

Photograph courtesy of Gordon Mak



Department of Technology

FY 20/21 BOS Budget & Appropriations Committee August 2020

Supporting the delivery of high-quality public services in the City & County of San Francisco.

DT Strategies for Greater Efficiency & Savings

Targeting Savings Through Optimized Efficiency

Efficiency ➡ Savings ➡ Reaching Budget Targets

1. How can DT trim services? What do we no longer provide? What is no longer used?
2. Can DT cut legacy system costs by accelerating legacy system decommissioning?
3. How can DT accelerate consolidation/centralization of tech to achieve cost effectiveness and ensure security?
4. Where can DT find enterprise service delivery that achieve economies of scale?
5. Where can DT achieve savings by improving supply chain management?
6. Where are DT's new operational efficiencies?
7. How can we optimize services and staffing to meet our core mission?

DT - Citywide Cost Reductions

Targeted Savings Through Shared Services, Partnering with OCA and Optimizing Use

Savings from Enterprise Agreements

Enterprise Contract (EA)	FY20/21 Savings	3-Yr Savings
Microsoft (licenses + Support)	\$2.1M	\$6.7M
Cisco	\$2.6M	\$6.0M
Salesforce	\$2.7M	TBD (EA expires 06/21)
VMWare	\$1.2M	\$3.6M
Adobe	\$1.0M	TBD (EA expires 08/20)
DocuSign	\$0.7M	\$2.1M
AT&T, Verizon & Sprint	\$0.4M	\$1.2M
CommVault	\$0.2M	\$0.6M
TOTAL SAVINGS:	\$10.9M	\$20.2M



Savings from Turning Off Unused Tech

Service	FY20/21 Savings	3-Yr Savings
Cellular Services (phones, iPads)	\$1.0M	\$2M
Telcom Circuits	\$0.5M	\$2M
TOTAL SAVINGS:	\$1.5M	\$4.0M



Savings from Rightsizing

Service	FY20/21 Savings	3-Yr Savings
Remove Ghost Work Order to DT	\$4.0M	
Microsoft Licenses	\$0.9M	\$2.7M
Smartnet	\$0.5M	\$2M
TOTAL SAVINGS:	\$5.4M	\$5.0M



DT Contract Re-Negotiating

Achieving Savings in Existing City Contracts

Savings from Re-Negotiating Existing City Technology Vendor Contracts

Supplier to the City	Impact	Savings
SalesForce 40% reduction for Salesforce Marketing Cloud	Office of Small Business	Awaiting PO
CommVault 15% reduction to support and maintenance	PUC, MTA, city depts	\$77,000 for two years
Adobe Reduction to Adobe Acrobat cost & no cost transaction	Citywide	\$40,000, \$600,000 one yr
Microsoft Reduction in Teams license cost & 3,000 licenses no cost for 6 mo.	Citywide	\$200,000
Trident IBM support services	Citywide	\$98,000 per year
ESTIMATED SAVINGS:		\$415,000



DT Budget Reductions

Targeting Savings To Specific Expenditures and Projects

Line Item DT Budget Reductions

Enterprise Contract (EA)	FY20/21 Savings
Reduce Admin Costs: Attorney Fees, Training, Travel, Interns	\$0.2M
Delay purchase MS Email security – EMS & ATP	\$1.9M
Delay Business Systems – Oracle Compliance, Telecom App, Billing Replacement	\$.45M
Resize MS Unified Support, VmWare licensing, Comvault, JUSTIS Oracle Hub, Smartnet	\$1.1M
Cut Strategy and Industry Consulting Support	\$0.4M
Eliminate 200 Paul Rent Cost after Lease expires by accelerating the move	\$0.6M
Reduce Cybersecurity capacity	\$0.3M
Attrition Saving	\$2.0M
TOTAL SAVINGS:	\$7.4M





