Resolution responding to the Presiding Judge of the Superior Court on the findings and recommendations contained in the 2014-2015 Civil Grand Jury Report, entitled “Unfinished Business: A Continuity Report on the 2011-12 Report, Déjà Vu All Over Again;” and urging the Mayor to cause the implementation of accepted findings and recommendations through his/her department heads and through the development of the annual budget.

WHEREAS, Under California Penal Code, Section 933 et seq., the Board of Supervisors must respond, within 90 days of receipt, to the Presiding Judge of the Superior Court on the findings and recommendations contained in Civil Grand Jury Reports; and

WHEREAS, In accordance with California Penal Code, Section 933.05(c), if a finding or recommendation of the Civil Grand Jury addresses budgetary or personnel matters of a county agency or a department headed by an elected officer, the agency or department head and the Board of Supervisors shall respond if requested by the Civil Grand Jury, but the response of the Board of Supervisors shall address only budgetary or personnel matters over which it has some decision making authority; and

WHEREAS, Under San Francisco Administrative Code, Section 2.10(a), the Board of Supervisors must conduct a public hearing by a committee to consider a final report of the findings and recommendations submitted, and notify the current foreperson and immediate past foreperson of the civil grand jury when such hearing is scheduled; and

WHEREAS, In accordance with San Francisco Administrative Code, Section 2.10(b), the Controller must report to the Board of Supervisors on the implementation of
recommendations that pertain to fiscal matters that were considered at a public hearing held
by a Board of Supervisors Committee; and

Continuity Report on the 2011-12 Report, Déjà Vu All Over Again" is on file with the Clerk of
the Board of Supervisors in File No. 150609, which is hereby declared to be a part of this
resolution as if set forth fully herein; and

WHEREAS, The Civil Grand Jury has requested that the Board of Supervisors respond
to Finding Nos. 1, 2, 3, 4, 5, 6, and 7, as well as Recommendation Nos. 1, 2, 3, 4, 5, 6, 7, 8, 9,
and 10 contained in the subject Civil Grand Jury report; and

WHEREAS, Finding No. 1 states: "The City has not prioritized critical network
infrastructure investments, as demonstrated by their failure to fund essential network
improvements;" and

WHEREAS, Finding No. 2 states: "Significant problems still exist within DT
[Department of Technology] that limit the services it provides to departments, largely due to
their inability to fill job positions and funding restraints;" and

WHEREAS, Finding No. 3 states: "The planned reorganization of DT to designate a
responsible party to each department could be a positive step in building DT's credibility;" and

WHEREAS, Finding No. 4 states: "DT lacks business analyst capabilities to launch new
initiatives and implement processes to make DT more efficient and effective;" and

WHEREAS, Finding No. 5 states: "The skills inventory capability of the eMerge
PeopleSoft system, as currently configured, will not enable Department Heads to quickly
identify City employees with skill sets in demand;" and

WHEREAS, Finding No. 6 states: "DHR's [The Department of Human Resources']
efforts through the IT [Information Technology] Hiring Group to stimulate IT recruitment and
streamline IT hiring will not sufficiently impact departmental IT units and DT;" and
WHEREAS, Finding No. 7 states: “The absence of a way to quickly bring in technology resources, whether on an “at will” or CSS [Civil Service System] basis, puts the City at a great disadvantage in hiring, and potentially at risk, in all of its technology initiatives;” and

WHEREAS, Recommendation No. 1 states: “The Mayor should prioritize the network infrastructure and fully fund the required investment in this foundational platform;” and

WHEREAS, Recommendation No. 2 states: “The Mayor and Board of Supervisors should require a six-month and twelve-month report on the status of the DT reorganization;” and

WHEREAS, Recommendation No. 3 states: “A user satisfaction survey should be sent to all DT clients, before the end of 2015 and later in six months after the reorganization, to assess whether the new accountability structure is making a difference for clients;” and

WHEREAS, Recommendation No. 4 states: “The Office of the Controller should develop the skills inventory capability in the eMerge PeopleSoft system to update IT employee skills by the end of FY2015-2016;” and

WHEREAS, Recommendation No. 5 states: “DHR should publicly present the results of its pilot IT hiring process to the Mayor and the Board of Supervisors before the end of CY [Calendar Year] 2015;” and

WHEREAS, Recommendation No. 6 states: “DHR should issue a monthly written report to the Mayor and Board of Supervisors showing the number of open IT positions at the beginning of the month, the number of new IT position requisitions received in the current month, the number of IT positions filled in the current month, the number of open IT positions at the end of the month, and the average number of days required to fill the IT positions closed in the current month;” and

