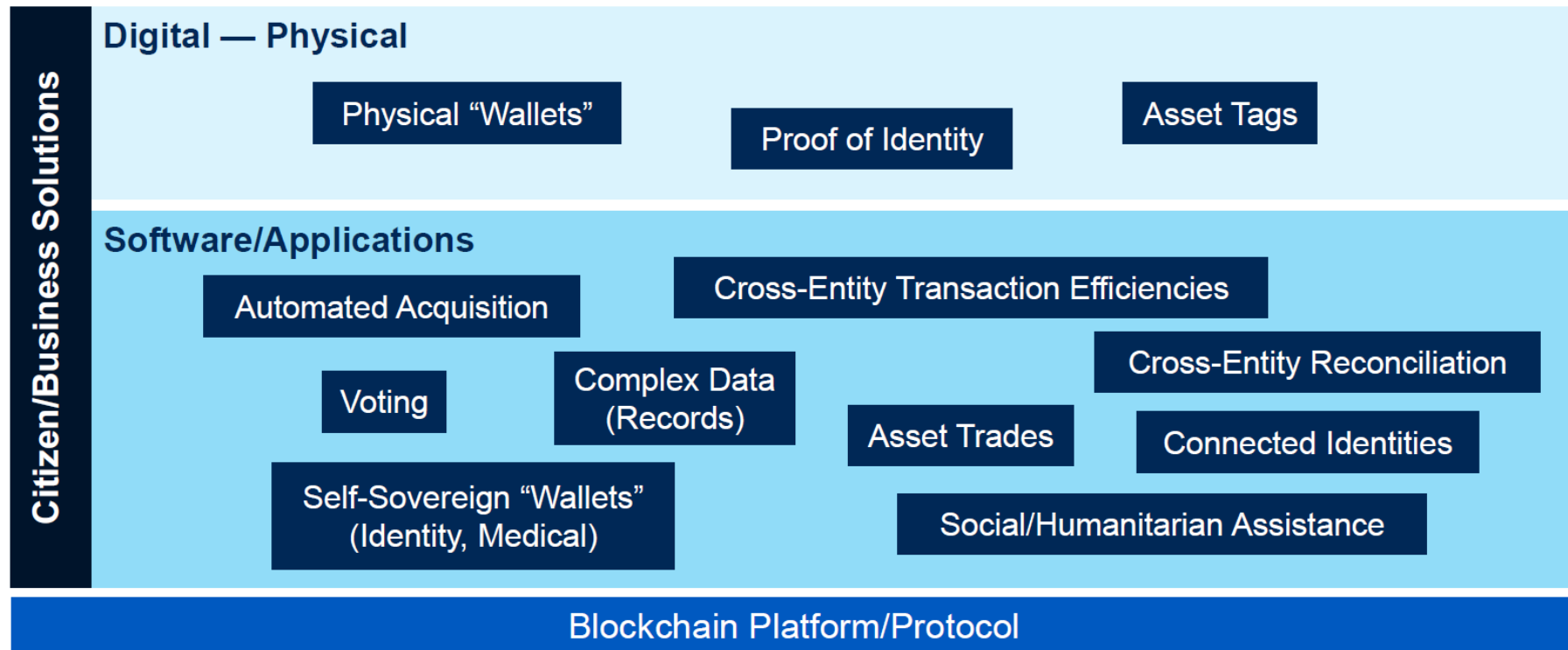


SAN FRANCISCO
DEPARTMENT OF
TECHNOLOGY

For SFDT CIO: Linda Gerull
11/15/2018

CIO Updates

Government Blockchain Uses



CIO Updates

How are CIO's using Artificial Intelligence in the Public Sector?