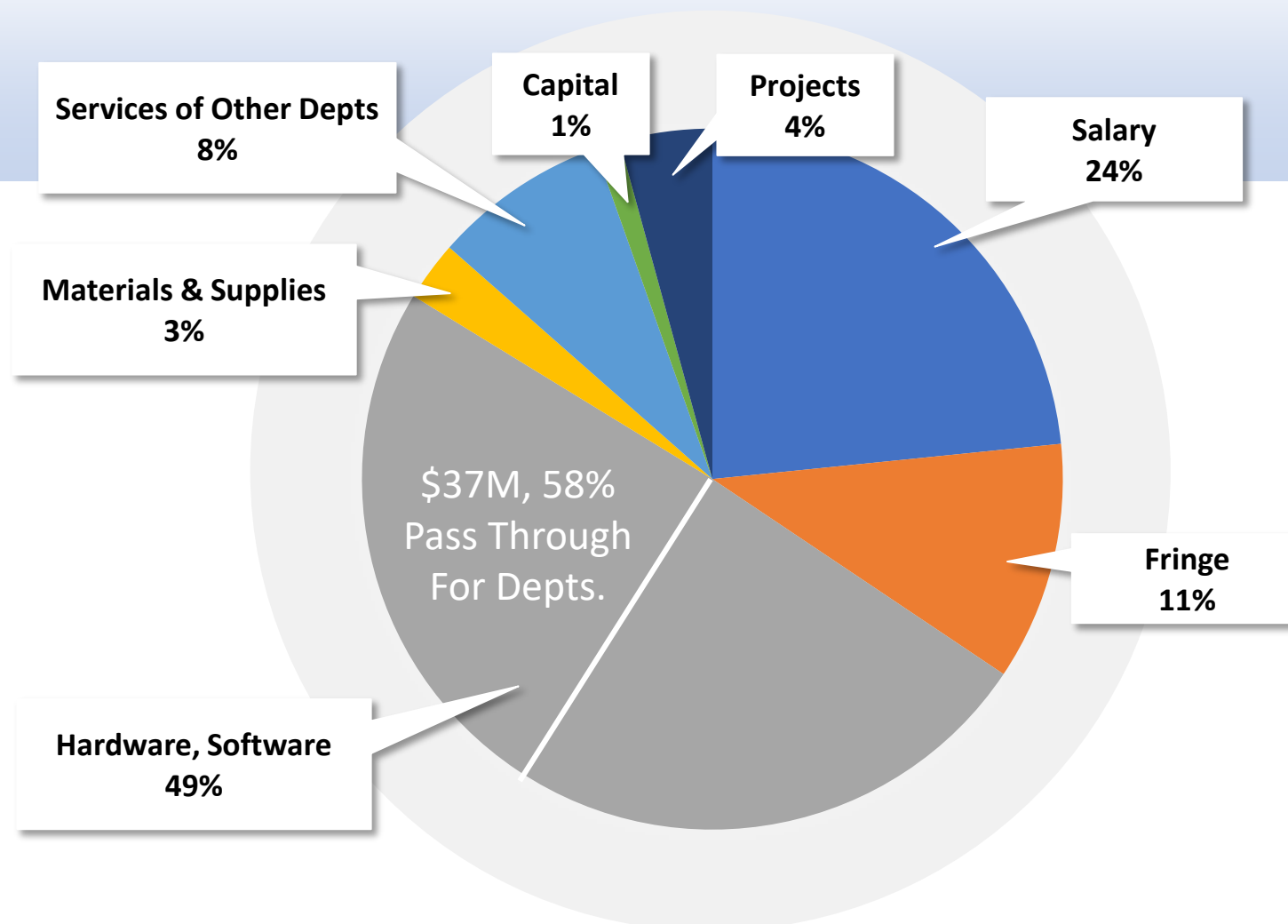
DT Budget Overview

Comparing the Budget from FY 19-20 to FYs 20-21 and 21-22

	FY 19-20	FY 20-21	FY 21-22 (Est)
Base Budget (excluding COIT funding)	\$127M	\$128M	\$123M
Contractual Increases for Hardware Software Compliance and Capacity Demand (MS O365, Citywide Motorola radio maintenance, etc.)		\$6.4M	\$7.2M
DT Reductions (5.4% of base) (ongoing savings through operational efficiencies, contract increase freezes, hiring delays, project holds)		(\$7.0M)	(\$5.0M)
Technical Adjustments (3.2% of base) (remove initiatives and other capital items included in base)		(\$4.1M)	\$0.5M
COIT Allocation - UTN, VoIP, Cloud, JUSTIS	\$6.9M	\$5.0M	\$4.0M
Capital Investment (Fiber to Housing, mainframe lease, disaster recovery data storage)	\$6.2M	\$1.5M	\$1.3M
Special Project Add: OV Project for ENV		\$1.2M	
TOTAL BUDGET:	\$140M	\$131M	\$131M

