



SAN FRANCISCO  
DEPARTMENT OF  
TECHNOLOGY



# FY 24-25 Budget

BOS Budget & Appropriations Committee – June 12, 2024

# Department of Technology



Our mission is to provide innovative, reliable and secure technology solutions that support the delivery of high-quality services for City operations and the public.



**Working to Close the Digital Divide**  
Providing free internet access to residents living in affordable housing with Fiber to Housing Program.



**Promoting a Resilient San Francisco**  
Modernizing City networks and infrastructure and providing unified telecommunications citywide.



**Keeping San Francisco Cyber Safe**  
Securing the City's infrastructure, network, and data through strong policies, practices, and technology.



**Innovating in the Cloud**  
Improving efficiencies through innovative cloud services with our Cloud Center of Excellence.

# Fiber to Affordable Housing Update

## Free City Internet Service

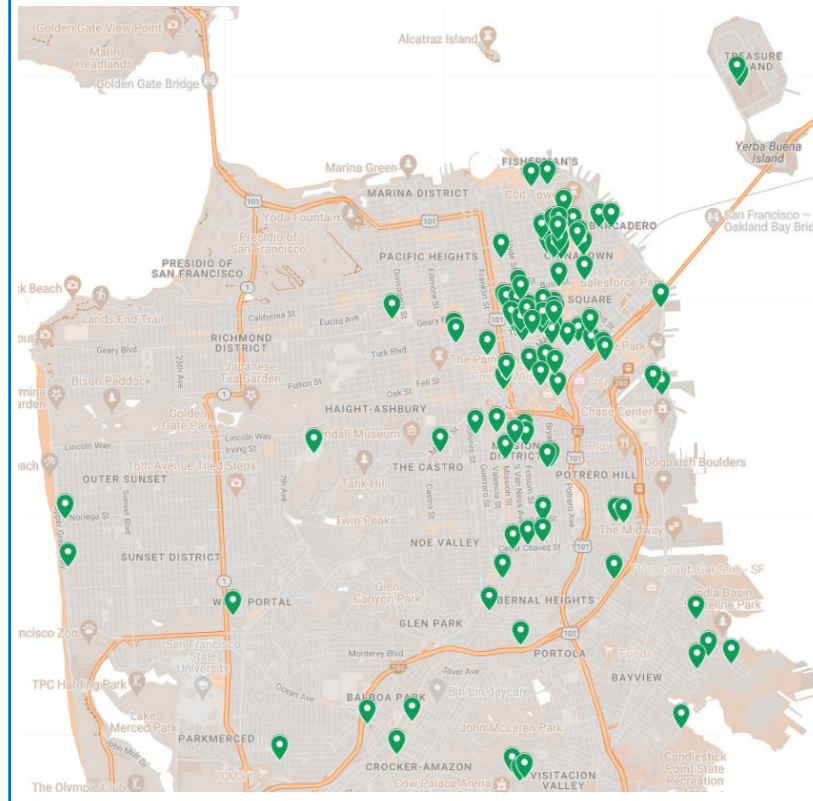
Added 48 affordable housing sites in FY 23/24 (now serving 117 sites with 14,704 residential units)

FY24/25 program budget reduced to \$500K (projected to exhaust current funds in 10-14 months)

