

BOARD of SUPERVISORS



City Hall
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MEMORANDUM

TO: Linda Gerull, Executive Director, Department of Technology
Carmen Chu, City Administrator
Amardeep Prasad, Interim Executive Director, Office of Civic Innovation
Matthias Jaime, Director, Committee on Information Technology

FROM: John Carroll, Assistant Clerk,
Public Safety and Neighborhood Services Committee

DATE: March 17, 2021

SUBJECT: HEARING MATTER INTRODUCED

The San Francisco Board of Supervisors' Public Safety and Neighborhood Services Committee has received the following hearing request, introduced by Supervisor Haney on March 9, 2021:

File No. 210269

Hearing to discuss the efforts by the City and County of San Francisco to innovate and improve City services, with a focus on human-centered and user-centered design; including, but not limited to technological improvements in ensuring equitable access to City services, and collaboration across City departments to improve user-experience and create intuitive pathways to City resources for residents; and requesting the Office of Civic Innovation, Digital Services, Department of Technology, Committee on Information Technology, and Office of the City Administrator to report.

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

C:
Office of Chair Mar and Supervisor Haney
Karen Hong Yee, Department of Technology
Ken Bukowski, Office of the City Administrator
Lihmeei Leu, Office of the City Administrator
Tal Quetone, Office of the City Administrator

Questions:

1. What is your Department's role in the design and implementation of City services?
2. Technology changes very rapidly. How often are we assessing our digital infrastructure and making necessary updates and changes?
3. The City has a 5YR Information and Communication Technology Plan + Digital Equity Playbook. What are the goals of the plan and what is the status of the implementation of this plan?
4. Part of our 5YR Information and Communication Technology Plan + Digital Equity Playbook's goals is to "improve the Customer Service Experience: All government services should strive to improve the customer experience. Replacing our legacy technologies, redesigning existing practices, and innovating new services is key to our modernization efforts."
 - a. How is user feedback on customer service experience solicited? What is being done to ensure that feedback is being solicited from communities with limited access to technology or communities that are currently not accessing these services? Feedback from communities who have language barriers?
 - b. How are we measuring successes and failures of old systems and new systems that we're implementing?
5. We used to have a Chief Innovation Officer who led the Office of Civic Innovation. What was the scope of that role and why don't we have a Chief Innovation Officer anymore?

Introduction Form

By a Member of the Board of Supervisors or Mayor

Time stamp
or meeting date

I hereby submit the following item for introduction (select only one):

- 1. For reference to Committee. (An Ordinance, Resolution, Motion or Charter Amendment).
- 2. Request for next printed agenda Without Reference to Committee.
- 3. Request for hearing on a subject matter at Committee.
- 4. Request for letter beginning : "Supervisor inquiries"
- 5. City Attorney Request.
- 6. Call File No. from Committee.
- 7. Budget Analyst request (attached written motion).
- 8. Substitute Legislation File No.
- 9. Reactivate File No.
- 10. Topic submitted for Mayoral Appearance before the BOS on

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission
- Youth Commission
- Ethics Commission
- Planning Commission
- Building Inspection Commission

Note: For the Imperative Agenda (a resolution not on the printed agenda), use the Imperative Form.

Sponsor(s):

Haney

Subject:

Hearing - Innovation and Human-Centered Design in City Services

The text is listed:

Hearing regarding efforts by the City and County of San Francisco to innovate and improve city services, with a focus on human-centered and user-centered design. This includes, but is not limited to, technological improvements in ensuring equitable access to City services, and collaboration across city departments to improve user-experience and create intuitive pathways to City resources for residents. Requesting Office of Civic Innovation, Office of Digital Services, Department of Technology, Committee on Information Technology, and the City Administrator's Office to report.

Signature of Sponsoring Supervisor: