City and County of San Francisco

Committee on Information Technology

Regular Meeting

September 15, 2022

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Consent Agenda (Action Item)
    1. Resolution Making Findings to Allow Teleconferenced Meetings under California Government Code Section 54953(e)
    2. Approval of Meeting Minutes from June 16th, 2022
5. Chair Update
6. CIO Update
7. Digital Accessibility and Inclusion Standard Proposed Amendments (Action Item)
8. Surveillance Technology Policy: Emergency Management - Audio Recorder - Gunshot Detection Hardware and Services (Action Item)
9. Surveillance Technology Policy: Human Services Agency - Social Media Monitoring Technology - Social Media Monitoring Software (Action Item)
10. Acquisition of Surveillance Technology: Annual Surveillance Report Extensions (Action Item)
11. Acquisition of Surveillance Technology: Delegating Authority to Grant Extensions (Action Item)
12. Adjournment

Item Number 3

General Public Comment

Item Number 4

Approval of the Consent Agenda

Action item

Item Number 5

Chair Update

Discussion

Item Number 6

Chief Information Officer Update

Discussion

San Francisco's Guiding Technology Vision:

Government services that are available and universally accessible in times of crisis and beyond.

COIT ITC 2022-2026

ICT Goals & Standards

Shared goals of accessibility, efficiency and resiliency

Goal 1: Online and Accessible City Services Residents Can Use

Goal 2: City Operations that are Efficient and Cost-Effective

Goal 3: IT Infrastructure You Can Trust

Going forward, we seek to achieve the following service standards:

• Designed alongside our most vulnerable community members

• Built to be used on a mobile device and exceed federal accessibility standards

• Unified across departments to provide a simple, citywide service experience

Aligned Leadership

Unique Challenges: War in Ukraine

Pressing Challenges: Tax-base reductions

Impact of extreme crisis on residents and business

Ensuring multi-year funding

Population and demographic changes

Federal/State mandates transferred to cities

Digital Services Strategy

More than ever before, residents now expect services to be available online. To improve our services to be more accessible and intuitive for everyone, we have changed how we think about service delivery, deploy user-centric design and continually ask for feedback. The following values are guiding our efforts to build a City that delivers modern services.

- Put Residents First: Resident needs should define the design of City services.

- Digital By Default: Services should be delivered digitally whenever possible.

- Integrated Service: Digital services should consider whole-system thinking to integrate processes.

- Collaborative Process: Development of City service standards should be collaborative and contribute to a shared strategy.

Cybersecurity

San Francisco took a bold step in creating an Office of Cybersecurity. The Office has educated over 30,000 City employees and contractors on cybersecure practices, brought dramatic reductions in phishing link clicks, and blocked thousands of potential cyberattack attempts. The Office of Cybersecurity has also ensured that city vendors are cybersecure, assessing over 1,000 vendors and several hundred community-based organizations, all to keep a robust cybersecurity posture of the City.

In light of COVID-19 fraud and the war in Ukraine, the Office of Cybersecurity took swift action across all strategic initiatives, tightening authentication policies, restricting network access to users within the United States, and ramping up monitoring of ongoing cyber-attack attempts.

Data Enablement

Tenderloin Emergency Initiative

In December 2021, the Mayor made an emergency declaration for the Tenderloin to provide the neighborhood with services needed to improved safety and community investment. Subsequently, several departments collaborated on creating an open data platform to share information with the public about the emergency work and its progress. https://sf.gov/resource/2022/tenderloin-emergency-initiative-data-and-reports

Behavioral Health Data Integration

In August 2021, The San Francisco Department of Public Health's (DPH) Metrics Analytics and Data Integration (MADI) team launched a new database combining data from the outpatient and inpatient electronic health record, behavioral health record and other sources. MADI developed this system to support SFDPH's Street Crisis Response Team (SCRT).

Data Driven Government

Water Management and Analysis – Saving Water, Protecting Lives

❖ In California, as drought conditions persist, the SF Public Utilities Commission (SFPUC) has implemented an innovative data-based Leak Alert program. This new program automatically notifies customers of continuous water use. "As we face historic drought, we need to do everything we can to fix leaks, protect our water supply and reduce costs for our residents and local businesses." said Mayor Breed.

