COIT
Budget & Performance Subcommittee

Regular Meeting

January 4, 2019

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 December 7, 2018
- Department Updates and Announcements
- FY 2019-20 and FY 2020-21 COIT Budget Process
- COIT Technology Training Curriculum
- Citywide Enterprise Agreements
- Public Comment
- Adjournment

Action Item

3. Approval of Minutes

4. Department Updates & Announcements

5. FY 2019-20 and FY 2020-21 COIT Budget Process

Submission Requirements

- Any projects over $100,000 must be reviewed and approved by COIT
- ICT Plan: Submit all project proposals for the next five years!

Upcoming Budget Picture

Major IT Allocation	FY 19-20	FY 20-21
Allocation	22.5	24.7
Previous Recommendations		
» DEM: Radio Replacement Project	7.5	-
» ASR/TTX/CON: Property Assessment & Tax System	11.7	-
» TIS: City Telecom Modernization	2.4	-
» DEM: Computer Aided Dispatch Replacement	0.8	-
Remaining Balance	**-**	**24.7**

Upcoming Budget Picture

Annual Allocation	FY 19-20	FY 20-21
Allocation	14.1	15.5
Previous Recommendations	6.7	-
Remaining Balance	**7.3**	**15.5**

Note: All figures in $ millions.

Upcoming Budget Picture

Annual Allocation	FY 15-16	FY 16-17	FY 17-18	FY 18-19
Number of Requests	120	95	129	77
Projects Funded	31	24	25	30
Total Amount Funded	**9.7**	**10.6**	**11.6**	**13.1**

COIT Budget Process

1
Project Sourcing
December

2
Budget Intake
January

3
Dept Interviews
February

4
Budget Hearings
March/April

5
Final Approval
May

Technology Trends 1

AREA	DESCRIPTION
Customer & Case Management	- Departments seek better data sharing with related services - Salesforce attractive because of support from DT
Business Intelligence	- Department are seeking support on understanding data architecture, predictive analytics, standard reporting, sharing data
Data Warehouse	- Warehouse projects need coordination. Want shared lessons
Digitization	- Digital record storage strategies differ
Asset Management	- Financial system offers limited functions - No citywide standard practice

Technology Trends 2

AREA	DESCRIPTION
SharePoint	- Departments want an Intranet strategy and support to advise, create common standards
Website Management & Hosting	- Departments independently hosting websites - No single web experience for City websites
Risk Management	- Continually looking to build on lessons learned
Security Cameras	- Individual solutions expensive, support strategies differ.
Learning Management System	- Common need to track trainings

COIT Technology Inventory

Overview: An annual survey to identify current status conducted during budget.

- Technology asset tracking systems
- Lifecycle replacement opportunities
- Smart city technologies
- Inventory of recently completed projects

Upcoming Major IT Projects

Current

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

Potential Candidates

- Telecom Modernization
- Citywide Customer Relationship Management
- Computer Aided Dispatch Replacement
- Crime Data Warehouse
- Hiring Modernization
- Voting System Replacement

COIT Budget Calendar

DATE	EVENT
January 11	Project Submissions Due **REMINDER: Please submit all projects for next 5 years!**
February	Department Interviews & Technology Inventory
March 1	Enterprise Departments
March 15	General Fund Departments
March 29	General Fund Departments
April 12	General Fund Departments
May 3	Final Review & Approval

6. COIT Technology Training Curriculum

Overview

COIT will sponsor a series of collaborative trainings to support funded COIT projects

Expected Outcomes:

- Improve awareness of technology development practices
- Reduce project delays, reduce % of projects delayed
- Build a community of support
- Provide access to existing resources
- Maximize ROI for staff time in hours spent in class

City Performance Role

- Interview Subject Matter Experts
- Develop Curriculum Requirements
- Engage Trainers
- Schedule Training

Training Delivery

Audience:

- Project team members and product owners with approved funding from COIT
- Approximately 40-60 attendees
- Attendance strongly encouraged according to project needs

Timing:

- Summer 2019

Trainers:

- Internal Experts
- External Trainers

Training Topics

- Procurement
- Agile
- Accessibility
- Performance Measures
- Project Management
- User Centered Design
- Data Sharing and Governance

Training Details

TOPICS	POTENTIAL LEAD INSTRUCTOR
Procurement	Office Contract Administration (and others)
Agile	Consultant
Accessibility	Mayor's Office of Disability or others
Project Management	Consultant
User Centered Design	Consultant or Digital Services Office
Data Sharing and Governance	DataSF (and others)

