City and County of San Francisco

Committee on Information Technology

Committee on Information Technology

02/15/2024

Agenda

- Call to Order by Chair
- Roll Call
- General Public Comment
- Approval of the Meeting Minutes from November 16, 2023 (Action Item)
- Surveillance Technology Policy Amendment Review: Security Cameras (Action Item)
- Review COIT Application Summary for FY 2024-25 & FY 2025-26 (Informational Item)
- Chair Update
- CIO Update
- Adjournment

Item Number 3

General Public Comment

Discussion

Item Number 4

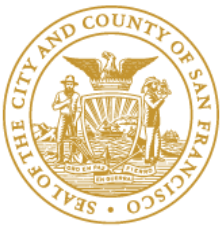## Approval of Minutes from November 16, 2023

Action item

Item Number 5

Surveillance Technology Policy Amendment Review: Security Cameras

Action item

Airport Pre-Security Cameras

February 15, 2024

Joyce Mamiya, Derek Phipps, Seth Morgan & Guy Clarke

-SFO

Technology Description — Pre-Security Cameras

Pre-Security Cameras support the Airport's mission and primary Objective:

Safety and Security.

- SFO is committed to the Safety and Security of the Airport in the following ways:

  - Live monitoring of the Airport's Pre-Security space for incident monitoring and claims investigations.

  - Safety and Security of the public within the Airport.

  - Reviewing camera footage in the event of an incident that occurs Pre-Security.

- The technology includes:

  - Video Management Software (VMS)

  - Various types of camera technology

- **The primary function is to record live video feed of various areas of Pre-Security at the Airport.**

Authorized Use Cases

Airport Specific Use Cases include:

1. *Live monitoring.*

2. *Recording of video and images.*

3. *Reviewing camera footage in the event of an incident.*

4. *Providing video footage/images to law enforcement or other authorized persons following an incident or upon request.*

Updates: ST Policy

Airport ST Policy change/update:

<u>Data Sharing Section -Third Bullet Point:</u>

 "Redact names and ensure all PII is removed in accordance with the department's data policies."

- The following NOTE was added:

"The Airport's camera software currently does not have the capability to "scrub faces" and Facial Recognition Technology is not used."

<u>External Data Sharing Section – Data Recipient:</u>

- The following text was added: "Airport Tenants, Contractors and Sub-Contractors are required to adhere to the Airport's requirements for protecting and maintaining video data via the contract Terms with the Airport."

Updates: AirTrain & SFO Shuttle Buses

- The closed-circuit television (CCTV) system security cameras on the AirTrain vehicles and the SFO Shuttle Buses captures and records video images of passengers for Airport business purposes only.

  - The AirTrain cameras provide video of the interior to an onboard Digital Video Recorder (DVR) which has a microSD card that stores video recordings for two-weeks and automatically rewrites after that time.

    - For viewing, the microSD card is removed with a key by AirTrain Administration personnel only and can be viewed on a password protected computer.

  - The Shuttle Bus cameras capture multiple interior and exterior views.

    - The footage is stored in an onboard DVR device located in a locked cabinet.

    - The DVRs overwrite footage every 30 days.

    - The only way to preserve footage is to remove the DVR, connect it to a secured computer in the Administrative Office, and save the images to this password protected computer.

Updates: BART Video Streaming

1. The BART CCTV system will provide "live" video streaming from 50 cameras deployed around the Airport BART Station to seven Airport workstations primarily at the Airport's Security Operations Center (SOC) using the VIDSYS Software Platform.

2. The Airport does not have direct access to the recordings of the BART video footage.

    - As BART is the owner of the cameras and the software, as well as, the custodian of the video images, the Airport is required to submit a formal Request to BART (including date, time frame and specific camera views) should a copy of video footage be needed.

Data Lifecycle: Data Collected

Data captured is classified as Level 3, Sensitive.

This data includes:

- *Level 3 Classification:*
    - Video and Images
    - Date & Time
    - Vehicle
- All data will be retained for:
    - Resolution of an incident investigation and/or law enforcement matters.

- AirTrain and SFO Shuttle Bus data is retained for 4.5 years, as required by the Airport's Executive Directive 18-05 Record Retention and Destruction Policy and discarded/deleted afterwards.

Data Lifecycle: Data Access

1. Written approval from AVSEC and/or TSA is required prior to release of Pre-Security Camera data. Data is reviewed for Sensitive Security Information.

2. For investigative purposes, Department access to live views and recorded footage is restricted to specific trained personnel. Recorded footage is accessed only in response to an incident.

