



# Oversight Committee Technology and Data Presentation

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## Talking Points

- Inventory of technology: including a description of the database or other methods used by SFSO to track complaints and grievances
- Availability of data
- Availability of reports
- How readily available information is and the process:
  - Number of departments and personnel required to pull data
  - Examples of number of personnel hours to pull data for reports
  - If data is hard to get, what and where are the delays and what improvements are needed

## Technology Inventory ( Service Catalog)

Network and Connectivity	Cyber-Security and Monitoring
<p><u>Network</u>  <u>Optical Fiber</u>  <u>Radio</u>  <u>Telecommunications</u>  <u>Virtual Private Network</u>  <u>VoIP Telephony and Collaboration</u>  <u>WiFi</u></p>	<p><u>Centralized Security Information and Event Management</u>  <u>Cybersecurity Awareness Training</u>  <u>Identity and Access</u>  <u>Managed Cybersecurity Detection and Response</u>  <u>Secure File Transfer Protocol (FTP)</u>  <u>Security and Fire Alarm</u>  <u>Systems Monitoring (NOC)</u>  <u>Vulnerabilities Management</u></p>
Enterprise Applications	Data, Servers and Cloud
<p><u>Application Support Consulting</u>  <u>eSignature/DocuSign</u>  <u>Microsoft Office 365</u>  <u>ServiceNow</u>  <u>SharePoint</u>  <u>NetFacilities</u>  <u>Jail Management System</u>  <u>Nucleos Tablet Program</u></p>	<p><u>Data-as-a-Service</u>  <u>Database Administration</u>  <u>SF Cloud — Services</u>  <u>GRM— Off-site storage</u>  <u>SFO Data Center</u></p>
Business Productivity and Communications	Compliance
<p><u>Project Management</u>  <u>Service Desk</u></p>	<p><u>DOJ</u>  <u>CLETS</u>  <u>Ca Public Records Act</u></p>



## Description of the database

Database	Description
Microsoft Office Suite- Excel	Microsoft Excel is a spreadsheet developed by Microsoft for Windows, macOS, Android, iOS and iPadOS. It features calculation or computation capabilities, graphing tools, pivot tables, and a macro programming language called Visual Basic for Applications. Excel forms part of the Microsoft 365 suite of software.
Adobe Acrobat	Adobe Acrobat is a family of application software and Web services developed by Adobe Inc. to view, create, manipulate, print and manage Portable Document Format files. The family comprises Acrobat Reader, Acrobat and Acrobat.com
Microsoft SQL Server	Microsoft SQL Server is a relational database management system developed by Microsoft. As a database server, it is a software product with the primary function of storing and retrieving data as requested by other software applications—which may run either on the same computer or on another computer across a network
Microsoft Access	Microsoft Access is a database management system from Microsoft that combines the relational Access Database Engine with a graphical user interface and software-development tools. It is a member of the Microsoft 365 suite of applications, included in the Professional and higher editions or sold separately
Case Management System (IA Pro, JMS, RMS and Nucleos)	A case management system stores your client information in one place, making it easy to do the following: Increase productivity. Rather than manually inputting data and managing your operations from multiple spreadsheets, employ case management software to streamline the process
File Cabinets and Offsite Storage	The City contracts with a city 3 <sup>rd</sup> party records storage company called GRM. The Sheriff uses a combination of on-site and off-site storage to store and retrieve paper records.

## Methods used by SFSO to track complaints and grievances

Grievance are Tracked >>	By the Originating>>>>>	>>Units
Deputies and Professional Staff (CBA) & <u>SFSO Policy 1003</u>	Prison Legal Services – <u>Adobe Fillable Forms</u>	Internal Affairs – <u>Case Management System (CMS)</u>
In Custody – Incarcerated <u>Adobe Fillable Forms</u> <u>Electronic Forms Grievances and CMS</u>	Community Programs <u>Adobe Fillable Forms</u> <u>Access Database</u>	Central Records – <u>Legal Assistant from THE INTERNATIONAL FEDERATION OF PROFESSIONAL AND TECHNICAL ENGINEERS, LOCAL 21, AFL-CIO</u>

Tracking Method Tools	Description
Microsoft Excel	The data collected is stored in XLS or CSV formats
Adobe PDF forms	PDF forms are converted to fill-in forms for scanning and storage
Microsoft SQL servers	SQL correlates and stores the data from the CMS tools.
Microsoft Access Database	Supports both the intake forms and database management in CSV format
Case Management System	Supports both the intake and database management
File cabinets and offsite storage	Paper records are scanned and stored offsite