Budget Uses by Expenditure Type

Allocation of Cost Categories



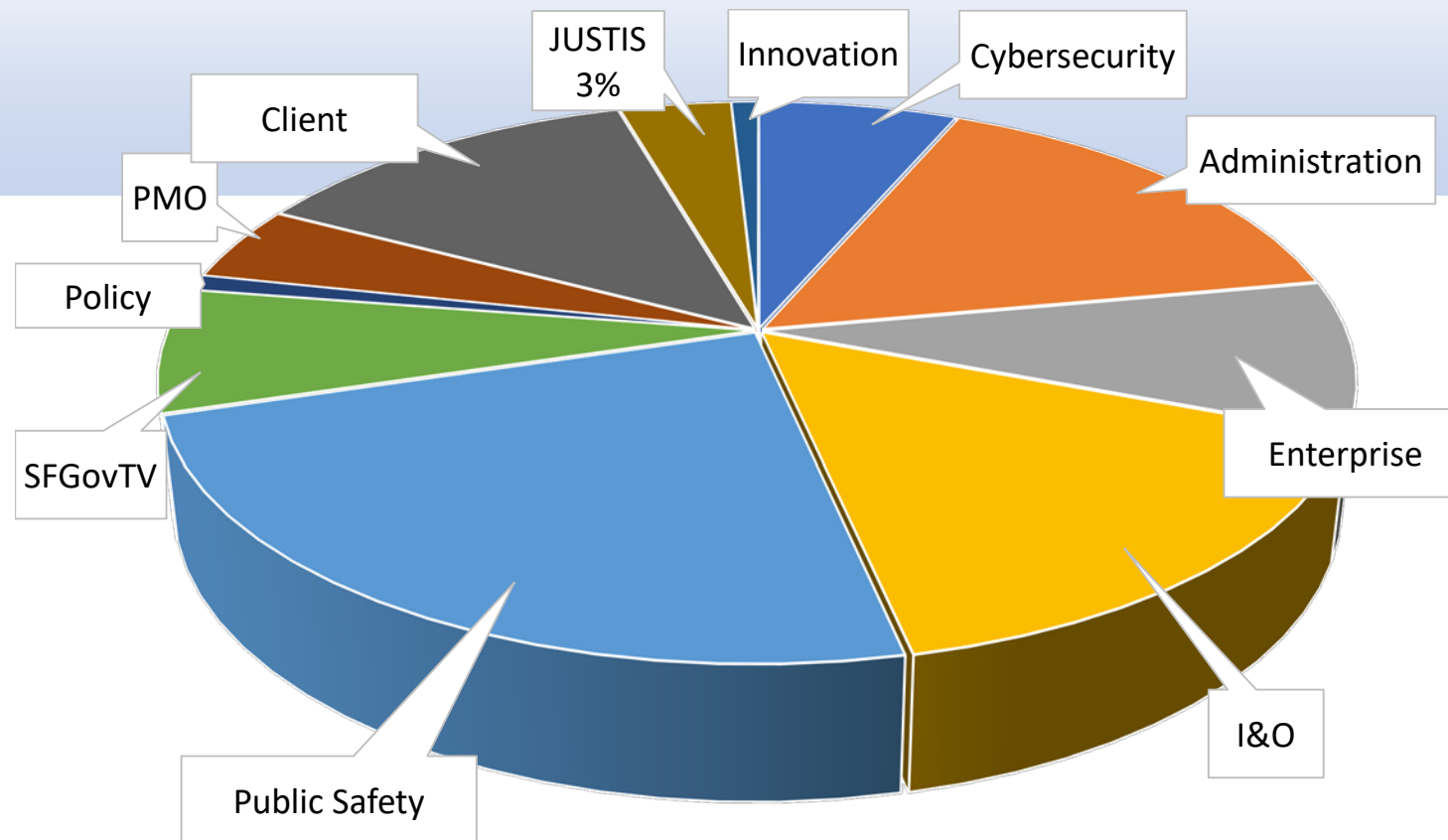
DT Staff Resource by Division

Staff Allocation by Division

DT Total Headcount

	FY 19-20	FY 20-21	FY 21-22 (Est.)
FTE	220	222	225

Open Positions	41
Eliminated Positions	0
Hold Unfilled (attrition)	23
In progress	18





How does your budget reflect your efforts to advance racial equity and address disparities for communities of color and our most vulnerable residents?

Give examples.

Workforce Equity

How does DT compare to Tech Industry Workforce Diversity?