3. Personnel with access belong to the following groups:
    *   Security Ops Center SFO Law Enforcement Partners
    *   TSA – SSI Assessment Communications Center

Data Lifecycle: Data Security

1. Pre-Security Cameras are owned and controlled by the Airport.

2. Wireless networks are required to be equipped with WPA2 security.

3. All forms of video footage, whether real-time or stored, must be password protected.

4. Written authorization from AVSEC required prior to release of data.
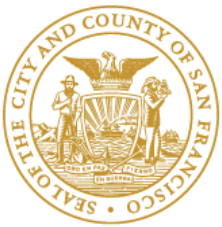
City and County of San Francisco

Thank You

Item Number 6

Review FY 2024- 2025 & FY 2025- 2026 COIT Application Submissions

Informational Item

FY 24- 25 Application Summary

Number of Projects
(Citywide)

54

Number of Projects w/
GF Request

31
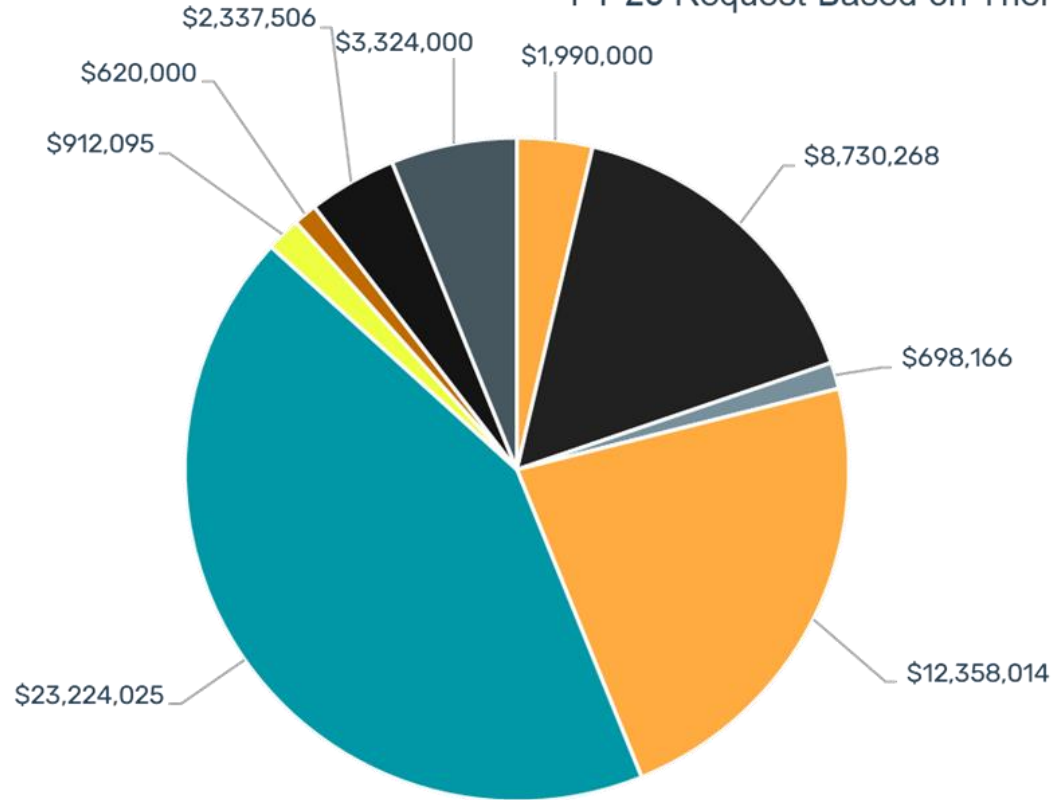
	FY 25	FY 26
Total GF Request Cost	$38,809,074	$ 43,606,529
Total Non-COIT request	$15,385,000	$7,530,000
Total Citywide Cost	$ 54,194,074	$51,136,529

