



City and County of San Francisco
Committee on Information Technology

Budget and Performance Subcommittee

Regular Meeting

February 03, 2022

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Consent Agenda
5. Department Updates and Announcements
6. Review Draft 5- Year ICT Plan for FY2024-2028
7. Review FY2023-2025 COIT Application Submissions & Evaluation Criteria
8. Adjournment

Item Number 3

General Public Comment

Item Number 4

Approval of the Consent Agenda

Action Item

Item Number 5

Department Updates and Announcements

Discussion

Item Number 6

Review Draft 5-Year ICT Plan for FY2024-2028

Discussion

Draft Calendar

October '22

- Central agencies proposed revisions to vision/goals [✓]
- Depts shared future major initiatives and past project performance [✓]

November '22

- COIT BP reviewed potential goal revisions and draft budget application for forecasting need [✓]
- Review potential goal revisions with COIT for feedback [✓]
- Begin writing plan with contributors, specifically fleshing out goals and aligning project performance content [✓]

December '22

- Engage central agencies on revising funding recommendations [✓]
- Launch budget application [✓]

January '23

- Continue ICT Plan writing, adding Financial Forecasts (MBO/ CON) information [✓]
- ICT plan outline presented for COIT feedback [✓]
- Receive budget submissions & forecast cost of citywide IT needs [✓]

February '23

- COIT BP review draft ICT plan []
- Final draft submitted to COIT for approval

ICT Plan Outline

1. Introduction
2. Strategic Goals
3. Financial Forecast
4. Financial Recommendations

Introduction

The City's Guiding Vision

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

Highlight the role of technology projects in supporting the City's Economic Recovery.

Strategic Goals & Exemplary Projects

Goal 1: Online and Accessible City Services Residents Can Use

- SF.gov & Digital Accessibility
- Digital experience at the Permit Center
- Mayor's Office on Innovation
- Digital Equity

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

- CAD System & Mobile support for Street Response Teams – DEM
- Gov Ops – City Administrator, Human Resources, Controller
- JUSTIS Modern Case Management – DT & partnering agencies
- Robotic Process Automation – DT
- Enterprise Technologies – DT

Goal 3: IT Infrastructure You Can Trust

- Resiliency & Disaster Preparedness – DT

Five-Year Financial Forecast

From FY 2023-24 through FY 2027-28, City departments anticipate initiating 82 projects for a total of projected cost of \$241.0 million.

COIT ALLOCATION	FY2023-24	FY2024-25	FY2025-26	FY2026-27	FY2027-28
No. of Projects	82	41	11	5	4
Projected Cost	\$113.6	\$91.0	\$27.3	\$6.5	\$2.7

Financial Recommendations

- Continue to increase COIT allocation levels to meet pre-COVID levels by FY 2027-2028
- Consider new funding models that are resilient to economic downturns

Next Steps

- Present ICT Plan to full COIT for final feedback and approval at February 16th meeting
- Introduce Resolution to the Board of Supervisors by March 1st

Questions

Item Number 7

Review FY2023-2025 COIT Application Submissions & Evaluation Criteria

Discussion

COIT Submitted Requests

82 projects submitted; 53 requesting GF support

	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
Total Cost (High)	113.6	91.0	27.3	6.5	2.7
Total GF Requested	41.8	34.4	20.5	6.4	2.6

All figures in \$ millions

FY 2022-23 COIT Funded Projects

DEPT	PROJECT	FY 2022-23 (\$)	FY 2023-24 (\$)
ASR/TTX	Property Assessment & Tax Systems Replacement	1,786,958	0
DEM	Citywide Radio Replacement Project	3,853,872	3,858,872
DEM	Computer Aided Dispatch (CAD) Scoping & Implementation	11,700,000	17,500,000
DEM	Data Center Certification Study	219,000	0

All figures in \$ millions

FY 2022-23 COIT Funded Projects (cont)

DEPT	PROJECT	FY 2022-23 (\$)	FY 2023-24 (\$)
ADM	Digital Accessibility & Inclusion Project	973,167	973,593
CON	SF Budget, Performance Measurement, Projections, and Reporting	577,085	-
TIS	City VoIP Modernization and Cloud	1,533,000	1,283,400
TIS	JUSTIS Program	1,002,000	1,090,400
TIS	Increase City Data Center Resiliency	950,000	800,000
TIS	Cloud Center of Excellence	1,314,000	1,014,000