❖ When fragments of COVID-19 genetic material were found in wastewater, SFPUC developed data-driven monitoring/analysis to detect and manage the spread of COVID. SFPUC partnered with UC Berkeley and Stanford to build systems for early warning and disease spread. The wastewater data analysis at the City's largest nursing facility determined whether they had successfully identified and quarantined all infected individuals identified by clinical testing.

Resilience

Notify Employees Wherever They Are! City employees will continue to telework from locations across the Bay Area. The City must be able to notify and direct city workers for emergency response to potential threats (fires, smoke, power outages) at their location in order to ensure their safety and the City's continuity of operation.

Effective DR Requires Rigorous Training and Tabletops A focused, multi-disciplinary training is regularly conducted for city cybersecurity and emergency management professionals on their roles and responsibilities as defined in City's Emergency Support Function (ESF) -18 (Unified Cyber Command) Plan for actions before, during, and after cyber disasters.

Compliance with Ray Baum Act Employees working remotely on City laptops and 911 service must be available. This act mandates a 911 call must have a "dispatchable" location. The City chose RedSky Mye911 to deliver these capabilities for teleworkers.

Resilience

IT Disaster Recovery Survey and Business Impact Analysis for Critical Systems

DT conducted an IT Disaster Recovery survey in October 2021 to identify mission critical business systems and assess resiliency. The survey was sent to 41 departments that use City Cloud Infrastructure. The Departments identified a total of 83 applications/systems and 15 Departments indicated they host critical applications. Immediately, the Office of Cybersecurity Risk & Resilience team scheduled meetings with the respective departments to complete a Technology Business Impact Analysis (BIA). The BIA determined the actual criticality, assessed recovery dependencies - inbound and outbound, identified recovery objectives, and assessed the current state of resiliency. The team identified 34 mission-critical and 16 critical applications hosted on City Cloud Infrastructure

Workforce Adaptions

DPH Work 2.0

On November 1st, 2021, all Department of Public Health (DPH) staff were asked to return to on-site work for a minimum of two days a week. The DPH IT division reconfigured IT office space at the Zuckerberg San Francisco General Hospital to match the new hybrid work style. Staff who chose to continue telecommuting were paired with other hybrid workers to alternate using a shared desk space. Hot desks were also deployed throughout the office to provide a flexible, plug and play option for unscheduled office visits and collaboration. Desks were equipped with a standard technology configuration of dock, keyboard, webcam, mouse, and monitor so that any endpoint device could connect easily. As a result of these changes, the DPH IT division was able to co-locate previously distributed teams and completely vacate two office spaces, which are now being utilized by other DPH teams.

Continuous Innovation

Smart Building Systems

San Francisco's latest IOT project is electrochromic glass. In use at San Francisco International Airport, Terminal 1 and at the new City Permit Center, Paired with sensors and software, the glass tint automatically adjusts to current temperature, time of day and light intensity.

AI informs Digital Queuing

The new Permit Center has deployed a queuing system with artificial intelligence features to learn about customer behavior. From this information, staff can program the queue based on customer expectations about wait times and can prioritize initiatives for service enhancements.

RPA – Shows Remarkable 100% Time Savings

The City Treasurer implemented an RPA business process to automate business tax refunds under $10k. The process was ideal for RPA because it was repetitive, routine, and standardized; high volume and frequency to optimize ROI and process required rekeying data across multiple systems. **The result is a** saving +1,000 hours per year of staff time!

Thank you!

Item Number 7

Digital Accessibility and Inclusion Standard Proposed Amendments

Action Item

Background on Standard

- Passed by COIT in November 2021

- Explains what you need to do to make your web content and digital services accessible to the general public

- Developed in collaboration with Digital Services, Mayor's Office on Disability (MOD), and the Office of Civic Engagement and Immigrant Affairs (OCEIA)

Three Core Requirements

- Follow San Francisco's equitable design requirements, as defined in the Standard, and Level AA of the most recent Web Content Accessibility Guidelines

- Provide human translation of vital information in the threshold languages defined by the Language Access Ordinance (LAO)

- Provide vital information, as defined by the LAO, at a 5th grade level (or summary)