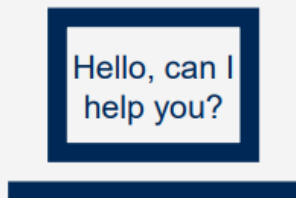
35%

Robotic Process Automation



31%

Chatbot



27%

Computer-Assisted Diagnostics



25%

Virtual Assistant



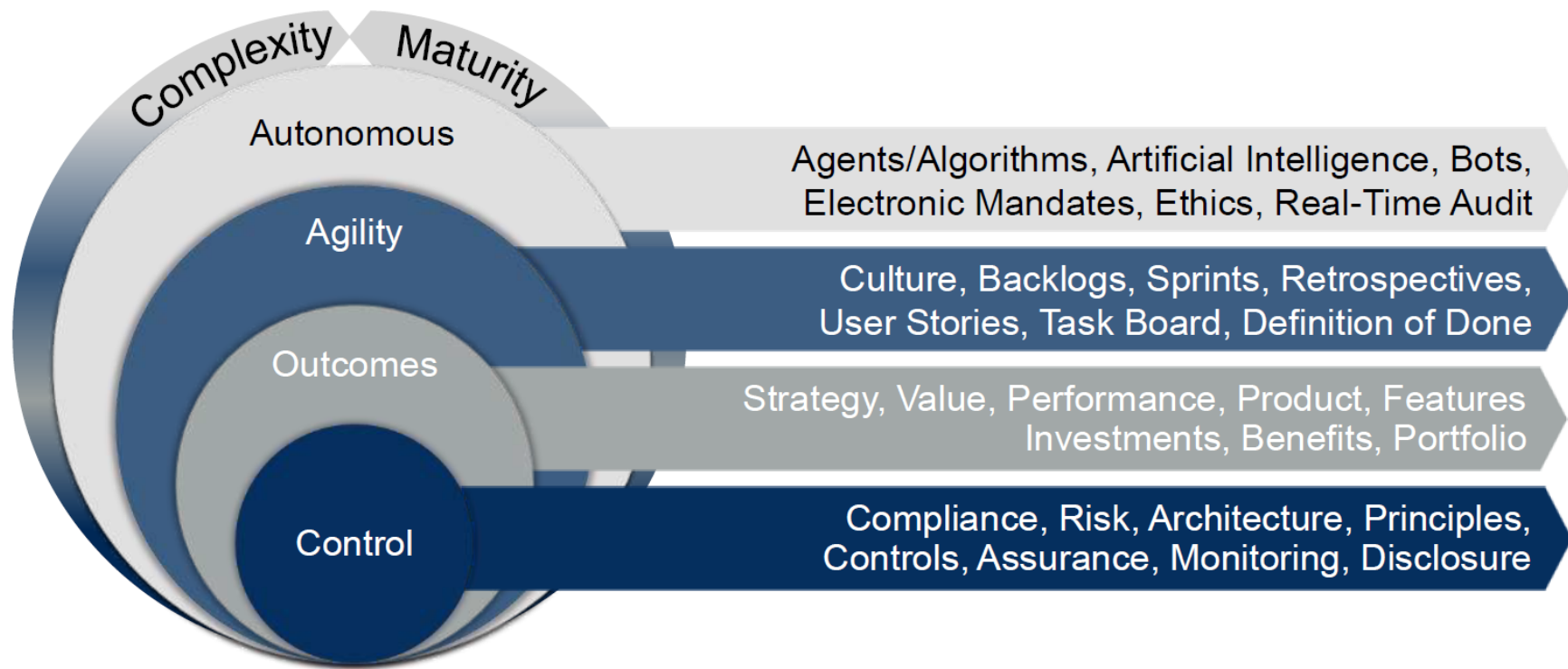
25%

Fraud Analysis



CIO Updates

Adaptive Governance



CIO Updates



City Data Center

Prepared for Department system moves to the City Data Center:

- Controller – eMerge
- SFPD – Crime Data Warehouse
- JUSTIS
- DBI for move to 49 SVN
- DPW for move to 49 SVN

Importance:

1. Advanced security tools and alerting
2. Software Defined Network – encryption, data segregation, end point management
3. Flexibility – ability to quickly scale up and add capacity
4. Cost Savings – tiers of data storage, options for on-premise or cloud environments, reduce redundancy

CIO Updates



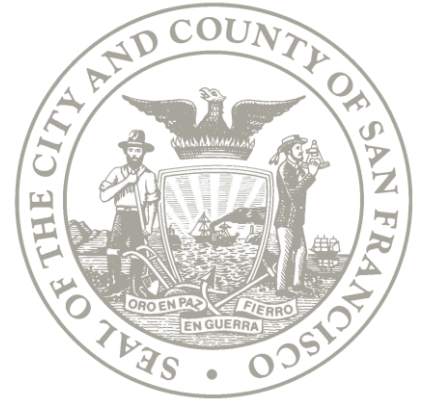
5G – Leading cross-departmental strategic working group to define carriers’ approaches for 5G roll-out in City. Topics include 5G network installation, permitting, smart poles, pricing, and equity. Met with ATT, Verizon, T-Mobile, Mobilitie, and Extanet. Next step is to make strategic recommendations to City working group and leadership.