The 5-year projected total cost is $ 150,676,703

What's currently funded in the FY25 base?
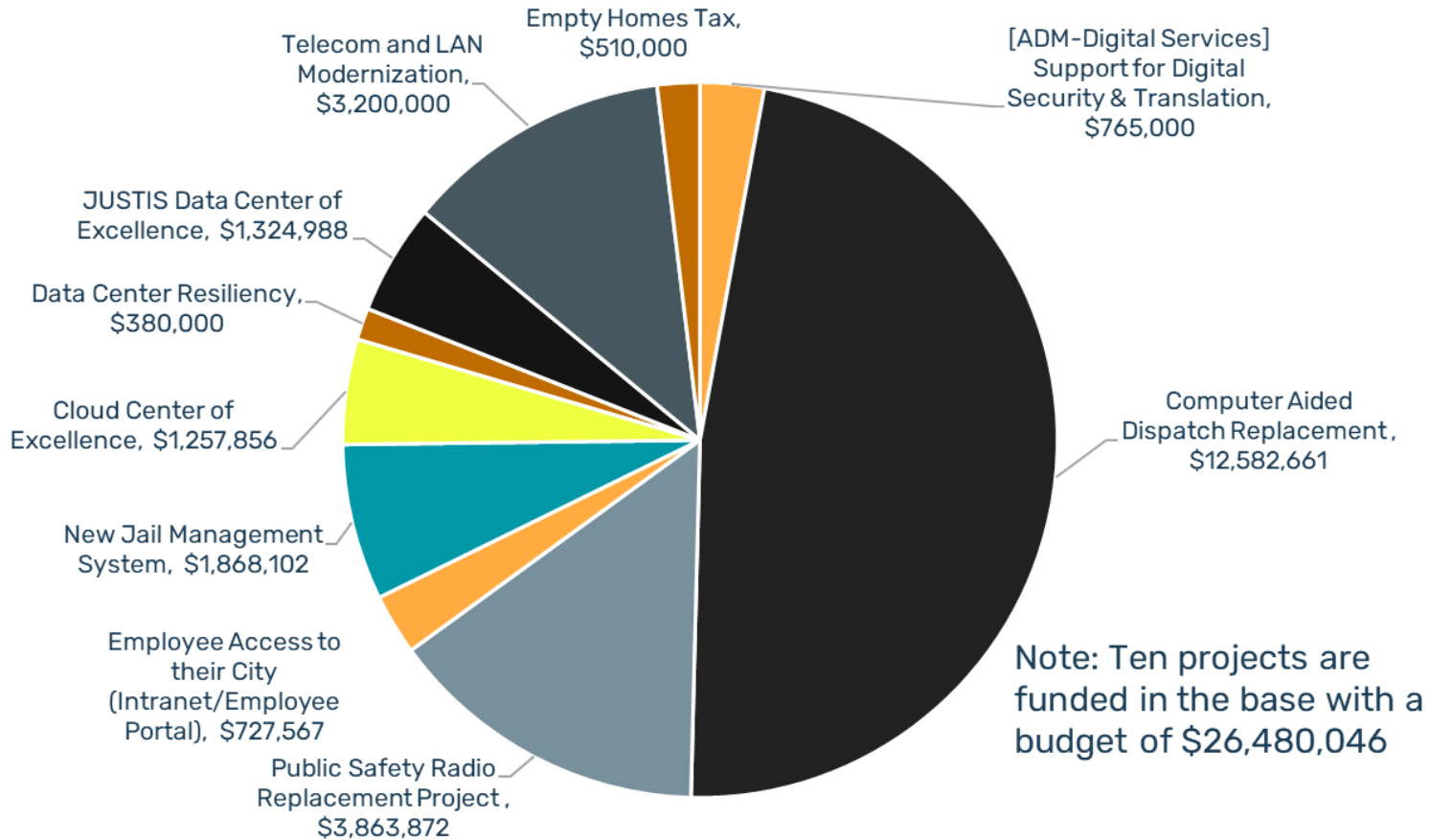
Empty Homes Tax, $510,000

Telecom and LAN Modernization, $3,200,000

[ADM-Digital Services] Support for Digital Security & Translation, $765,000

JUSTIS Data Center of Excellence, $1,324,988

Data Center Resiliency, $380,000

Cloud Center of Excellence, $1,257,856

New Jail Management System, $1,868,102

Employee Access to their City (Intranet/Employee Portal), $727,567

Public Safety Radio Replacement Project, $3,863,872

Computer Aided Dispatch Replacement, $12,582,661

Note: Ten projects are funded in the base with a budget of $26,480,046

FY 25 Request Based on Theme

Total Citywide Amount: $54,194,074

$2,337,506
$3,324,000
$1,990,000
$620,000
$912,095
$8,730,268
$698,166
$23,224,025
$12,358,014

