City and County of San Francisco

Committee on Information Technology

Regular Meeting

September 21, 2023

Meeting Broadcast & Public Comment

- Today's meeting will be broadcast live via WebEx. Link can be found on the COIT website at sf.gov/COIT

- Public commenters who are participating remotely can join the WebEx or call 415-655-0001 and use access code 2663 759 6082,webinar password COIT (2648 from video systems).

- To speak when public comment is open, dial *3 or use the WebEx raise hand feature.

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Meeting Minutes from June 15, 2023 (Action Item)
5. Review and approve the Citywide Mobile Device Policy – (Action Item)
6. Review Surveillance Technology Policy - Fire Department - Social Media Monitoring Technology - Social Media Monitoring Software - (Action Item)
7. Review Surveillance Technology Policy - Police Department - Data Forensics Technology - Data Extraction Tool for Computers and Cell Phones - (Action Item)
8. Review Amendments to Surveillance Technology Policy - Police Department - Automated License Plate Reader (Action Item)
9. Chair Update
10. CIO Update
11. Adjournment

Item Number 3

General Public Comment

Item Number 4

Approval of the Meeting Minutes from June 15, 2023

Action Item

Item Number 5

Review and approve the Citywide Mobile Device Policy

Action Item

Mobile Device Use for City Business

Policy Goals:

o   Establish requirements for protecting City data and City-owned mobile devices, e.g., smartphones and tablets

o   Clarify department process, roles and responsibilities for ensuring fiscal due diligence for new and existing mobile service

Policy Process:

•   2/22/23 – 1st draft presented at the PRB Meeting

•   3/30/23 – 2nd draft emailed Citywide to CIO and IT Managers

•   8/24/23 – 3rd draft incorporating Citywide feedback presented at the PRB Meeting

•   9/05/23 – 4th draft emailed Citywide to CIO and IT Managers

•   9/12/23 – Final draft incorporates multiple rounds of feedback

Policy Content:

o   Issuance and Decommissioning of City-Owned Mobile Devices (procurement, approval, regular review)

o   Configuration of City-Owned Mobile Devices

o   Data and Legal Protection

o   Physical Security Protection

Item Number 6

Review Surveillance Technology Policy – Fire Department - Social Media Monitoring Technology - Social Media Monitoring Software

Action Item

City and County of San Francisco

Fire Department

Social Media Monitoring Software

August 24, 2023

Technology Description

- A social media monitoring technology is a technology from which a department can review all their social media accounts in one place, search all accounts and public content at once by typing in key words through a dashboard interface, schedule posts in advance on social media platforms and analyze the engagement with those posts.

- City-wide social media monitoring policy approved at COIT earlier in June 2023, with Fire Department-specific policy approved at PSAB on 08/24/23

Authorized Use Cases

1. Publish the Department's content on social media

2. Communicate with social media users about Department news and share information on services offered through various social media channels

3. Analyze data gathered from social media sources and print media to assess the effectiveness of outreach and optimize messaging to the public to achieve the Department's communication objectives

4. *Respond to social media users' posts about possible emergencies, fire code violations, and other situations in the purview of the Fire Department*

Questions

Item Number 7

Review Surveillance Technology Policy – Police Department - Data Forensics Technology - Data Extraction Tool for Computers and Cell Phones

Action Item

City and County of San Francisco
Police Department
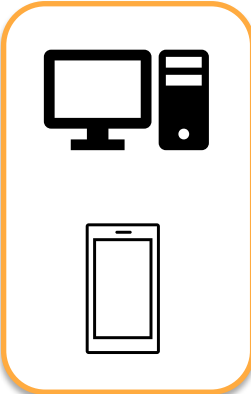
Data Extraction Tools

September 21, 2023

Authorized Use Cases

- To conduct forensic/evidence examination of computers and/or mobile devices received under the provisions of CA Penal Code §1546.1, including, but not limited to via a search warrant or specific consent. Examinations are performed by the SFPD CSI-Multimedia Evidence Unit pursuant to a relevant investigation.

Technology Description

- Analyzes computer volumes and mobile devices by filtering and sifting through data such as internet history, downloads, recent searches, locations media, messages, etc.