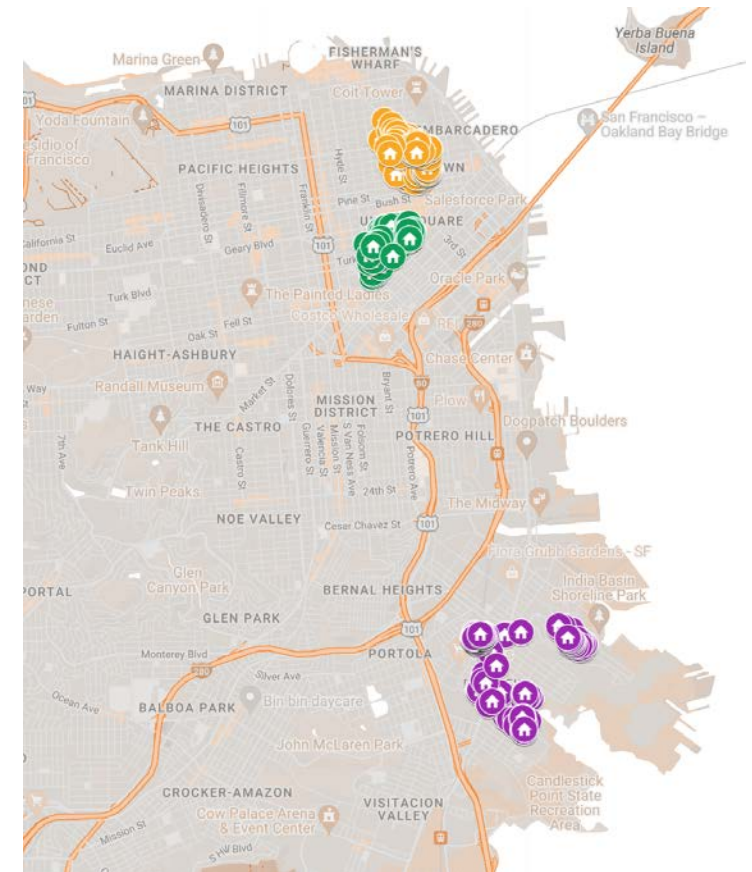
FFA Program Grant application pending award in July – up to \$10.3 mil to extend internet to unserved locations in Chinatown, Tenderloin, and Bayview

Completed implementation of separate public-facing network

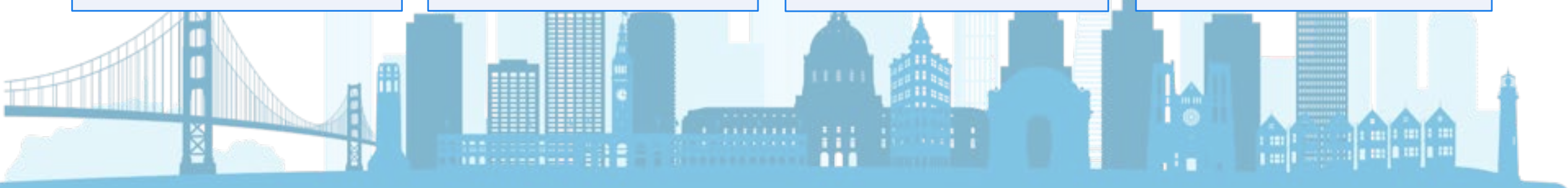
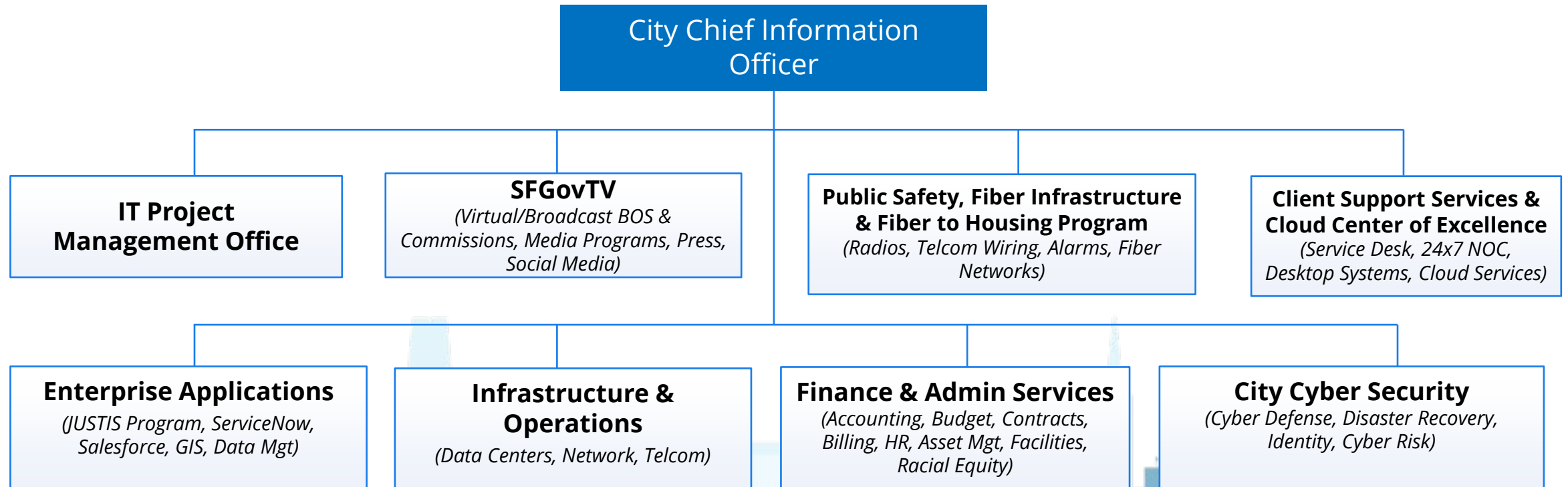
### Installed Housing Sites