Civic Bridge Projects – Halfway through the 16 weeks! 9 projects ranging from data sharing, service redesign, improving efficiency, increased outreach to homeless, and advocacy/representation on behalf of residents.



December 6, Tech Lunch & Learn #1 – Aim is to have SME’s educate legislative staff, senior technologists, and our tech partners on how to design legislation across a broad array of tech topics – cyber, privacy, emerging technologies, AI, robotics, blockchain, etc...



6. FY 2020-24 ICT Plan Update

Previous Meeting Recap

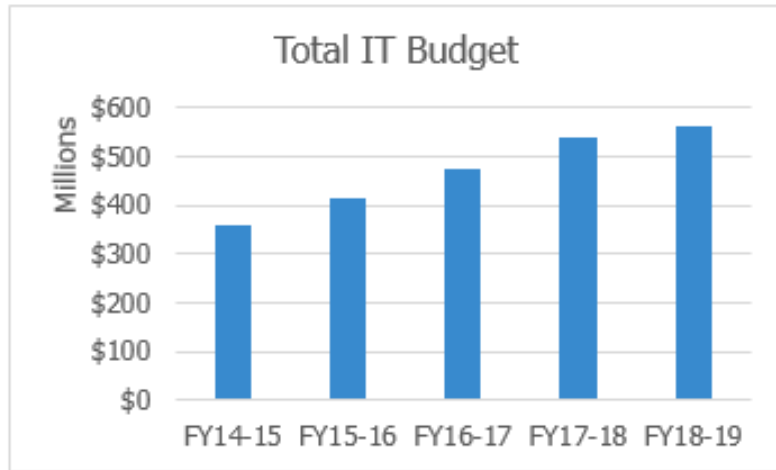
- Strategic Plan Analysis
- Technology Trends in the Departments
- FY 2018-22 Initiative Updates

Agenda

- Technology Analysis
 - › Budget Trends
 - › Public Survey
 - › Employee Survey
- Vision & Goals

San Francisco Technology Budget

Figure 1: Total IT Spending by Year



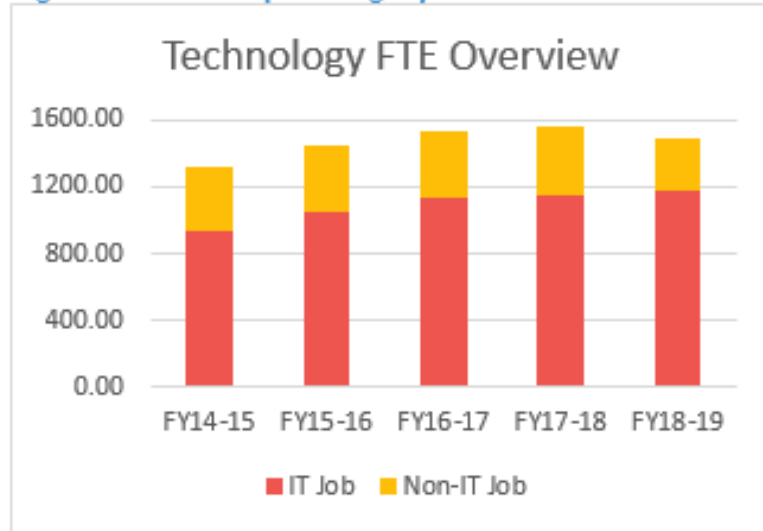
Year	IT Budget	Total Budget	% IT
FY14-15	\$358.1M	\$8.6B	4.2%
FY15-16	\$415.7M	\$8.9B	4.7%
FY16-17	\$474.3M	\$9.6B	4.9%
FY17-18	\$540.9M	\$10.1B	5.4%
FY18-19	\$562.1M	\$11.0B	5.1%

Major Growth Areas

- DPH - Electronic Health Records
- MTA & AIR investments
- Salary increases

Technology Staff Trends

Figure 2: Total Spending by IT Jobs



Year	IT Jobs (FTE)	Non-IT (FTE)	Total (FTE)	Total Salary
FY14-15	934.27	389.56	1,323.83	\$152,581,113
FY15-16	1054.82	398.17	1,452.99	\$173,122,234
FY16-17	1128.83	406.75	1,535.58	\$189,815,520
FY17-18	1149.57	412.60	1,562.17	\$202,524,367
FY18-19	1171.34	317.46	1,488.80	\$217,017,955

Technology Surveys

A citywide strategic plan should provide value to the general public as well as City staff. The COIT survey helps to prioritize strategic objectives and measure progress from the last ICT Plan.