Tech Company	% non-white
DT	68%
eBay	60%
Facebook	59%
Pinterest	50%
Yahoo	50%
Microsoft	49%
LinkedIn	47%
Google and Apple	45%
Pandora	29%
HP	29%

*DT is proud to report that **68%** of our department is people of color. This systemic issue is difficult to confront within tech.*

DT's Diversity Breakdown

Race/Ethnicity	Total Count	%
American Indian/Alaskan Native	4	2%
Asian/Pacific Islander/Filipino	119	46%
Black	23	9%
Hispanic	29	11%
White	83	32%

Closing the Digital Divide with Internet Service

*Delivering Equal Access for Student Distance Learning, Telemedicine, Jobs and CITY SERVICES
DT Public Safety, MOHCD Digital Equity Program, SFUSD, MonkeyBrains, SFHousing Authority*

Fiber to Housing Results – 35 sites and 5,000 units total

- | | | | | |
|------------------|---|--------|---|------------|
| • 2017-2019 | 1,600 units, wired | \$1.0M | ▶ | \$600/unit |
| • 2019-2020 | 2,132 units wired, 1,300 units wifi (525 students) | \$1.4M | | |
| • COVID May-June | COVID shelter sites & test sites - 5 sites, 545 beds
20 Community Rooms with wifi completed in 4 weeks
Student Learning Community Hubs connectivity & devices | | | |

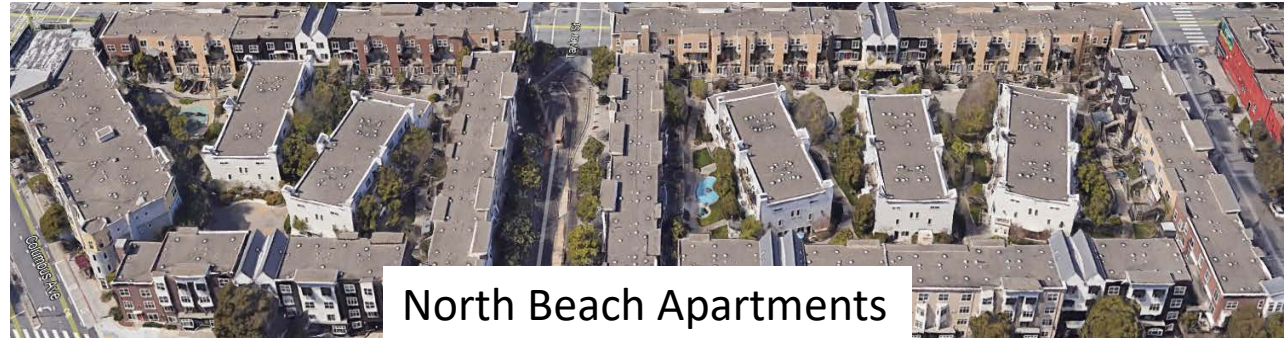
Fiber to Housing Work Plan for FY 20/21

- Budget is \$900k – routers, training program, fiber installation
- Priority areas: Sites with minimal face plate work due to COVID, Public Housing and Supportive Housing (RAD, HopeSF, Hope 6, public housing small sites with sufficient wiring)
- Contacting H.S.H. regarding Homeless Shelters
- Contacting SFUSD regarding affordable housing sites with larger student populations

Recently Connected

Public Housing & COVID FY19/20

- 1296 Shotwell – July 2019
- Willie B Kennedy – August 2019
- Parcel Q Sunnydale – October 2019
- 440 Golden Gate, Homeless Transition Center – July 2019
- Star Hotel – November 2019
- Mission Hotel – December 2019
- Hayes Valley South, 401 Rose – December 2019
(+ 5 main buildings, 46 connections)
- Hayes Valley North, Linden Alley – February 2020
(7 Building Blocks, 60 units)
- 525 5th ST – February 2020
- 680 Bryant Transition Center – February 2020
- Embarcadero Transition Center – March 2020
- Abigail Hotel McAllister, Covid -19 – March 2020
- 121 7th St Hotel Americana – Covid - 19 – March 2020
- 654 5th St – Covid -19 Shelter Beds – March 2020
- Palace of Fine Arts – Covid shelter – April 2020
- 365 Fulton, Richardson Apartments – April 2020
- Alice Griffith #3 – April 2020 (unknown number of units)
- Alice Griffith #1 – April 2020 (unknown number of units)
- La Luna Hotel – Covid – 19 Shelter – April 2020
- Hunters View phase 2 (4 buildings) – June 2020



North Beach Apartments



Alice Griffith



201 Turk



Hunters View Phase I & II



111 Jones

THANK YOU!

Questions & Comments



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