Additional Findings

Opportunities

- Support for a community of practice including coaching, consulting, and office hours
- Many resources already exist that should be leveraged and made available

Constraints

- Internal experts may not have time to develop training
- Proposed training is a significant amount of time to be in classroom

Project Schedule

FY 2018-19			FY 2019-20
Q2	Q3	Q4	Q1
Interviews			
	RFP for External Trainer		
COIT Funding Decisions ★			
			Deliver Training

Nina D'Amato, Hao Xie, Department of Technology

7. Discussion: Citywide Enterprise Agreement

Overview

- Definition and Benefits
- Updates on Four EAs
- Open Discussion

Definition and Benefits

- Definition
  - An agreement that can be used by all Departments
- Benefits
  - Quicker - go through OCA, CMD, CSC, CAT & 10+ other steps only once
  - Cheaper - leverage purchase power of the entire City
  - Simpler - manage one contract, one relationship

DocuSign

Before (Nov 2015 – Oct 2018)	Now (Nov 2018 – Oct 2022)
Pre-paid $2M for 1 million envelopes, but only used 260 thousand.	Only pay for what we actually use. DT will bill depts for usage on a quarterly basis.
Actually paid $7.69/envelope	Only pay $2.29/envelope
Paid $900K last year	Only pay $299K this year, if usage stays the same.
Add-on costs not defined	Authentication add-on costs negotiated: • SMS text: $0.25/text • Phone call: $0.75/call • Knowledge Base: $1.50/check
Pre-paid $300K for technical services	$150/hour rate negotiated for technical services, to be paid by each dept directly to DocuSign

Adobe Document Cloud

Current (Aug 2018 – Aug 2020)	Future (after Aug 2020)
Unlimited licenses	Named user licenses, because Abode has stopped offering unlimited license to any client.
Deployed to over 10,000 employees. However, many of those do not need it at all.	Pay for actual user, @~$100/user.
Paid $225K this year, and $250K next year	>$1M! if continue to give it to 10,000+ users; or reduce cost if only giving it to the needed users.

Wireless Agreements*

- At least 465 activated devices were not used in the past three months, costing the City $17K/month
- DT starts to publish reports at the CCSF Mobile Devices SharePoint Site. Departments should review the reports regularly for rate/plan optimizations:
  - Case #1 - high data usage with no data plan, resulting in data charge at $500-1000/month, instead of paying $~40/month for unlimited data.
  - Case #2 – international data overage charges of $1000+ for one trip, instead of $10/day for international travel.
  - Case #3 – paying $1.99/minute for calls while travelling, vs. a different plan at $0.35/minute for roaming, resulting in extra cost of $60-100/month.

** Agreements will be renewed in June 2019, after the National Association of State Procurement Officers (NASPO) renews the agreements.*

CommVault / Rubrik & Cloudian

- The deal with Commvault was great in 2014, but no longer in 2018
- Commvault tried to lock in the same terms, but DT is moving to a better and cheaper alternative: Rubrik + Cloudian.
- This gave us leverage to negotiate favorable terms:
  - Reduce minimum purchase from 100TB to 25TB
  - Keep the same price per TB
  - Terminate support for DT's 205TB and immediately save $164,000/year
  - Maintain the right to transfer our licenses to other departments in the future

Open Discussion

- Write your RFPs and contracts to allow other Departments to join later
  - City Attorney suggested language in RFPs: *Although the Department of Technology is conducting this competitive Solicitation, it may be used by other City departments seeking to procure substantially similar services.*
- List your contracts on the EA SharePoint Site
- Pay what you actually use; be cautious of prepaying for services based on a forecast or buying unlimited licenses.

Appendix - EA SharePoint Site

Link: https://sfgov1.sharepoint.com/sites/TIS/Collaborations/CityEAs/SitePages/HomeNew.aspx

Please find updates about EAs at the CCSF Tech Procurement Information Sharing Group site.

1. Adobe
2. AT&T Landline
3. AT&T Wireless
4. CityBase
5. Comcast
6. CommVault
7. DocuSign
8. Env. Sys. Research Inst. (ESRI)
9. Hyland OnBase
10. Infor
11. Microsoft
12. Motorola
13. Salesforce
14. Sprint
15. Verizon
16. VMware

8. Public Comment