Legend:
- Business Specific
- Customer & Case Management
- Digitization & Document / Records Management
- Infrastructure: Network & Data Centers
- Major IT Project
- Residential Digital Services
- Resource Management
- Risk Management: Cybersecurity & Business Continuity
- Staff Collaborative Tools - Data Analysis / Data Sharing
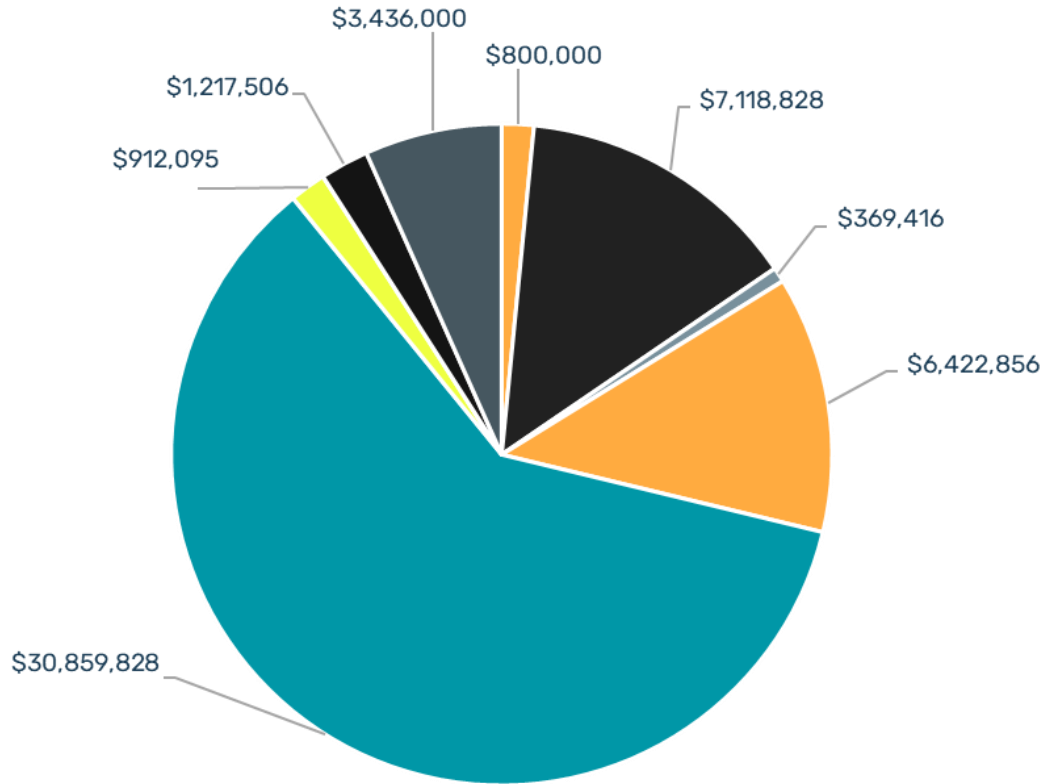
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FY 26 Request Based on Theme

Legend:
- Business Specific
- Customer & Case Management
- Digitization & Document / Records Management
- Infrastructure: Network & Data Centers
- Major IT Project
- Residential Digital Services
- Resource Management
- Risk Management: Cybersecurity & Business Continuity
- Staff Collaborative Tools - Data Analysis / Data Sharing

Pie chart values:
- $800,000
- $7,118,828
- $369,416
- $6,422,856
- $30,859,828
- $912,095
- $1,217,506
- $3,436,000

Total Citywide Amount: $51,136,529

FY25 Submission Summary by Theme

Bar chart values:
- Business Specific: 5
- Customer & Case Management: 12
- Digitization & Document / Records Management: 4
- Infrastructure: Network & Data Centers: 12
- Major IT Project: 7
- Residential Digital Services: 1
- Resource Management: 3
- Risk Management: Cybersecurity & Business…: 4
- Staff Collaborative Tools - Data Analysis / Data…: 6
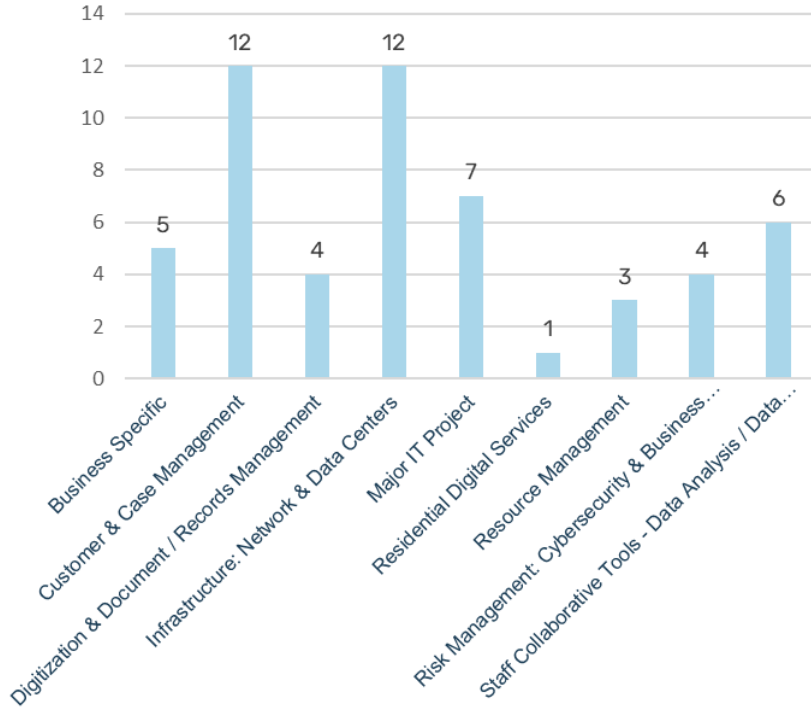
Note: 54 Citywide Submissions