Implementation Update

- Significant turnover in leadership as Standard received COIT approval

- COIT staff, Digital Services, MOD, and OCEIA convened an Implementation Working Group this summer to develop guidance for Departments

- The group recommends amendments to the Standard's implementation timeline to align with when guidance will be available, and the City's budget cycle for resource planning

- Policy Review Board also suggested language to clarify the scope of content impacted by the Standard

Proposed Amendments to Timeline

Standard Milestones for Departments	Original Deadline	Proposed Deadline
1. **A plan for reviewing existing content for compliance**	6 months, or May 2022	**1 Year, or November 2022**
2. **Complete review of existing content for compliance**	1 Year, or November 2022	**1.5 Years, or May 2023**
3. **Correct issues found with existing content including at minimum a plan to make existing content accessible on request**	2 Years, or November 2023	**2.5 Years, or May 2024**

Proposed Deadline for Internal Standard

- COIT was also tasked with approving an update to this Standard that defines digital accessibility and inclusion standards for internal digital content and provides a timeline for their implementation.

  - Originally due 6 months of the standard's adoption, or May 2022

  - Proposed to **extend to within 2 years** of the standards adoption, or November 2023

Proposed Language Edit

To further clarify how the current Standard differs from the pending internal Standard, PRB proposes the following <u>edit</u>:

- ○ "These standards apply to public facing websites, online applications, and digital content **<u>primarily intended for use by City residents and visitors</u>**."

Guidance for Compliance

- COIT, Digital Service, MOD, OCEIA, and the Office on Contract Administration are working together to develop guidance on:

  1. Assessing current state of compliance

  2. Purchasing services and products that help departments comply (i.e. accessible platforms, auditors)

  3. Planning for ongoing auditing

  4. Reviewing potential exceptions to the Standard

Next Steps

If amendments approved today, we'll begin rolling out guidance by the end of the month:

- ○ Survey on Plans for Implementation

- ○ Plan Template for Reviewing Content

- ○ Central SharePoint and Teams group with additional resources

Questions?

Item Number 8

Surveillance Technology Policy: Emergency Management – Audio Recorder - Gunshot Detection Hardware and Services

Action item

Gunshot Detection Hardware & Services

September 15, 2022

Technology Description

ShotSpotter uses acoustic sensors that are strategically placed in an array of approximately 20 sensors per square mile. These sensors are connected wirelessly to ShotSpotter's centralized, cloud-based application to reliably detect and accurately triangulate (locate) gunshots. Each acoustic sensor captures the precise time and audio associated with impulsive sounds that may represent gunfire. This data, from multiple sensors, is used to locate the incident, which is then filtered by sophisticated machine algorithms to classify the event as a potential gunshot.

Technology Description, continued.

Expertly trained acoustic analysts, who are located and staffed in ShotSpotter's 24x7 Incident Review Center, then further qualify those highlighted incidents. These analysts ensure and confirm that the events are in fact gunfire (as opposed to fireworks or a car backfiring). In addition, the analysts can append the alert with other critical intelligence such as whether a full automatic weapon was fired and whether the shooter is on the move.

Authorized Use Case

Dispatch is notified of gunshots through the ShotSpotter application, and then creates a call for service for police officers to respond to the location.

Data Lifecycle

Types of Data collected:

- Audio – very short audio snippets (1 second before until 1 second after) are sent by the sensors for review. SFPD and Shot Spotter have set the audio retention period at 30 hours so that they can recover incidents during the prior 24 hours.

- Location – calculated location based on triangulation from 3 closest sensors.

Data Lifecycle, continued.

Access to Data:

- Access to data is restricted to Public Safety Dispatchers, Supervisors, and Coordinators

Data sharing Outside the Department:

- Data is shared with the San Francisco Police Department and other law enforcement agencies operating within San Francisco.

Data Lifecycle, continued.

Data Retention:

- Audio data is deleted after 30 hours.

- DEM has access to certain incident data for up to 7 days.

Data Disposal:

- DEM does not store the data on-site, and only accesses it through a ShotSpotter client application. Disposal of data is handled by the San Francisco Police Department in accordance with their own department policies.

PSAB Meeting Dates

- July 8, 2022

- PSAB recommends approval.

Questions?