Public Survey

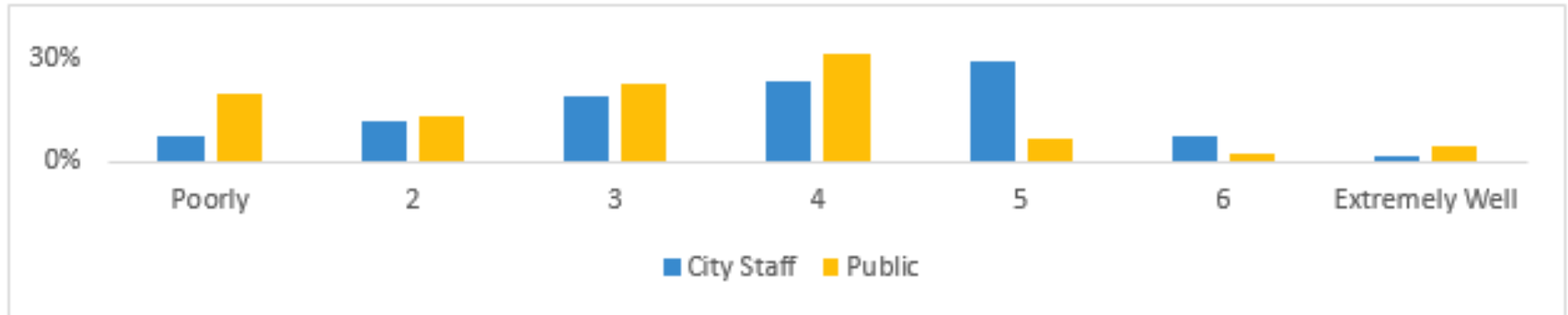
- 47 Responses
- August 27 – November 6

Staff Survey

- 252 Responses
- October 3 – October 29

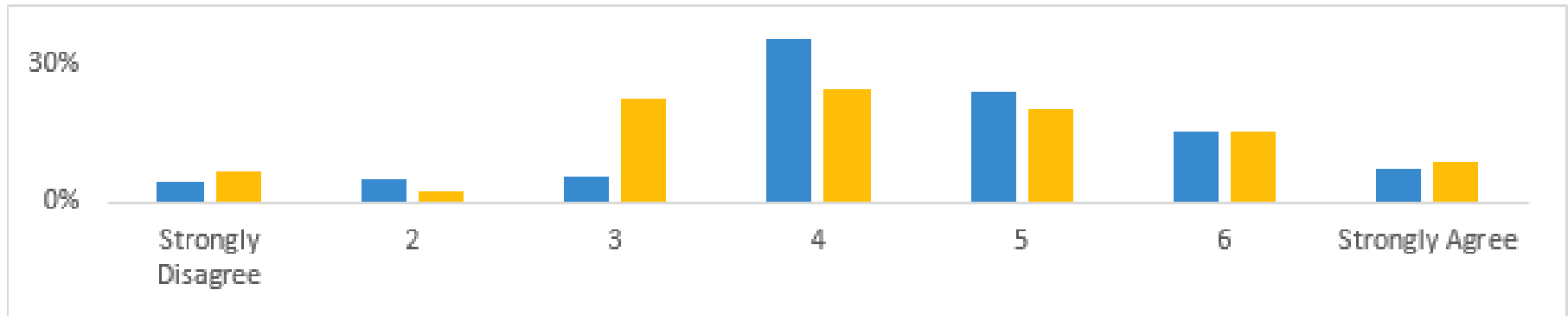
Survey Comparison

In your view, how well does local government use technology in its services and operations?