### Future Sites (pending State FFA Grant)



# DT Organization



# DT Positions

	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
<b>Total FTE Count</b>	229.27	251.65	259.12	259.46

FY 24-25 Budgeted Positions	FTE
<b>Filled</b>	
PCS	178.50
PEX	58.00
<b>Open Positions</b>	
In recruitment	8.00
Hiring delayed to meet attrition savings	22.00
<b>Subtotal</b>	266.50
Special Class adjustments*	(7.04)
<b>TOTAL FTEs</b>	<b>259.46</b>



\*Special Class adjustments include Temp and additional attrition.

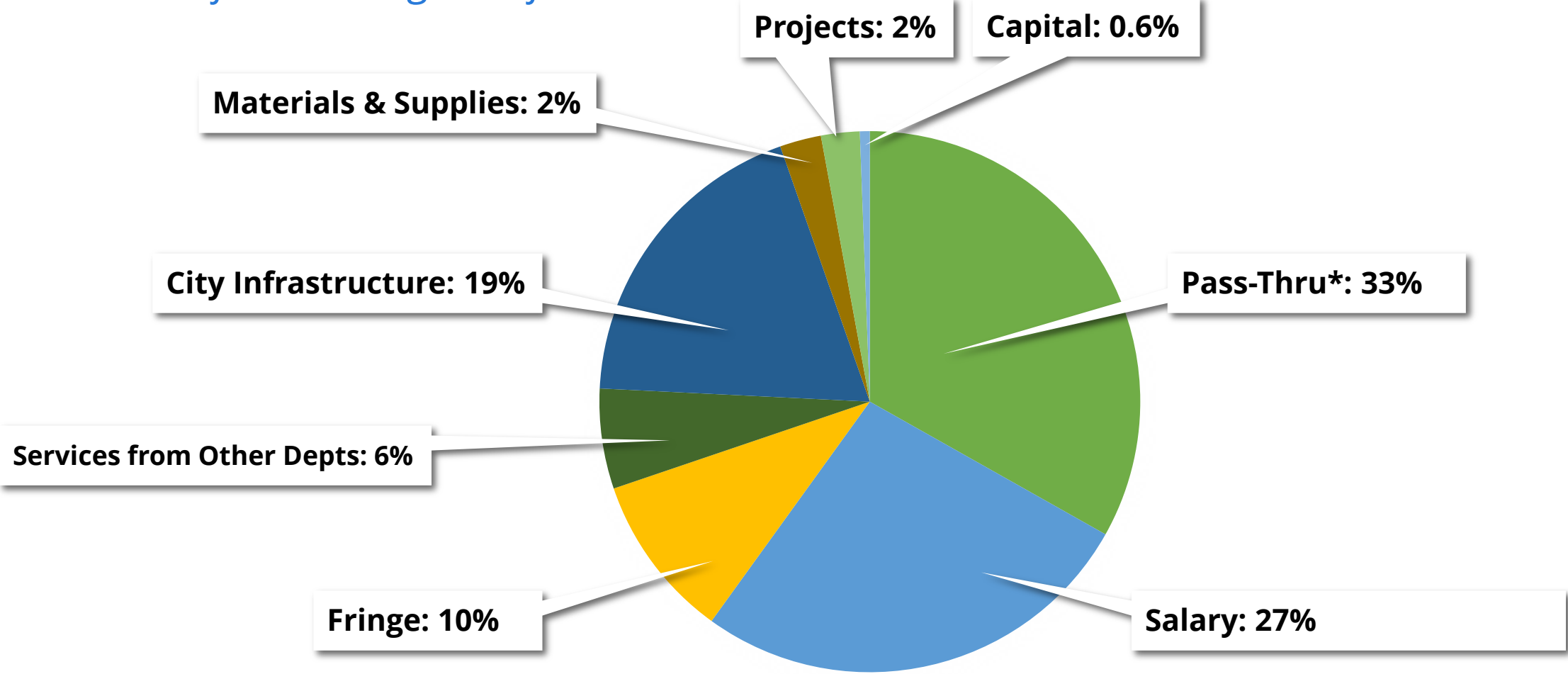
# Budget Overview

	FY23-24	FY24-25	FY25-26
Operating Budget	\$158.9M	\$164.1M	\$168.3M
COIT & Tech Projects	\$6.5M	\$3.9M	\$5.7M
Capital Projects	\$0.9M	\$1.0M	\$0.8M
<b>TOTAL BUDGET</b>	<b>\$166.3M</b>	<b>\$169.0M</b>	<b>\$174.8M</b>

- DT has met the Mayor’s savings target for the two fiscal years
- The budget increase in FY25 and FY26 is due to contractual, capacity and compliance requirements, and labor negotiated COLA

# Budget Uses by Expenditure Type

*Allocation of Cost Categories for FY 24-25*



*\*Pass-Thru consists of City Dept Telephone, IT projects, ELA, also Digital Services and DataSF.  
Expenditure levels for the cost categories have remained constant over three years.*

# Department Savings Achieved

Savings Category	FY24-25	FY25-26