## Availability of data

Database	Data Availability
Microsoft Excel	In pivot tables stored on a local or shared drive by the requesting and receiving units
Adobe PDF	Fillable forms are stored on a local or shared drive and available as a scanned document for e-mail, print or faxing
Microsoft SQL servers	Query services are used to generate the data collected
Microsoft Access Database	Available via reports and CSV files stored on the shared or local drives
Case Management System	Available via reports and queries
Paper Documents	Coordinated with the off-site storage vendor and unit commanders



## Availability of reports

Database	Reports Availability
Microsoft Excel	Reports are published as pivot tables, graphs or charts
PDF forms	Grievance reports are scanned, e-mailed, or faxed depending on the case types
Microsoft SQL servers	SQL integrates with SSRS reporting services to publish reports.
Microsoft Access Database	Basic reports are created and published as a comma delimited file (CSV)
Case Management System	The CMS comes with a reporting engine that queries th data for report publishing
Paper Documents	Reports are stored in an indexed file cabinet in paper format for retrieval



## Data ease of access and the processes to access the data

Database Record Type	Ease of access (1-3) Simple (1), Moderate (2), Difficult(3)
Microsoft Excel	1
PDF Forms	1
Microsoft SQL servers	3
Microsoft Access Database	2
Case Management System	1-3
Paper Documents	1-3



How readily available information is and the process:

Database Type	Minimum # of Units with access	Minimum # of Personnel	Minimum # of Hours
Microsoft Excel	1-2	1-10	1-4 Hours
Adobe Acrobat	1-2	1-10	1-4 Hours
Microsoft SQL	ITSS	3	24-72 hours
Access Database	1-2	2	1-4 hours
Case Management System	4	1062	1-4 hours
Records Management System	0	0	0
Case System (JLMS)	1	1-10	1-4
Paper Documents	1	1-5	1 Week

*PS. Complex cases and data can take 12 months or more. The process are driven by the units Standard Operating Procedures*



## Delays and challenges

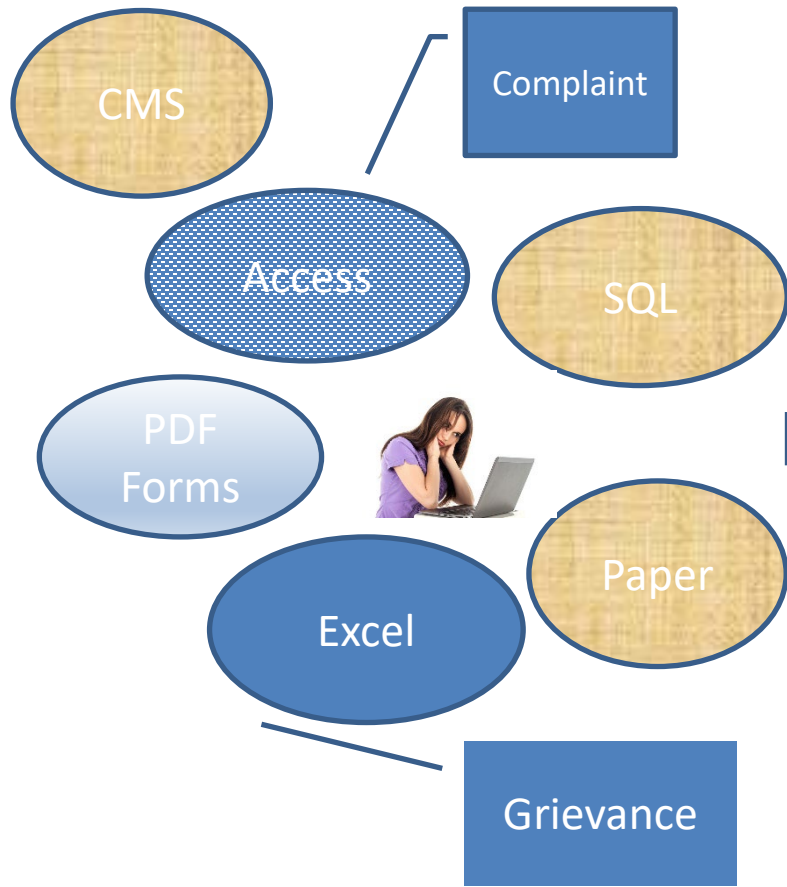
Database	Delay	Challenges
Microsoft Excel	Multiple copies Corrupt files File location	Multiple sources slows down the request esp. Communications
Adobe Acrobat	Multiple copies Corrupt files	Communications
Microsoft SQL servers	Knowledge curve SME Involvement	May require ITSS intervention. SSRS may not have all data sets required
Microsoft Access Database	Software compatibility Corrupt files DB performance Use the one user concept	It's reached the end of life Upon extraction, the data may not be compatible. Extra work may be required to format the files
Case Management System	Data silos Accessibility SME involvement	The system is outdated The grievance module may no longer serve the purpose. Digital forms and excels have proliferated as a result
Electronic CMS for Custody	In implementation (Operational and Development)	Being implemented to automate the process for in-custody.
Paper Documents	File cabinet indexing and retrieval	Some documents are stored off-site. Coordination is required



