

1 [Follow-Up Board Response - 2011-2012 Civil Grand Jury Report - Deja Vu All Over Again:  
2 San Francisco's City Technology Needs a Culture Shock]

3 **Motion responding to the 2012-2013 Civil Grand Jury request to provide a status**  
4 **update on the Board of Supervisors' responses to the relevant recommendations**  
5 **issued in the 2011-2012 Civil Grand Jury Report, entitled "Déjà Vu All Over Again: San**  
6 **Francisco's City Technology Needs a Culture Shock."**

7  
8 WHEREAS, The 2011-2012 San Francisco Civil Grand Jury published a report, entitled  
9 "Déjà Vu All Over Again: San Francisco's City Technology Needs a Culture Shock" (Report)  
10 on August 2, 2012; and

11 WHEREAS, The Board of Supervisors' Government Audit and Oversight Committee  
12 (GAO) conducted a public hearing to hear and respond to the Report on October 29, 2012;  
13 and

14 WHEREAS, The Board of Supervisors adopted Resolution No. 412-12 reflecting the  
15 GAO responses to the Report on November 6, 2012; and

16 WHEREAS, The Board of Supervisors reported that Recommendation No. 4, which  
17 states: "[Committee on Information Technology (COIT)] appoint two non-voting, non-City  
18 employee members to sit on COIT without further delay," would be implemented within three  
19 months; and

20 WHEREAS, The Board of Supervisors reported that Recommendation No. 5, which  
21 states: "The City CIO develop consolidated citywide comprehensive ICT budget and staffing  
22 plans, reviewed and approved by COIT, and take the lead in its presentation to the Mayor's  
23 Budget Office and the Board of Supervisors," would be implemented within six months; and

1           WHEREAS, The Board of Supervisors reported that Recommendation No. 6, which  
2 states: "Subsequent to COIT approval of the ICT budget and staffing plans, COIT and the City  
3 CIO monitor adherence to these plans," would be implemented within six months; and

4           WHEREAS, The Board of Supervisors reported that Recommendation No. 7, which  
5 states: "The City CIO position be elevated in authority, responsibility, and accountability by  
6 creating functional "dotted-line" relationships between the City CIO and the departmental  
7 CIOs," required further analysis as the Board intended to investigate the matter, and the  
8 Board requested that, before February 2, 2013, COIT and the Department of Technology  
9 return to the Board with an evaluation of potential options; and

10           WHEREAS, The Board of Supervisors reported that Recommendation No. 9, which  
11 states: "Amend Administrative Code, Section 22A.4 and 22A.7, to separate the position of  
12 City CIO from the Department of Technology," required further analysis as the Board intended  
13 to investigate the matter, and the Board requested that, before February 2, 2013, the  
14 Department of Technology return to the Board with an evaluation of potential options; and

15           WHEREAS, The Board of Supervisors reported that Recommendation No. 10, which  
16 states: "Amend Administrative Code, Sections 22A.4 and 22A.7, to create the separate  
17 position of Director of DT, appointed by and reporting to the City CIO," required further  
18 analysis as the Board intended to investigate the matter, and the Board requested that, before  
19 February 2, 2013, the Department of Technology return to the Board with an evaluation of  
20 potential options; and

21           WHEREAS, The Board of Supervisors reported that Recommendation No. 11, which  
22 states: "The City CIO work with the Controller to conduct a survey, including, but not limited  
23 to, performance data, client satisfaction, decision-making and evaluation criteria, inventory of  
24 services, and needs assessment, first for baseline figures and then annually to measure  
25 improvement over the baseline figures," required further analysis as the Board intended to

1 investigate the matter, and the Board requested that, before February 2, 2013, the City CIO  
2 return to the Board with an evaluation of potential options; and

3 WHEREAS, The Board of Supervisors reported that Recommendation No. 12, which  
4 states: "The City CIO report annually on the state of technology in the City to the Mayor and  
5 the Board of Supervisors," would be implemented within six months; and

6 WHEREAS, The Board of Supervisors reported that Recommendation No. 13, which  
7 states: "The City CIO and the Controller create a citywide asset management system for ICT  
8 equipment," would be implemented within six months; and

9 WHEREAS, The Board of Supervisors reported that Recommendation No. 14, which  
10 states: "The City CIO and DHR create a citywide skills database for personnel, to catalog  
11 such skills as programming languages, web development, database, networking, and  
12 operating systems," required further analysis as the Board intended to investigate the matter,  
13 and the Board requested that, before February 2, 2013, the City CIO and Department of  
14 Human Resources, with input from labor and department heads, return to the Board with an  
15 evaluation of potential options; and

16 WHEREAS, The Board of Supervisors reported that Recommendation No. 15, which  
17 states: "Revise the Charter so that all vacant and new technology positions be classified as  
18 Group II exempt positions," required further analysis as the Board intended to investigate the  
19 matter, and the Board requested that, before February 2, 2013, the Department of Technology  
20 return to the Board with an evaluation of potential options; and

21 WHEREAS, The Board of Supervisors reported that Recommendation No. 17, which  
22 states: "The City CIO be included, with department heads, in the performance review process  
23 of senior ICT personnel in all departments," required further analysis as the Board intended to  
24 investigate the matter, and the Board requested that, before February 2, 2013, the City CIO  
25 return to the Board with an evaluation of potential options; and