All figures in \$ millions

FY 2022-23 COIT Funded Projects (cont)

DEPT	PROJECT	FY 2022-23 (\$)	FY 2023-24 (\$)
FIR	Migration of in-house HRMS to Updated Platform	380,000	
HRD	HR Modernization: Electronic Onboarding and e- Personnel Files	474,000	
HRD	HR Modernization: Digital Exam Module	767,000	
POL	HRMS Replacement	555,000	200,000
POL	SalesForce - Recruitment Tool	480,000	200,000
SHF	New Jail Management System	1,280,045	1,554,582

All figures in \$ millions

COIT Allocations Forecast

	FY 2023-24	FY 2024-25	FY 2025-26
Annual Allocation	15.8	26.2	22.7
Major IT Allocation	22.6	16.1	23.9
Total	38.4	42.3	46.6
Previously Committed	28.5		

All figures in \$ millions

Note: During the FY22-23 cycle, a total of \$28.5 M in allocations were made against the FY23-24 budget. This included \$5.8 M in annual allocations. If maintained, these allocations would leave a total of \$10M for the FY23-24 annual allocation. A total of \$22,642,272 in Major IT allocations was made. The FY23-24 Major IT allocation falls short of covering these decisions by 42K. Assuming FY23-24 total funds can be used towards either allocation type, a total of \$9.9 M in funds would remain.

Future Major IT costs: Ongoing, COIT-funded Major IT projects anticipate costs of 17.4M and 14.6M in FY24-25 and FY25-26.

Project Themes for GF Requests

THEME	PROJECT COUNT	YEAR 1 GF ASKS	YEAR 2 GF ASKS
Business Specific	11	4.8	1.6
Customer & Case Management	11	4.2	2.9
Digitization & Document / Records Mgmt	4	5.9	3.4
Infrastructure: Network & Data Centers	8	3.1	1.6
Major IT Project	4	17.8	21.3
Residential Digital Services	3	0.6	0.5
Resource Management	1	0.4	0.0
Risk Management: Cybersecurity & Business Continuity	8	2.5	1.0
Staff Collaborative Tools - Data Analysis / Data Sharing	3	2.5	2.2
TOTAL	53	41.8	34.4

All figures in \$ millions

Submitting Departments

23 departments submitted out of roughly 52 total departments

<ul style="list-style-type: none">• Airport• Asian Art Museum• Assessor-Recorder• Board of Supervisors• Child Support Services• City Administrator• Controller• Controller Systems Division• District Attorney	<ul style="list-style-type: none">• Emergency Management• Fine Arts Museums• Fire Department• Human Resources• Human Services Agency• Juvenile Probation• Mayor	<ul style="list-style-type: none">• Police• Police Accountability• Public Health• Recreation and Parks• Rent Arbitration Board• Sheriff• Sheriff's Department of Accountability• Technology
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Major IT Allocation Projection

	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
GF Requests (\$)	17.8	21.3	18.4	4.7	1.0
Major IT Allocation	22.6	16.1	23.9	20.0	20.0
Difference	4.8	(5.2)	5.5	15.3	19.0

All figures in \$ millions

Annual Allocation Projection

	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
Number of GF Requests	49	27	4	2	2
GF Request (\$)	24.0	13.2	2.1	1.7	1.7
Annual Allocation	15.8	26.2	22.7	31.2	36.3
Difference	(8.2)	13.0	20.6	29.5	34.6

All figures in \$ millions

Evaluation Criteria

- Problem Definition (User research, Alternatives)
- Strategic Alignment and Benefits (Strategic Priority, Impact)
- Development Plan and Change Management (Role of Business Prototyping)
- Architecture Review
- Department Capacity (Staffing, Project History)

Budget Schedule

Budget & Performance Sub-Committee

COIT

March 3
(10am- 12pm)

Enterprise
Depts

March 17th
Expanded Hours
(9am- 12pm)

COIT
Allocation
Requests

March 31st
Expanded Hours
(9am- 12pm)

COIT
Allocation
Requests

April 7th
Expanded Hours
(9am- 12pm)

Draft
Funding
Recs

April 20th
(10am- 12pm)

Final
Funding
Recs

Next Steps

- COIT staff to review project applications for completeness, identify projects to present to B&P
- B&P can suggest projects for presentation.
 - For suggestions on Enterprise departments, please let COIT staff know by Thursday 2/9
 - For suggestions on other departments, please reach out to COIT staff at your earliest convenience

Questions

Adjournment