Item Number 9

Surveillance Technology Policy: Human Services Agency - Social Media Monitoring Technology - Social Media Monitoring Software
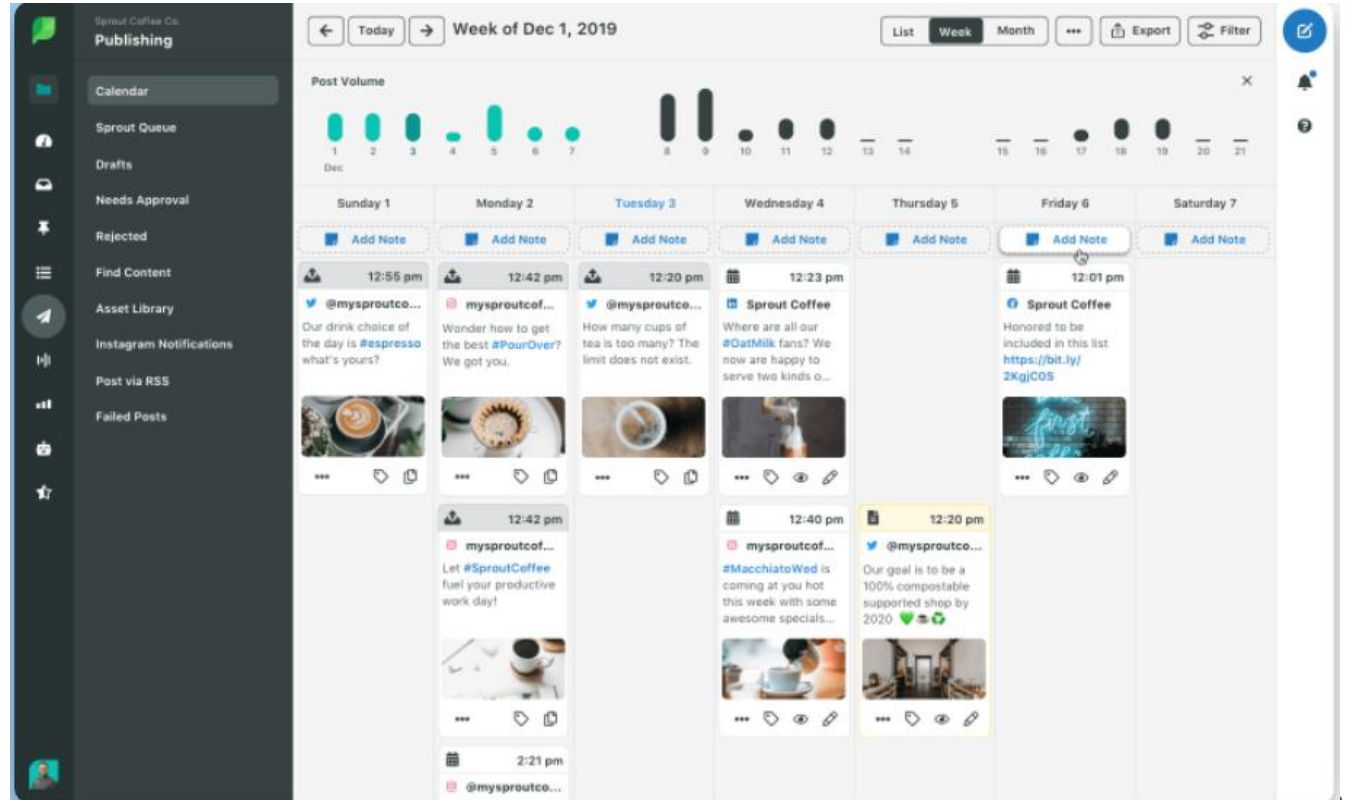
Action item

Social Media Management Software

September 15, 2022

Technology Description

Social media management software acts as a critical hub for all social media activity.

It allows users to create custom views of all connected social networks, and analyze trends and performance.