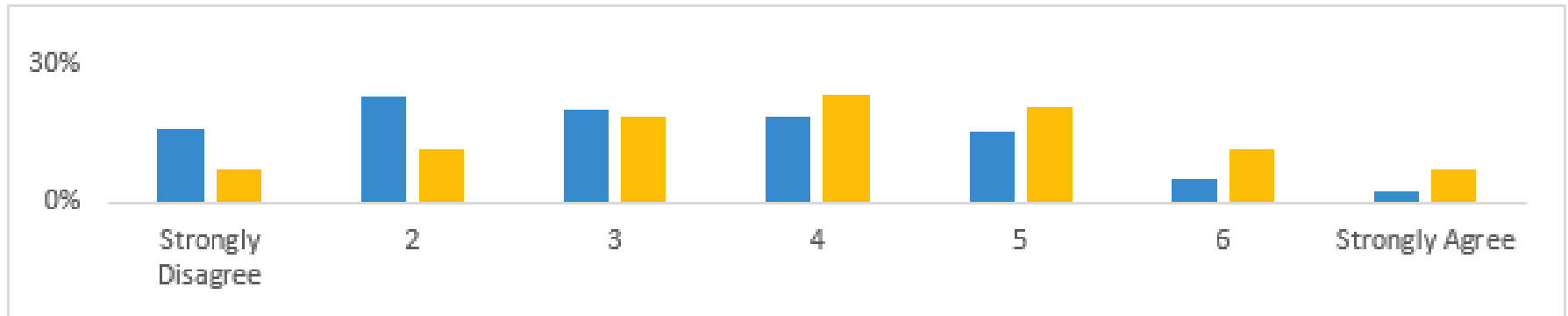
Survey Comparison

The local government services I use are noticeably easier to use than 5 years ago.



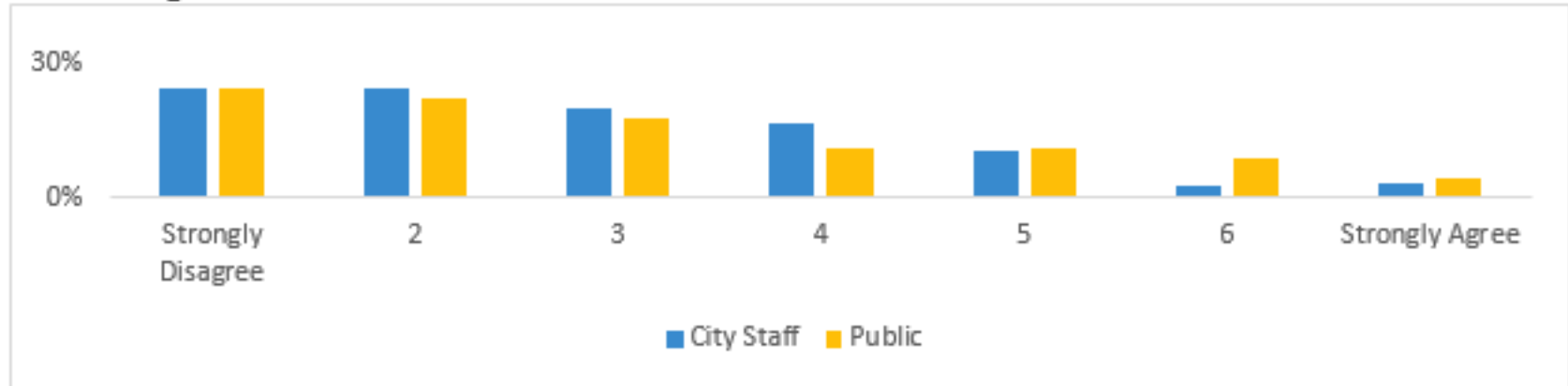
Survey Comparison

When I have a question about local government, I know where to get the answer.



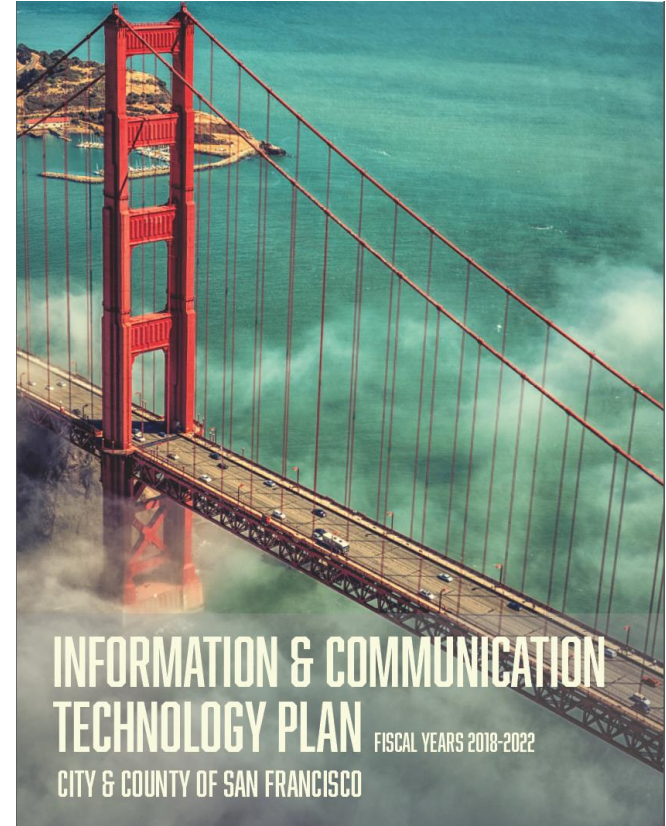
Survey Comparison

I have a strong understanding of how local government decides what programs and technologies to fund.



