



Oct. 21, 2013

The Honorable Cynthia Ming-Mei Lee, Presiding Judge
Superior Court of California, County of San Francisco
400 McAllister Street
San Francisco, CA 94102

Dear Judge Ming-Mei Lee:

The Civil Grand Jury issued its report entitled, "Déjà Vu All Over Again: San Francisco's City Technology Needs a Culture Shock," in June of 2011.

One of the recommendations contained in the report stated, "Pending revision of the Charter, the Mayor develop methods for speeding up the hiring process for ICT personnel."

The City and County of San Francisco Department of Human Resources(DHR) and Department of Technology (DT), in conjunction with members of COIT, individual departments, and Local 21, established an IT working group to address the City's IT hiring challenges in the fall of 2011.

Two areas in need of improvement were identified:

- (1) Process improvements: Improve the efficiency of IT hiring within the civil service system; and
- (2) Recruitment improvements: Improve the recruitment of qualified applicants through effective branding, marketing of City tech jobs, and use of social media.

The process improvements undertaken include:

- A pilot project in conjunction with DT to improve the timelines of IT hiring within the civil service framework in the short-term
- A proposal to update Civil Service Commission rules related to the exam process
- A long-term proposal to improve IT exams, which will expedite the hiring of qualified personnel, by creating a continuous exam process administered online.

The marketing improvements are being spearheaded by DHR and Local 21. The aim is to make IT jobs with the City more attractive by highlighting new technology projects being implemented by the City, and the people engaged in those projects. Additionally, the marketing materials will appeal to tech professionals' desire to make a difference in the community by engaging in civil service. DHR is also implementing the use of social media websites like LinkedIn, Facebook, and Twitter to reach out to potential employees.

Sincerely,

A handwritten signature in blue ink, appearing to read "Susan Gard".

Susan Gard, Chief of Policy
City and County of San Francisco
Human Resources Department