Authorized Use Cases

1. Schedule multiple social media posts in advance, including on weekends when staff is off.

2. Create and monitor multiple streams of content across various platforms at once.

3. Ensure consistent messaging across all social media platforms.

4. Track performance and analyze trends to improve content and strategy. Create reports.
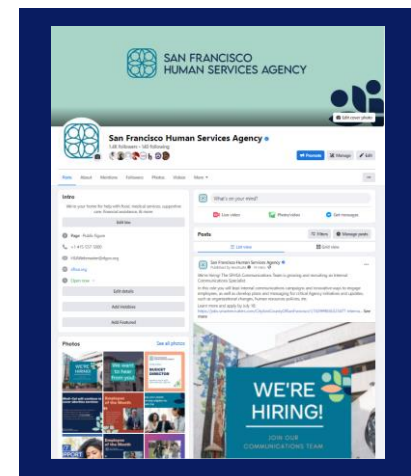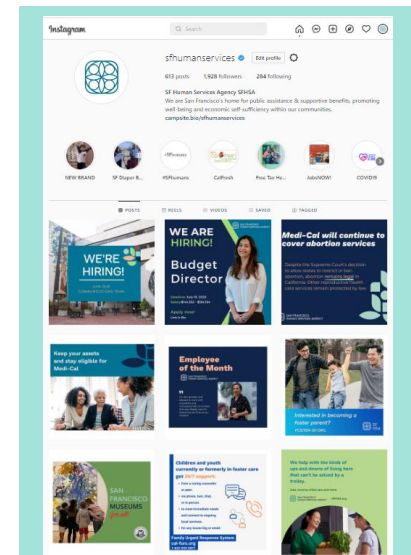
Data Lifecycle - Data collected & Access

Data Type	Format
Social media aggregate statistics	Numeric statistics on post performance, e.g. number of likes, shares, views, etc.
Correspondence sent and received through social media platforms	Format depends on the media types supported by the social media platform, can include text, photo, or video.

The following roles are authorized to access and use data collected, retained, processed or shared by the social media management software:

SFHSA Communications Department Staff:

- Public Relations Manager (1),

- Communications Specialist (1),

- Communications Director (1)

Reporting data is shared after large communications campaigns with key internal stakeholders, such as SFHSA Communications staff and Program Managers. Reports are shared in PDF/Excel formats.

Data Lifecycle: Data Retention & Disposal

- **Retention:** We will comply with the California Public Records Act, the San Francisco Sunshine Ordinance, the requirements of the federal and State Constitutions, and applicable federal and State laws and regulations for retention and public access.

- **Retention period:**
  - General/Administrative: Correspondence, miscellaneous - 2 years
  - General/Administrative: Statistical - 5 years

- **Data disposal**: on a monthly basis, reports will be reviewed for data retention expiration. Files that have expired will be deleted.

Additional Details

- SFHSA has external and internal Social Media Policy Guidelines, which outline authorized and unauthorized uses for the Agency's social media channels.

- It includes a section about SFHSA's Post Removal Policy and Retention Process: our general practice is not to delete comments. No Authorized Account Administrator shall delete comments, posts, or other public interactions with Official SFHSA Social Media Accounts, unless the comment, post, or public interaction is in violation of the content standards as outlined in SFHSA's Social Media Policies.

PSAB Meeting Dates

- August 26, 2022

- PSAB recommends approval.

Questions?

Tweet

San Francisco Human Services Agency
@SFHumanServices

The average monthly diaper bill for a child under age three can range from $80 – 100 per month. For the first time ever, Medi-Cal families now have access to our free #SFDiaperBank. sfdiaperbank.org

Help a Mother Out ®

9:19 AM · Apr 25, 2022 · Twitter Web App

View Tweet analytics

16 Retweets   1 Quote Tweet   34 Likes

Item Number 10

Acquisition of Surveillance Technology: Annual Surveillance Report Extensions

Action item

Annual Surveillance Report Overview

- Admin Code Section 19B requires an Annual Surveillance Report for each technology with a BOS-approved policy

- The Report is due within 12 months of Board approval, and annually thereafter by November 1st

- Departments get an opportunity to update COIT and BOS as to any changes in the technology's use, and any complaints or violations of their policies

- All Reports must be publicly posted by COIT

Form & Guidance for Departments

- Language in Section 19B describing the Annual Report process can be a bit confusing

- COIT Staff, in consultation with City Attorney and PSAB, is developing a central form and guidance to efficiently collect Reports and answer questions about the 19B reporting requirement

