

1 [Board Response - Civil Grand Jury - Unfinished Business: A Continuity Report on the 2011-
2 12 Report, Déjà Vu All Over Again]

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

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

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

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

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

3 WHEREAS, The 2014-2015 Civil Grand Jury Report entitled “Unfinished Business: A
4 Continuity Report on the 2011-12 Report, Déjà Vu All Over Again” is on file with the Clerk of
5 the Board of Supervisors in File No. 150609, which is hereby declared to be a part of this
6 resolution as if set forth fully herein; and

7 WHEREAS, The Civil Grand Jury has requested that the Board of Supervisors respond
8 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,
9 and 10 contained in the subject Civil Grand Jury report; and

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

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

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

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

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

23 WHEREAS, Finding No. 6 states: “DHR’s [The Department of Human Resources’]
24 efforts through the IT [Information Technology] Hiring Group to stimulate IT recruitment and
25 streamline IT hiring will not sufficiently impact departmental IT units and DT;” and

1 WHEREAS, Finding No. 7 states: “The absence of a way to quickly bring in technology
2 resources, whether on an “at will” or CSS [Civil Service System] basis, puts the City at a great
3 disadvantage in hiring, and potentially at risk, in all of its technology initiatives;” and

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

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

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

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

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

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

24 WHEREAS, Recommendation No. 7 states: “DT should launch a taskforce to
25 recommend options for recruiting and hiring IT staff, particularly on an “at will” basis;” and

1 WHEREAS, Recommendation No. 8 states: "The Mayor and Board of Supervisors
2 should calendar an interim review of taskforce proposals within six months of its convening;"
3 and

4 WHEREAS, Recommendation No. 9 states: "DT needs a recruiter dedicated
5 exclusively to DT and other IT units' staffing needs;" and

6 WHEREAS, Recommendation No. 10 states: "DT needs to hire business analyst talent
7 for the taskforce, new reorganization, and new initiatives;" and

8 WHEREAS, In accordance with California Penal Code, Section 933.05(c), the Board of
9 Supervisors must respond, within 90 days of receipt, to the Presiding Judge of the Superior
10 Court on Finding Nos. 1, 2, 3, 4, 5, 6, and 7, as well as Recommendation Nos. 1, 2, 3, 4, 5, 6,
11 7, 8, 9, and 10 contained in the subject Civil Grand Jury report; now, therefore, be it

12 RESOLVED, That the Board of Supervisors reports that they disagree wholly with
13 Finding No. 1 for reasons as follows: Major IT infrastructure projects have been a major focus
14 for the City. Coordinated efforts to improve the City's Network infrastructure are included as a
15 priority in the Information & Communication Technology (ICT) Plan; and, be it

16 FURTHER RESOLVED, That the Board of Supervisors reports that they disagree
17 wholly with Finding No. 2 for reasons as follows: The Board of Supervisor has no jurisdiction
18 over the hiring processes that DHR and DT have established and continue to update. The
19 Board, through the Annual Budget process, has also made significant investments in the
20 Department; and, be it

21 FURTHER RESOLVED, That the Board of Supervisors reports that they agree with
22 Finding No. 3; and, be it

23 FURTHER RESOLVED, That the Board of Supervisors reports that they disagree
24 partially with Finding No. 4 for reasons as follows: The Board of Supervisors was able to fund
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1 both the new Business Engagement Manager position and a second business analyst
2 requested by DT; and, be it

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

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

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

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

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

3 FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
4 No. 3 has not yet been implemented, but will be implemented in the future for reasons as
5 follows: This is largely beyond the jurisdiction of the Board of Supervisors, but as the
6 department's response indicates, DT plans to distribute an initial survey before the end of
7 2015 with a follow-up survey by the end of FY2015-2016. The Board will conduct a follow-up
8 hearing by January 2016; and, be it

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

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

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

24 FURTHER RESOLVED, That the Board of Supervisors reports that Recommendation
25 No. 7 has been implemented for reasons as follows: As DT's response indicates, this task

1 force was developed in response to the Civil Grand Jury's previous report. The Board of
2 Supervisors thanks the Civil Grand Jury members for their contributions and role in improving
3 city-wide IT; and, be it

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

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

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

17 FURTHER RESOLVED, That the Board of Supervisors urges the Mayor to cause the
18 implementation of accepted findings and recommendations through his/her department heads
19 and through the development of the annual budget.
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