Operational Budget Reductions	(\$6.5) M	(\$6.3) M
Use of Fund Balance	(\$2.5) M	(\$2.7) M
<b>Met Mayor 10% Savings Target</b>	<b>(\$9.0) M</b>	<b>(\$9.0) M</b>
Reduce Software and Cellular, Pause IT Projects	(\$5.0) M	(\$4.1) M
Use of Fund Balance and Attrition	(\$0.7) M	(\$3.1) M
<b>Exceeded Mayor 4.5% Contingency</b>	<b>(\$5.7) M</b>	<b>(\$7.2) M</b>
<b>TOTAL SAVINGS</b>	<b>(\$14.7) M</b>	<b>(\$16.2) M</b>



# Enterprise Efficiency through Enterprise Agreements

*Leveraging City's Collective Buying Power*

Selected Enterprise Agreements (EA)	City Cost without EA	City Cost after Negotiating EA	FY24-25 Cost Avoidance	FY24-27 Cost Avoidance
Microsoft	\$15.9M/Year	\$13.7M/Year	\$2.2M	\$6.5M
Salesforce	\$2.5M/year	\$1.6M/Year	\$860K	\$2.6M
ServiceNow	\$3.3M/Year	\$2.7M/Year	\$600K	\$1.8M
DocuSign	\$1.1M/Year	\$630K/Year	\$520K	\$1.6M
Avaya Phone Maintenance	\$2.0M/Year	\$1.5M/Year	\$500K	\$1.5M
<b>TOTAL AVOIDED COST</b>			<b>\$4.7M</b>	<b>\$14M</b>

# Citywide Cost Savings

## *Optimizing DT platforms for Departments*

1. Dynamically align license expenses to changing needs, e.g., email, e-signatures
2. Contain cellular costs with model and service standardization and service deactivation
3. Modernize telephony and lower costs by adopting use of softphones to replace landlines