- COIT Staff is prepared to launch the form and guidance by the end of September, however many Departments have reports due before that time

List of the 35 Board Approved Policies

Technology Type	Departments with Board-Approved Policies
Drones	DPW, DT, FIR, PRT, PUC, REC
Radio Frequency Identification (RFID)	LIB
Automated License Plate Reader (ALPR)	AIR, DPW, POL, REC
Surveillance Cameras	AAM, ADM, AIR, ART, CSS, DEM, DHR, DPH, DT, FIR, HOM, HSA, LIB, MTA (3), PRT (2), PUC, REC, RNT, WAR
Gunshot Detection	POL
Network Server	PRT

Extension Request

- Section 19B gives COIT the authority to grant time extensions to the Annual Surveillance Report deadlines:

  - "If the Department is unable to meet the deadline, the Department may submit a request to COIT for an extension of the deadline. COIT may extend the deadline for good cause."

- COIT staff request that COIT grant a deadline extension for all impacted Departments on their first annual report, allowing them to submit their Annual Reports by November 1st , 2022

  - This will allow for more quality reporting from departments and ensure better compliance.

Questions?

Item Number 11

Acquisition of Surveillance Technology: Delegating Authority to Grant Extensions

Action item

Overview of COIT Extension Authority

- COIT is authorized to grant deadline extensions to Departments for:

    - Annual Surveillance Reports

    - Continued use of surveillance technology that pre-dates the passage of the 19B Ordinance

- To reduce the administrative burden of reviewing dozens of these types of requests at future COIT meetings, COIT may delegate the authority to grant extensions to the Chair and/or the Chair's designee

Section 19B Text on Granting Extensions

- Annual Surveillance Report Extensions:

  - "If the Department is unable to meet the deadline, the Department may submit a request to COIT for an extension of the deadline. COIT may extend the deadline for **good cause**."

- Existing Surveillance Technology (pre-dating 19B):

  - "COIT may for **good cause** grant a Department extensions of up to 90 days per extension, beyond the 180-day timeline to submit a proposed Surveillance Technology Policy."
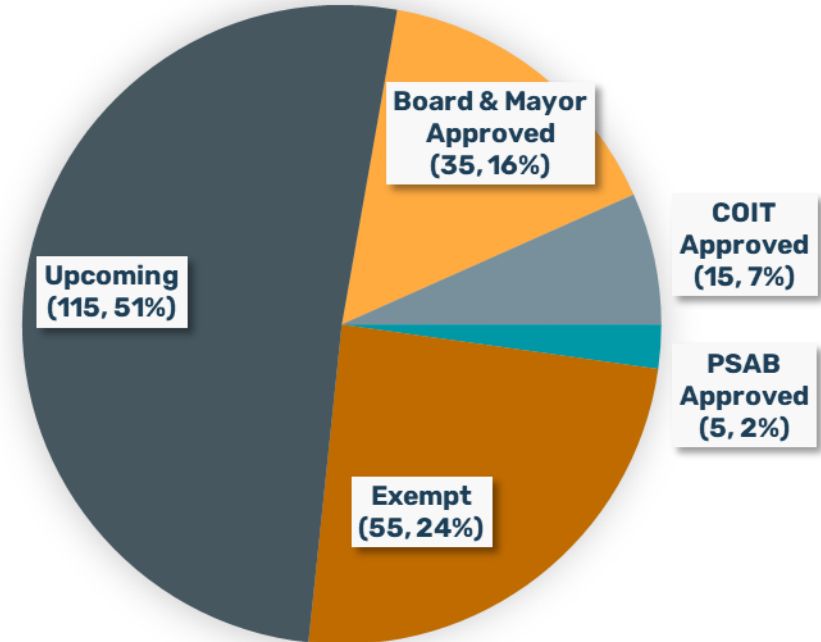
Policy Development Process

- Quarterly, in consultation with Departments, the COIT Privacy Analyst drafts a tentative PSAB/COIT calendar to develop policies for existing surveillance technologies. The pace of policy creation is limited by:

    - Department's capacity to dedicate staff time

    - Privacy Analyst's availability to guide Department staff

    - PSAB/COIT meeting time constraints

- Departments have steadily made progress on drafting policies for their existing surveillance technologies, even as the original 180-day deadline passed.