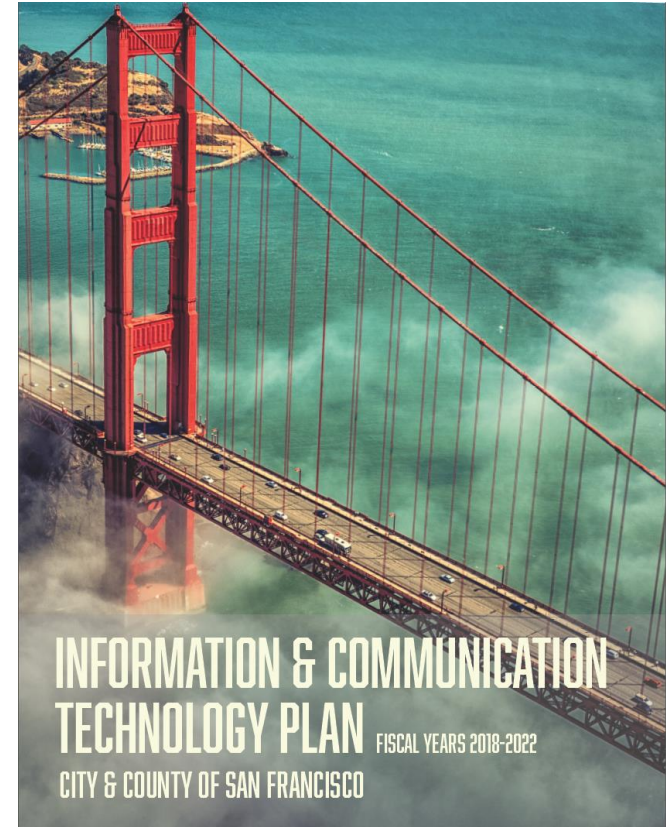
FY18-22 ICT Plan

San Francisco technology supports easy to use and accessible services for every resident, visitor, business, and employee



FY18-22 ICT Plan

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



Proposed FY20-24 Vision

A responsive, transparent digital City with easy to use and accessible services for every resident, visitor, business, and employee

Proposed FY20-24 Goals

- Support and Maintain Critical Infrastructure
- Manage Risk & Disaster Preparedness
- Digital Service Design & Equitable Access
- Innovate with Emerging Technologies

Next Steps

- Identify objectives & performance measures
- Analyze upcoming project requests
- Create recommendations

Refresh: |Disaster Preparedness, Response, Recovery, and Resiliency Policy (DPR3)



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For SFDT CIO: Linda Gerull
COIT 11/15/2018

DPR3 Policy Refresh

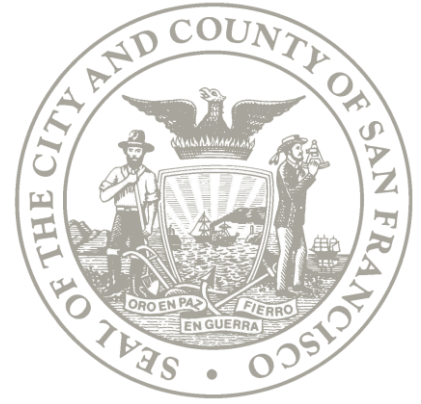
Policy outlines the requirements for ***IT preparedness, testing and redundancy*** for the continuity of city department operations and minimize disruptions to vital public services.

Two major aims:

- ***proper prevention and protection*** (*pre-disaster*) of these systems and their environments, and
- the capability to ***quickly recover*** (*during and post disaster*) when applications, systems, or infrastructure environments fail.

DPR3 Policy Updates:

- Simplified DPR3 Policy which includes only policy statement, requirements and roles & responsibilities
- Streamlined roles & responsibilities
- Importance of DRP and relations with COOP
- Emphasized CSA Findings - MOU and DR Test
- Added Appendix A: Types of Contingency Plans and their relationship
- Added Appendix B: NIST - IT COOP and DR Framework



8. Public Comment