- Bypasses locks and pass codes on mobile devices and computers

- Gains access to 3rd party app data, chat conversations, downloaded emails and email attachments, deleted content and more, increasing the chances of finding inculpatory (as well as exculpatory) evidence.

- Organizes results of digital forensic examinations.
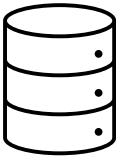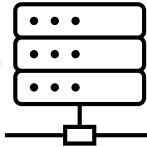
Process Flow

Extract

Load

Transform

Analyze

Report

Forensic
Practitioner

Relevant data to
investigative
officer

Can restrict to
parameters of
warrant
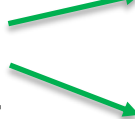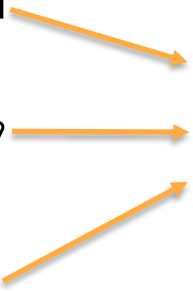
Data Lifecycle Summarized

Type of Data Collected: Call logs, contact lists, MMS data, SMS data, images, videos, audio, documents/notes, internet history & bookmarks, location data, app data, 3rd-party app data, health data, device logs, various forms of metadata

Who Has Access To That Data: SFPD Forensic Lab Staff. Forensic Lab issues a report compliant with search warrant limits or specific consent (not raw data)

Data Lifecycle Summarized

Who Data is Shared With Outside of Dept: DA's Office, Public Defender's Office (via DA's Office in accordance with discovery laws) Parties to civil or criminal litigation, or other third parties, in response to a valid Defense Subpoena

How Long Data is Retained: Min of 90 days

How is Data Disposed: Wiped using forensic tools

PSAB Suggested Edits

- Include language throughout relating to CA Penal Code 1546.1, Electronic Communication Privacy Act

- Clarify data retention section

- Clarify how data is managed when provided voluntarily

- Vendor neutral language

PSAB Meeting Dates

- February 24, 2023 & June 29, 2023

- PSAB recommends approval.

Questions

Item Number 8

Review Amendments to Surveillance Technology Policy - Police Department - Automated License Plate Reader

Action Item

Item Number 9

Chair Update

Item Number 10

CIO Update

Department of Technology

Committee on Information Technology

September 21, 2023

The proposed budget sets savings targets in FY 2024- 25 by reducing the budget for real estate expenses, software and technology licenses, and materials and supplies. By reducing budgets in the second year, the Mayor's Office plans to work with City departments in the year ahead to continue identifying areas for greater efficiencies.

SF PROPOSED BUDGET
FISCAL YEARS 2023-2024 & 2024-2025

How can department IT team continue to embrace digital opportunities while reducing operational costs?

Departments who adopted a Shared Service approach with DT gained **15-30% cost reduction** and a reliable service partner.

Cost-effective Shared Service

Shared network and telephony infrastructure
optimize bandwidth usage and ensure efficient connectivity across the organization

Shared data centers and cloud hosting
bulk purchasing, efficient resource utilization, and centralized management

Citywide help desk and user support
efficient and consistent assistance to all staff

Centralized security monitoring and threat detection
stronger defense against cyber threats through info sharing and multi-department response

Shared email and collaboration services
consistent communication, knowledge sharing, and document management

Hardware and software procurement
volume discounts, reduced duplication, effective support

Department Value Led Service

Implementing business-specific applications

Providing IT support for highly specialized software address specific issues promptly

Managing sensitive data with specialized handling additional layers of protection may be required

Supporting unique collaboration needs or content department operational needs

Procuring specialized industry-specific software/hardware/applications

Cost-effective Shared Service

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Can your IT staff use more time to focus on high value services unique to your department?

Can more resources be invested in digital innovation to meet needs of San Franciscans?

Where can you use DT's Shared Services to save costs and redirect your IT staff to high value service and innovation?

Cost Savings

San Francisco Department of Early Childhood

sfac

SAN FRANCISCO HUMAN RIGHTS COMMISSION

Board of Appeals

Expert Staff

Department of Building Inspection

Digital Services

ORACLE CLOUD

aws

Azure

Google Cloud

Microsoft

Service Flexibility

San Francisco Department of Public Health

San Francisco Permit Center

Nightly and Escalation support

On-site and hybrid support engineer

Shared pool of user tech

Adjournment