



**CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED
MAYOR**

August 5, 2024

TO: The Honorable Civil Service Commission

Through: Sandra Eng, Executive Officer

From: Lavena Holmes, Deputy Director *Lavena Holmes*

Subject: Issue-Spotting and Troubleshooting in the New ServiceNow Personal Service Contract (PSC) Application.

Background

The new ServiceNow PSC Application was developed to incorporate and automate the rules and procedures outlined in the 2023 PSC Policy. As such, the system will not allow users to circumvent those rules either intentionally or inadvertently.

Unlike the new PSC application, the prior PSC application did not build all the rules and procedures into the system. As such, City departments were expected to follow PSC Policy rules using manual processes and calculations. Because of this, the transition from the old PSC application to the new PSC application is experiencing certain challenges for legacy PSCs.

Challenge 1: Because the rules associated with the old PSC Policy/application are not exactly the same as those associated with the new PSC Policy/application, a legacy record created in the old system cannot always comply with the rules mandated by the new PSC application. For example, in the new PSC Policy/application, all PSCs are approved by duration. However, in the old PSC application, PSCs could be approved by duration or with exact start dates. When exact start dates were used, the dates were hard coded into the PSC Form 1, regardless of when the PSC was approved. As such, many legacy records had official “start dates” that precede their actual PSC approval date. This is not permissible in the new system. But in the old system, due to system limitations, it was allowed.

Challenge 2: The old PSC application relied on City employees’ manual processes and calculations to follow the PSC rules. Because of the manual nature of compliance associated with the old PSC Policy/application, a conflict can exist between what a department was supposed to do and what they actually did. In these situations, a legacy PSC has dates associated with it that are not always aligned with what the new PSC application mandates based on the PSC Policy.

Problem Statement:

As mentioned above, the transition from the old PSC application to the new PSC application is creating certain challenges for legacy PSCs. The current issue pertains to the PSC Start Date. Because all PSCs are now approved by duration, they need a start date from which to measure that duration. The start date must be the start date of the first contract let under that PSC (“First Contract Start Date”).

In order to be accepted by the new PSC application, the First Contract Start Dates must comply with the following rules (“First Contract Start Date Rules”):

- 1) The First Contract Start Date can be no later than 18 months measured from the PSC approval date; and
- 2) The First Contract Start Date no sooner than the PSC approval date.

Neither the PSC nor any contract records associated with that PSC can be used in the new system until the department has entered the First Contract Start Date for that PSC into the new PSC application. As departments begin to enter their First Contract Start Dates, it is becoming apparent that some legacy PSCs associated with otherwise active contracts cannot comply with either one or both of the First Contract Start Dates Rules. The full number of records facing this challenge will not be known until all PSC records (some 5,000) have been updated to include their First Contract Start Dates.

Proposed Solution

So as to not completely stop City operations and use of existing contracts, the new PSC application has been configured to allow the Office of Contract Administration (OCA) and the Department of Human Resources (DHR) to override one or both of the First Contract Start Date Rules on a case-by-case basis and report them to the Civil Service Commission (CSC) on a regularly established interval. Specifically, OCA and DHR can allow a PSC record to be used if the First Contract Start Date does not exceed or precede the First Contract Start Date Rules by more than 6 months. Where the variance is greater than this or otherwise appears unjustified, or if the CSC determines additional parameters are necessary; OCA and DHR will not allow the override and will require the department to submit a formal amendment to the CSC for their approval.

It is difficult to predict the number of legacy PSCs that will be impacted by the new hardcoded rules. OCA is only alerted of the issues by departments attempting to use older PSC records that get “stuck” in the new application. For example, last week there were three (3) PSCs with active contracts and approved amendments. In those cases, while the first contract start date did not comply with the rule(s), the amendment approvals essentially superseded them. Using the proposed solution OCA or DHR can release the PSC and allow the contract work underway to continue.