



# Committee on Information Technology

Office of the City Administrator

San Francisco City Hall, 1 Dr. Carlton B. Goodlett Place, Suite 352

## Draft Minutes

Budget and Performance Subcommittee Meeting  
City and County of San Francisco

Friday, March 1, 2024

10:00 am – 12:00 pm

Webex Online Event and City Hall Room 305

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### Members

Katie Petrucione – Chair, Deputy City Administrator/CFO, City Administrator's Office

Cyd Harrell – Chief Digital Services Officer, City Administrator's Office

Tiffany Young – Analyst, Mayor's Office

Jason Blandon – Acting Chief Information Officer, Public Library

Ray Ricardo – IT Director, Project Delivery, Airport

Todd Rydstrom – Deputy Controller, Controller's Office

Tajel Shah – Chief Assistant Treasurer, Treasurer-Tax Collector

Mike Cotter – Director of Finance and Administration, Department of Human Resources

Chia Yu Ma – Chief Financial Officer, Department of Technology

### 1. Call to Order by Chair

Ms. Katie Petrucione called the meeting to order at 10:02 am.

### 2. Roll call

Katie Petrucione

Jane Gong for Cyd Harrell

Jason Blandon

Ray Ricardo

Todd Rydstrom

Mike Cotter

Tiffany Young

Chia Yu Ma

Tajel Shah (joined at 10:10 am)

### COIT Staff

Julia Chrusciel

Damon Daniels

### 3. General Public Comment

There was no public comment.

#### **4. Department Updates and Announcements**

Katie Petrucione welcomed Tiffany Young of the Mayor's Budget Office to the subcommittee.

#### **5. Approval of Meeting Minutes from February 2, 2024**

There was no public comment on this item. Ray Ricardo made a motion to approve the meeting minutes and Mike Cotter seconded the motion.

The minutes of February 2, 2024 were approved unanimously without changes.

#### **6. FY 2024-25 & FY 2025-26 Budget Project Presentations**

##### **Theme: Staff Collaborative Tools – Data Analysis / Data Sharing & Business Specific**

- **DHR – Employee Access to their City (Intranet/ Employee Portal)**

David Huebner and Nate Frank presented on the Employee Access to their City project on behalf of the Department of Human Resources.

Questions posed by members of the subcommittee include:

- Is there a duplicate cost here?
- What is the plan for funding licensing costs for future years?
- Does this project have pre-built workflows?

- **DBI – IVR Enhancement**

Wilson Lo and Alex Koskinen presented on the IVR Enhancement project on behalf of the Department of Building Inspection.

Questions posed by members of the subcommittee include:

- What is the timeline for your project and the corresponding budget?
- How can you currently access the technology?
- Will this allow you to build a web portal in addition to other options?
- Did you consider anything other than a web portal?
- Have you identified the tool you will use for the project?
- Why are you implementing this now instead of other systems?
- Are there implications for your department's relationship with the Permit Center?
- Why not move the scheduling system to a web-based system at this time?
- Is there an AI solution to the problem which the IVR Enhancement would address?

- **DBI – Lightweight CRM**

Wilson Lo and Alex Koskinen presented on the Lightweight CRM project on behalf of the Department of Building Inspection.

Questions posed by members of the subcommittee include:

- How many customers will be a part of the CRM?
- Is there a similar tool which your department is using, which would prevent you from needing to purchase this one? Is that something you could explore?
- Why does this project cost the same as the IVR project?

- **TIS – JUSTIS Program**

Joel Shooster and Rohit Gupta presented on the JUSTIS program on behalf of the Department of Technology.

Questions posed by members of the subcommittee include:

- What is actually being implemented here?
- Are you asking to hire staff to maintain this application? What is the current number of staff versus the requested future number of staff? Will the new hires all have project-based roles?
- Are law enforcement agencies the customers? Does your department maintain the system?
- What is the role of the JUSTIS executive council?

- **TIS – Generative AI Center of Excellence**

Joel Shooster and Rohit Gupta presented on the Generative AI Center of Excellence on behalf of the Department of Technology.

Questions posed by members of the subcommittee include:

- Why would it be five years by the general fund versus a two-year allocation model?
- Is the general fund request here 60% of \$1.5 million?
- How far is the department along on project planning? What is the work plan for next year?
- Why does the funding request include AI software other than Azure if the department wishes to purchase Azure?

## **7. Review the remaining schedule for department presentations**

Damon Daniels presented the remaining schedule for department presentations on behalf of the Committee on Information Technology department.

## **8. Adjournment**

The meeting adjourned at 11:48 am.