WHEREAS, Recommendation No. 7 states: “DT should launch a taskforce to recommend options for recruiting and hiring IT staff, particularly on an “at will” basis;” and
WHEREAS, Recommendation No. 8 states: "The Mayor and Board of Supervisors should calendar an interim review of taskforce proposals within six months of its convening;" and
WHEREAS, Recommendation No. 9 states: "DT needs a recruiter dedicated exclusively to DT and other IT units' staffing needs;" and
WHEREAS, Recommendation No. 10 states: "DT needs to hire business analyst talent for the taskforce, new reorganization, and new initiatives;" and
WHEREAS, In accordance with California Penal Code, Section 933.05(c), the Board of Supervisors must respond, within 90 days of receipt, to the Presiding Judge of the Superior Court on Finding Nos. 1, 2, 3, 4, 5, 6, 7, 8, 9, and 10 contained in the subject Civil Grand Jury report; now, therefore, be it
RESOLVED, That the Board of Supervisors reports that they disagree wholly with Finding No. 1 for reasons as follows: Major IT infrastructure projects have been a major focus for the City. Coordinated efforts to improve the City's Network infrastructure are included as a priority in the Information & Communication Technology (ICT) Plan; and, be it
FURTHER RESOLVED, That the Board of Supervisors reports that they disagree wholly with Finding No. 2 for reasons as follows: The Board of Supervisor has no jurisdiction over the hiring processes that DHR and DT have established and continue to update. The Board, through the Annual Budget process, has also made significant investments in the Department; and, be it
FURTHER RESOLVED, That the Board of Supervisors reports that they agree with Finding No. 3; and, be it
FURTHER RESOLVED, That the Board of Supervisors reports that they disagree partially with Finding No. 4 for reasons as follows: The Board of Supervisors was able to fund
both the new Business Engagement Manager position and a second business analyst requested by DT; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that they agree with Finding No. 5; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that they disagree wholly with Finding No. 6 for reasons as follows: The Board of Supervisors has no jurisdiction over the hiring processes that DHR and DT have established and continue to update; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that they disagree wholly with Finding No. 7 for reasons as follows: The Board of Supervisor has no jurisdiction over the hiring processes that DHR and DT have established and continue to update; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 1 has been implemented for reasons as follows: As the Mayor's response indicates, 'the 'Fix the Network' project was highlighted as high priority into the most recent ICT plan and funded with $4.3 million in the Mayor's FYs 2015-2016 and 2016-2017 budget – the largest single allocation from COIT's [Committee on Information Technology] annual project allocation;" and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 2 will not be implemented for reasons as follows: While any individual supervisor can call a hearing on this topic at any time, the Board of Supervisors cannot specifically predict if or when one may do so. The Board President sits on COIT, which will be receiving updates on DT's progress. And as the Department's response indicates, "in September [DT] began releasing a monthly project status and key performance indicator report for department heads,
including measures on services performed at project levels, network uptime, and other yet-to-be determined metrics;" and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 3 has not yet been implemented, but will be implemented in the future for reasons as follows: This is largely beyond the jurisdiction of the Board of Supervisors, but as the department's response indicates, DT plans to distribute an initial survey before the end of 2015 with a follow-up survey by the end of FY2015-2016. The Board will conduct a follow-up hearing by January 2016; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 4 has not yet been implemented, but will be implemented in the future for reasons as follows: As the Controller's response indicates, it plans to implement this recommendation within the specified time frame, by the end of FY2015-2016. The Board will conduct a follow-up hearing by January 2016; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 5 has not yet been implemented, but will be in the future for reasons as follows: As the Department's response indicates, DHR plans to complete this by the end of FY2015-2016. The Board will conduct a follow-up hearing by January 2016; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 6 will not be implemented for reasons as follows: Implementation of this recommendation is largely beyond the jurisdiction of the Board of Supervisors. While any individual supervisor could call a hearing on this topic or request a report at any time, the Board of Supervisors cannot specifically predict if or when one may do so. Moreover, reports with this level of granularity and frequency would likely be excessive for the Board's purposes; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation No. 7 has been implemented for reasons as follows: As DT's response indicates, this task
force was developed in response to the Civil Grand Jury's previous report. The Board of
Supervisors thanks the Civil Grand Jury members for their contributions and role in improving
city-wide IT; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
No. 8 has been implemented for reasons as follows: The task force has and will again present
to COIT, a body on which the President of the Board of Supervisors and many other City
leaders sit; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
No. 9 will not be implemented for reasons as follows: This is largely beyond the jurisdiction of
the Board of Supervisors, though the Board will support DT in its efforts and evaluate any
possible staffing requests during the annual budget process; and, be it

FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
No. 10 has been implemented for reasons as follows: This is largely beyond the jurisdiction of
the Board of Supervisors, but as the Department's response indicates, DT has "created a
Business Engagement Office as part of its reorganization" that is working on these efforts and
has funding for additional staff; and, be it

FURTHER RESOLVED, That the Board of Supervisors urges the Mayor to cause the
implementation of accepted findings and recommendations through his/her department heads
and through the development of the annual budget.
Resolution responding to the Presiding Judge of the Superior Court on the findings and recommendations contained in the 2014-2015 Civil Grand Jury Report, entitled "Unfinished Business: A Continuity Report on the 2011-12 Report, Déjà Vu All Over Again;" and urging the Mayor to cause the implementation of accepted findings and recommendations through his/her department heads and through the development of the annual budget.

October 15, 2015 Government Audit and Oversight Committee - AMENDED, AN AMENDMENT OF THE WHOLE BEARING SAME TITLE

October 15, 2015 Government Audit and Oversight Committee - RECOMMENDED AS AMENDED AS A COMMITTEE REPORT

October 20, 2015 Board of Supervisors - ADOPTED

Ayes: 10 - Avalos, Breed, Campos, Christensen, Cohen, Farrell, Kim, Mar, Tang and Wiener
Absent: 1 - Yee

I hereby certify that the foregoing Resolution was ADOPTED on 10/20/2015 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo
Clerk of the Board

Unsigned Mayor

10/30/15 Date Approved
I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without his approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.

[Signature]
Angela Calvillo
Clerk of the Board

10/20/15
Date

File No.
150609