# THANK YOU!

Questions & Comments



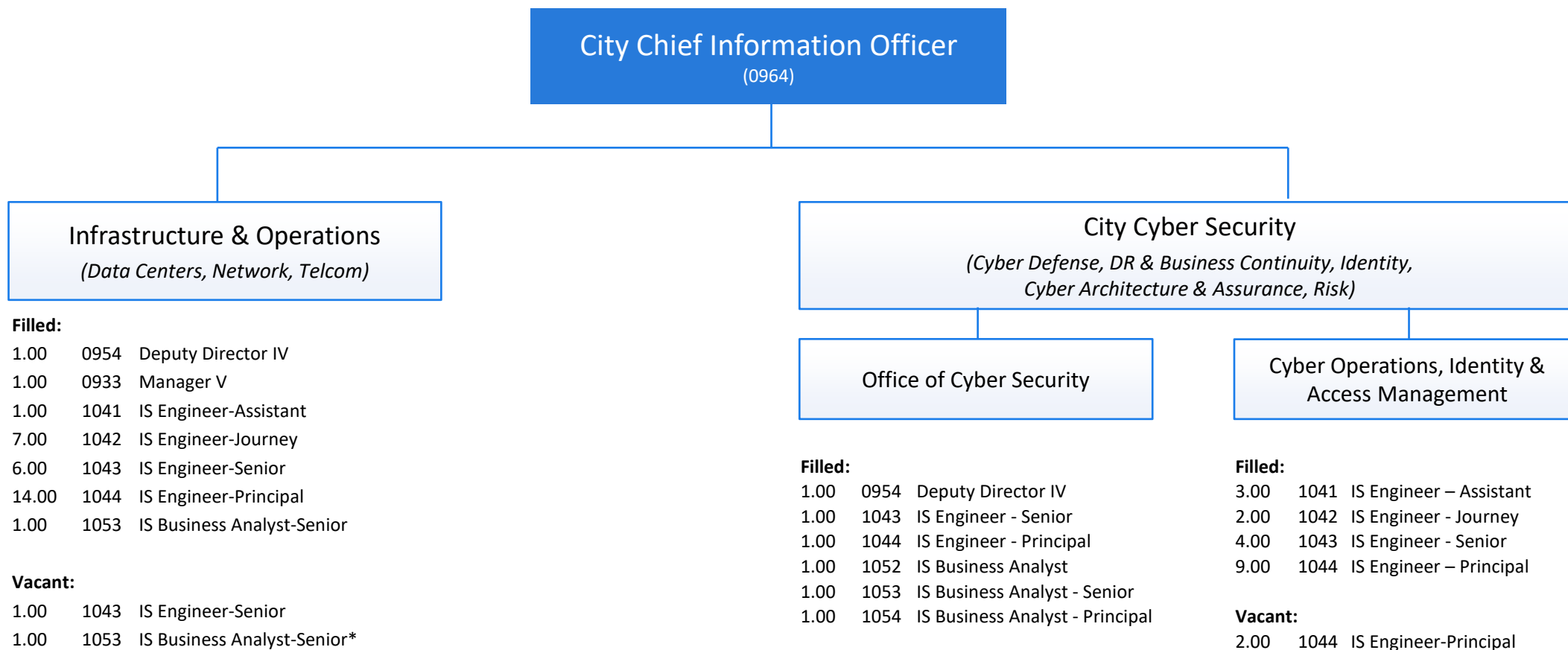
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# Appendix A

## DT Organization Chart for FY 25

# DT Organization



\* Held for Attrition



# DT Organization

City Chief Information Officer  
(0964)

IT Project  
Management Office

**Filled:**  
 1.00 0941 Manager VI  
 1.00 1070 IS Project Director  
 5.00 5504 Project Manager II  
 1.00 5502 Project Manager I  
 1.00 1054 IS Business Analyst-Principal

Enterprise Applications  
*(ServiceNow, Salesforce, GIS, Data Mgt)*

**Filled:**  
 1.00 0953 Deputy Director III  
 1.00 0941 Manager VI  
 1.00 1071 IS Manager  
 1.00 1042 IS Engineer-Journey  
 4.00 1043 IS Engineer-Senior  
 5.00 1044 IS Engineer-Principal  
 1.00 1052 IS Business Analyst  
 3.00 1053 IS Business Analyst-Senior  
 4.00 1054 IS Business Analyst-Principal  
 1.00 1063 IS Programmer Analyst-Senior

**Vacant:**  
 1.00 1043 IS Engineer-Senior\*

JUSTIS Program Office

**Filled:**  
 1.00 1070 IS Project Director  
 1.00 1043 IS Engineer-Senior  
 1.00 1044 IS Engineer-Principal  
 3.00 1054 IS Business Analyst-Principal  
 1.00 1064 IS Programmer Analyst-Principal

