

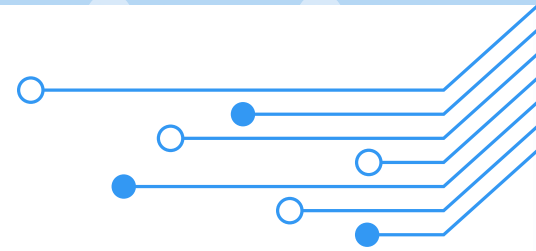
# DEPARTMENT OF TECHNOLOGY

## 2022 – 2024 STRATEGIC PLAN



### Strategic Goals

- 1 SUPPORT & MAINTAIN CRITICAL INFRASTRUCTURE** – We build efficient, economic, resilient and equity-based technology and simplify service portfolios while offering “choice” for the City’s diverse business needs.
- 2 DELIVER EXCELLENT CUSTOMER SERVICE** – We deliver professional, friendly, proactive, and results based technology systems and support that enables employees to be productive in their digital workspace anywhere.
- 3 STRIVE FOR INNOVATIVE DIGITAL ACCESS & EQUITY** – We innovate business solutions and build city-wide enterprise level technology to transform communications and equitable service delivery.
- 4 FOCUS ON OUTCOMES** – We are flexible, responsive, results-oriented facilitators building and supporting efficient and effective technology for city operations and emergencies.
- 5 STRENGTHEN & ADVANCE INTERNAL OPERATIONS** – We take a city-wide perspective to provide technology governance and security through transparency, partnership, continuous process improvement, enterprise benefit and cost effectiveness.



### Our Mission

To provide innovative, reliable, and secure business solutions that support and empower CCSF agencies and departments in their delivery of high-quality government services for the public.

### Our Vision

We envision being a trusted leader and global example in providing innovative technology services and solutions to all CCSF agencies, and the people of San Francisco.



# STRATEGIC INITIATIVES TIMELINE

FY22/23

6 months

FY23/24

18 months



## Transform City Technology Infrastructure

Enable City service by building high-performing sustainable technologies.

City Network Modernization - Upgrade and Install Next Gen Network for 50 Fire stations and 10 Police Stations and implement VoIP phone systems, Wi-Fi and hybrid cloud services for business applications.

Harden the city's data centers and support lead city departments in assessing and building rapid recovery capabilities for business systems during emergency events and disasters.

Replace legacy Avaya technology with new phone tech and cloud-based call centers for departments.

Transition business systems to secure and transparent cloud services to support organizational collaboration, workforce mobility, and cost effectiveness.



## Ensure Secure Services

Securely manage and protect assets, service and information with advanced cyber threat detection, response and recovery.

Assess and update DT's continuity of operations plan focusing on data center outage, cyber incident and infrastructure outage.

Strengthen cyber-attack preparedness through advanced, automated testing of safeguards of City's defenses - external perimeter, network, data centers, and cloud.

Conduct Citywide cyber exercise with key depts., Mayor's Office, and external partners. Support cyber exercises within City depts. for resiliency plans and testing.

Accelerate adoption of zero-trust security architecture through use of phishing-proof MFA, device identity and user behavior analytics.



## Deliver High Quality, Equitable Services

Deliver high quality technology services to support citywide initiatives to improve core functions and processes as part of the City's Government Operations Recovery Initiative.

Implement the JUSTIS Data Center of Excellence to enable program evaluate and decision support for 8 justice agencies.

Promote strong security practices for City partners, CBOs and non-profit providers, through cyber assistance program and innovative contractual practices.

Expand enterprise level business applications and support HR modernization and contract administration with ServiceNow.

Innovate & pilot new business process automation tools and services to modernize telephone billing and establish an RPA platform for the future.

For public convenience and residents with disabilities, continue virtual public meetings for Board of Supervisors and City Commissions.



## Build a Digital City

Innovate with public and private sector partners to build a more Digital City.

Accelerate the Fiber to Housing program to bring free internet service to students, seniors, and underserved residents in over 7,500 units and complete Potrero.

Modernize legacy public Wi-Fi network management to improve security and user privacy, expand access and implement net-neutrality goals.

Deliver connectivity and resilient, redundant broadband internet to the Treasure Island Development Authority for the Ferry Landing and enable IoT devices and services.