- The limitations noted above provide **good cause** for granting time extensions to Departments, especially as Departments show a good faith effort to come into compliance with Section 19B.

Surveillance Technology Inventory Progress

Of the **225 surveillance technologies** identified across City Departments, almost half have either been designated exempt or received some level of Policy review &/or approval

Policy Status of Surveillance Technology Inventory
(Count, % of Inventory)

- Board & Mayor Approved (35, 16%)
- COIT Approved (15, 7%)
- PSAB Approved (5, 2%)
- Upcoming (115, 51%)
- Exempt (55, 24%)

Inventory by Department

There are 17 Departments with 5+ items in the Inventory, representing roughly 83% of the Inventory. The policy status for their items is provided below.
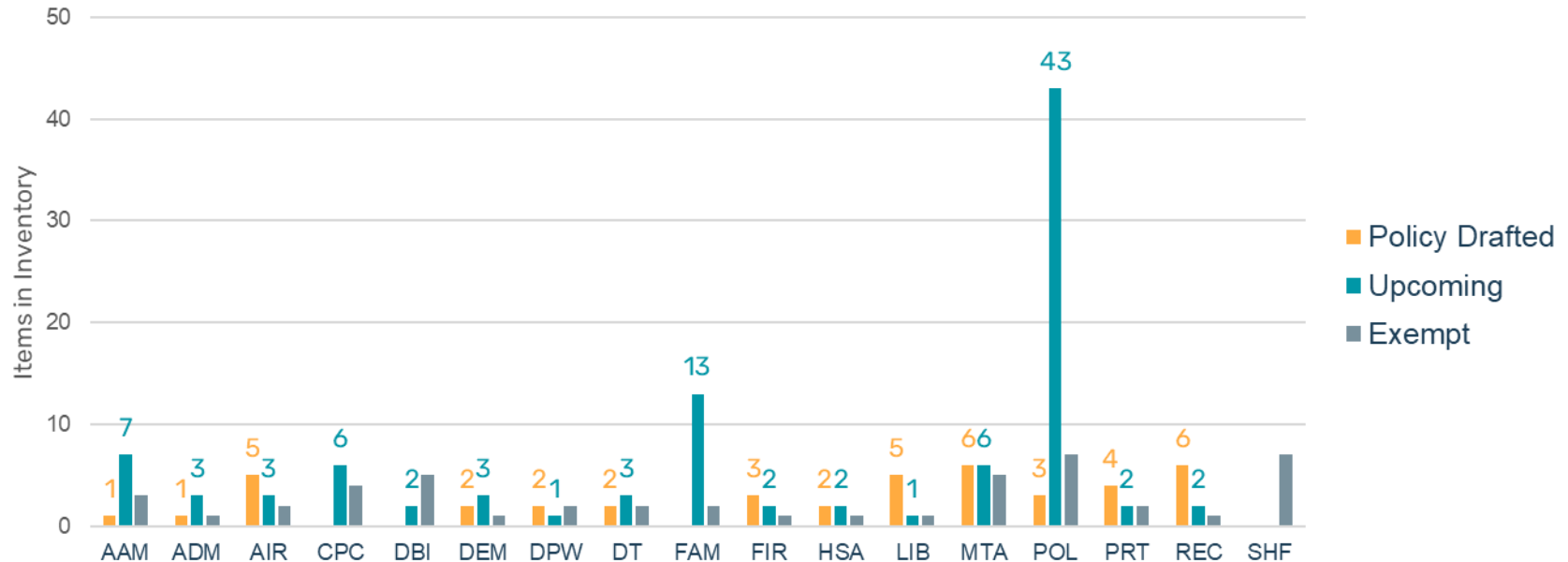
Next Steps

- Currently only the Committee can grant extensions for good cause through a vote of the body, however the City Attorney advised that this duty can be delegated

- As such, to reduce the administrative burden, COIT staff proposes COIT delegate to the Chair and/or the Chair's designee the authority to grant extensions to City Departments as detailed under Admin Code Section 19B

  - If desired, COIT Staff can commit to a quarterly update to the Committee on Departments' progress in addressing their backlogs

Questions?

Adjournment