**Vacant:**  
 1.00 0933 Manager V\*

\* Held for Attrition

# DT Organization

City Chief Information Officer

(0964)

SFGovTV

*(Virtual/Broadcast BOS & Commissions, Media Programs, Press, Social Media)*

**Filled:**

1.00	0941	Manager VI
1.00	1043	IS Engineer-Senior
12.00	1767	Media Programming Specialist
1.00	1769	Media Production Supervisor

Public Safety, Fiber Infrastructure & Fiber to Housing Program

*(POL/FIR Radio, Inside Telcom Wiring, Alarms, Wireless and Broadband Fiber Networks)*

**Filled:**

1.00	0954	Deputy Director IV
1.00	0923	Manager II
3.00	0932	Manager IV
1.00	1842	Management Assistant
4.00	7257	Communication Line Supervisor I
16.00	7308	Cable Splicer
9.00	7338	Electrical Line Worker
18.00	7362	Communications Systems Technician
6.00	7368	Senior Communications Systems Technician
3.00	7432	Electrical Line Helper
2.50	8234	Fire Alarm Dispatcher
2.00	8236	Chief Fire Alarm Dispatcher

**Vacant:**

1.00	7257	Communication Line Supervisor I*
1.00	7273	Communications Line Worker Supervisor II
2.00	7273	Communications Line Worker Supervisor II*
1.00	7308	Cable Splicer*
5.00	7338	Electrical Line Worker*
2.00	7362	Communications Systems Technician*
1.00	7368	Senior Communications Systems Technician*

\* Held for Attrition



# DT Organization

## City Chief Information Officer

(0964)

### Client Support Services & Cloud Center of Excellence

*(Service Desk, 24x7 NOC, Desktop Systems, Cloud Services)*

#### Filled:

1.00 0954 Deputy Director III  
 1.00 0933 Manager V  
 1.00 1042 IS Engineer-Journey  
 9.00 1043 IS Engineer-Senior  
 6.00 1044 IS Engineer-Principal  
 1.00 1053 IS Business Analyst-Senior  
 1.00 1054 IS Business Analyst-Principal  
 13.00 1092 IT Operations Support Admin II  
 6.00 1093 IT Operations Support Admin III  
 5.00 1094 IT Operations Support Admin IV  
 1.00 1406 Senior Clerk

#### Vacant:

1.00 1043 IS Engineer-Senior  
 1.00 1094 IT Operations Support Admin IV\*  
 1.00 1093 IT Operations Support Admin III\*

### Finance & Admin Services

*(Accounting, Budget, Contracts, Billing, HR, Asset Mgt, Facilities, Racial Equity)*

#### Filled:

1.00 0953 Deputy Director III	1.00 1634 Principal Account Clerk
2.00 0923 Manager II	1.00 1652 Accountant II
1.00 0931 Manager III	1.00 1654 Accountant III
1.00 0932 Manager IV	1.00 1657 Accountant IV
1.00 0941 Manager VI	6.00 1823 Senior Admin Analyst
1.00 1033 IS Trainer-Senior	4.00 1824 Principal Admin Analyst
1.00 1052 IS Business Analyst	1.00 1825 Principal Admin Analyst II
1.00 1053 IS Business Analyst-Senior	1.00 1934 Storekeeper
1.00 1054 IS Business Analyst-Principal	1.00 1938 Stores And Equip Asst Supv
1.00 1070 IS Project Director	1.00 1950 Assistant Purchaser
1.00 1452 Executive Secretary II	1.00 5364 Engineering Associate I
2.00 1632 Senior Account Clerk	

#### Vacant:

1.00 0932 Manager IV*	1.00 1454 Executive Secretary III*
1.00 0953 Deputy Director III*	1.00 1652 Accountant II
1.00 1054 IS Business Analyst-Principal*	1.00 1822 Administrative Analyst

\* Held for Attrition





# DT Organization

City Chief Information Officer  
(0964)

Office of Civic Innovation  
*(Managed and Reporting to Mayor's Office)*

**Filled:**

1.00 1822 Administrative Analyst

**Vacant:**

1.00 0923 Manager II\*

1.00 1822 Administrative Analyst\*

\* Held for Attrition