1           WHEREAS, The Board of Supervisors reported that Recommendation No. 18, which  
2 states: "Pending revision of the Charter, the Mayor develop methods for speeding up the  
3 hiring process for ICT personnel," would be implemented within six months; and

4           WHEREAS, The 2012-2013 City and County of San Francisco Civil Grand Jury  
5 requested that the Board of Supervisors provide a status update on the responses to  
6 Recommendation Nos. 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 17, and 18; and

7           WHEREAS, The follow-up on the 2011-2012 Civil Grand Jury Report entitled "Déjà Vu  
8 All Over Again: San Francisco's City Technology Needs a Culture Shock" is on file with the  
9 Clerk of the Board of Supervisors in File No. 130394, which is hereby declared to be a part of  
10 this motion as if set forth fully herein; now, therefore, be it

11           MOVED, That the Board of Supervisors reports to the Foreperson of the 2012-2013  
12 City and County of San Francisco Civil Grand Jury that it has implemented Recommendation  
13 4: One non-voting, non-City employee has been appointed to COIT and the appointment of a  
14 second member is underway; and, be it

15           FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
16 Recommendation 5 for reasons as follows: The recommendation is not warranted; and, be it

17           FURTHER MOVED, That the Board of Supervisors reports that it has implemented  
18 Recommendation 6 for reasons as follows: the City already has a CIO review process in place  
19 to monitor all major projects and large funding allocations; and, be it

20           FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
21 Recommendation 7 for reasons as follows: The recommendation is not warranted; and, be it

22           FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
23 Recommendation 9 for reasons as follows: The recommendation is not warranted; and, be it

24           FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
25 Recommendation 10 for reasons as follows: The recommendation is not warranted; and, be it

1 FURTHER MOVED, That the Board of Supervisors reports that it has implemented  
2 Recommendation 11: Over the past year, several surveys involving City technology have  
3 been conducted. COIT recently conducted a survey focused on file sharing and cloud storage.  
4 The Controller's Office recently surveyed seven departments, including the Department of  
5 Technology, for the Capital Project Management and Asset Management Systems  
6 Improvement Project. The Department currently has access to performance management  
7 tools to measure performance. Controller's Office staff may be used to assist in further  
8 developing the Department's performance indicators and reporting; and, be it

9 FURTHER MOVED, That the Board of Supervisors reports that it has implemented  
10 Recommendation 12 for reasons as follows: The City CIO reports every other year through  
11 the ICT plan on the state of technology in the City. Additionally, the City CIO reports on the  
12 Department of Technology during the budget process; and, be it

13 FURTHER MOVED, That the Board of Supervisors reports that it has not yet  
14 implemented, but will implement Recommendation 13 within six months of the second hearing  
15 of the report, from September 26, 2013 to no later than March 26, 2014; and, be it

16 FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
17 Recommendation 14 for reasons as follows: The City will soon be able to track employee  
18 credentials, training, and certifications in personnel records. Module implementation will begin  
19 in the spring for a pilot group, with citywide expansion to follow at a later date. Creating a  
20 separate IT skills database would be duplicative; and, be it

21 FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
22 Recommendation 15 for reasons as follows: The City is required by law to abide by a civil  
23 service process to ensure that hiring is nondiscriminatory. Implementation of this  
24 recommendation would require voter approval; and, be it

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1 FURTHER MOVED, That the Board of Supervisors reports that it will not implement  
2 Recommendation 17 for reasons as follows: The responsibility to conduct performance  
3 reviews rests with the department head, managers, and supervisors.; and, be it

4 FURTHER MOVED, That the Board of Supervisors reports that it has implemented  
5 Recommendation 18: An IT Working Group, which includes members from COIT, individual  
6 departments, Local 21 and DHR, was established to address the City's IT hiring challenges.  
7 Two areas were identified: (1) Process efficiencies: improve efficiency of IT hiring within the  
8 civil service system; and (2) Recruitment improvements: improve recruitment of qualified  
9 applicants through effective branding and marketing of City tech jobs, and use of social  
10 media; and, be it

11 FURTHER MOVED, That the Board of Supervisors urges the Mayor to cause the  
12 implementation of accepted recommendation through his/her department heads and through  
13 the development of the annual budget.



**City and County of San Francisco**  
**Tails**  
**Motion: M13-123**

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San Francisco, CA 94102-4689

**File Number:** 130394

**Date Passed:** October 08, 2013

Motion responding to the 2012-2013 Civil Grand Jury request to provide a status update on the Board of Supervisors' responses to the relevant recommendations issued in the 2011-2012 Civil Grand Jury Report entitled, "Déjà Vu All Over Again: San Francisco's City Technology Needs a Culture Shock."

September 26, 2013 Government Audit and Oversight Committee - PREPARED IN COMMITTEE AS A MOTION


September 26, 2013 Government Audit and Oversight Committee - RECOMMENDED

October 08, 2013 Board of Supervisors - APPROVED

Ayes: 11 - Avalos, Breed, Campos, Chiu, Cohen, Farrell, Kim, Mar, Tang, Wiener and Yee

File No. 130394

**I hereby certify that the foregoing Motion was APPROVED on 10/8/2013 by the Board of Supervisors of the City and County of San Francisco.**

  
Angela Calvillo  
Clerk of the Board