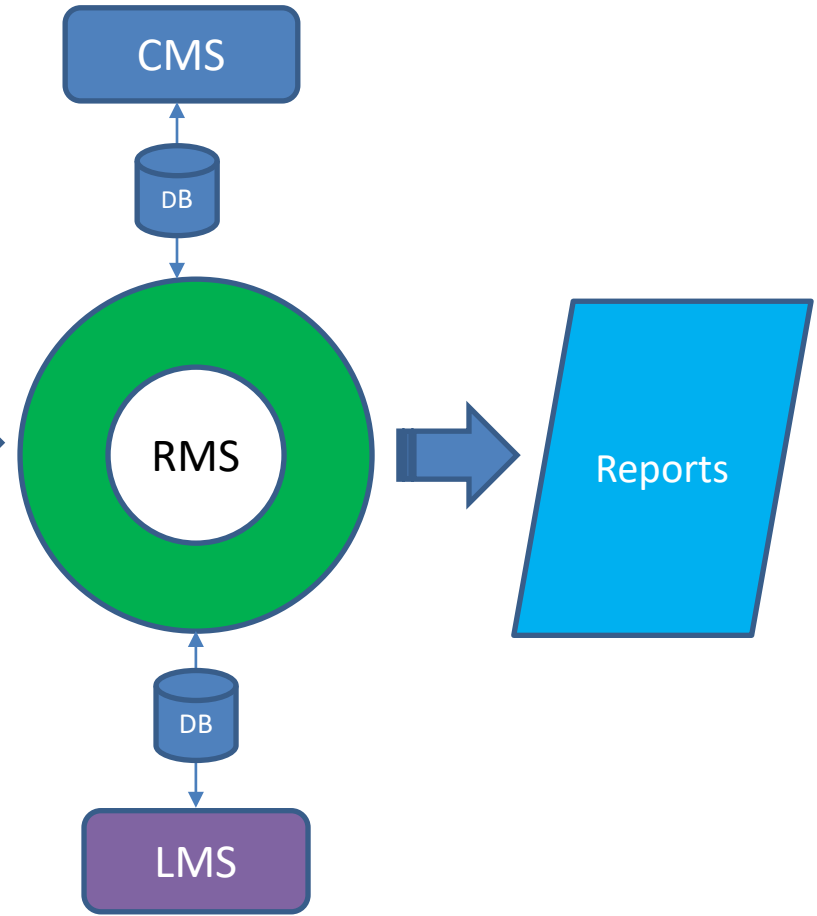
## Improvements Needed

Database	Action	Recommendation	Status
Microsoft Excel	Replace the process in the future	The process should be consolidated to a case or records management system	Remove duplicate files Consolidate versions Store files in one location
Adobe Acrobat	Replace the process in the future	The process should be consolidated to a case or records management system	Remove duplicate files Consolidate versions Store files in one location
Microsoft SQL servers	Work on Integration, support and maintenance	Make sure that we have the SME's personnel to provide database administration	Improve SSRS reporting and integration with other data sources (excel)
Microsoft Access Database	Replace the process in the future	The process should be consolidated to a case or records management system	Reviewing plans to transition the process to a case management system
Records Management System (RMS)	Procure	Advocacy and support from the oversight committee to the Mayors Budget and COIT committee is required	Pending budget approval (Unlikely to be funded)
Electronic Grievance Forms - CMS	Complete implementation	Focus on training	Work in progress

## Improvements Needed



Unstructured Data



Structured Data



**SAN FRANCISCO  
SHERIFF**

# Questions