FY25 Submissions by Lifecycle

- Undefined 9%
- Design 19%
- Development 24%
- Planning 48%
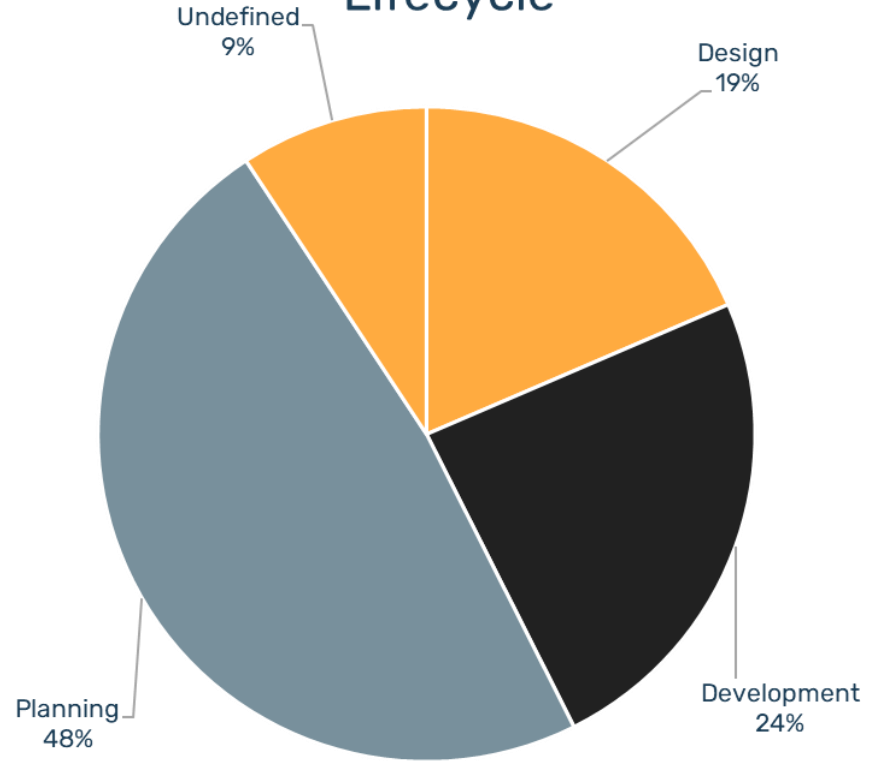
New Request for COIT Funding

Department	Project Title
ADM	Replace all aging video security switches at City Hall
ADM	Permitting Database Replacement
ADM	Digital building permit application platform
ART	AV upgrades
DEM	Citywide Data Center Certification Program
DAT & POL	Digital Evidence Management
JUV	Rubrik Online Backup Archiving System
TIS	Generative AI Center of Excellence
TIS	Disaster Recovery for Critical City Applications
TTX	Business Tax Application

Note: New GF request in comparison to FY23-24 Application

New Department Funded Request

Department	Project Title
AIR	Citizens Broadband Radio Service (CBRS) Private LTE Cellular
AIR	Dynamic Network Port Security
AIR	Enterprise Infrastructure Information Management and Integration
AIR	Infrastructure Capital Portfolio Management and Planning
AIR	Network Hardware Lifecycle
CON	Cloud Infrastructure Implementation
DBI	Lightweight CRM
DBI	IVR Enhancement

Note: New department funded related request in comparison to FY23-24 Application

Item Number 7

Chair Update

Item Number

CIO update

Department of Technology

COIT CIO Update

February 2024

Citywide Cost Savings

Optimizing DT platforms for City Departments

- Dynamically align license expenses to changing needs, e.g., email, e-signatures

- Contain cellular costs with model and service standardization

- Modernize telephony and lower costs by adopting use of softphones to replace landlines

- Extend use of existing computers and contain new computer costs with Cloud Desktop

Adjournment