June 18, 2025

Department of Technology – Response to BLA Recommendations

Deputy Director Policy Decisions

DT has become a flatter organization over time. In 2020, our staff-to-management ratio was 13:1. By 2026, it grew to 17:1—reflecting leaner leadership even as responsibilities have expanded. Removing director roles would further stretch limited oversight capacity.

Retaining Enterprise Applications Director Position (BLA Recommendation TIS-12, page 53)

- Vacant since Q1 2025; recruitment underway
- Leads 26 staff with no other senior-level manager in place
- Supports public safety, health, transportation, and administrative departments
- Oversees critical platforms: IT service management, data analytics, GIS, development tools
- Manages JUSTIS, the justice data-sharing system used by law enforcement and courts
- Key to delivering new citywide initiatives: Street Crisis Tech and PermitSF
- Risk: Lack of leadership causes fragmentation, delays, and service disruption

Retaining Network Services Director Position (BLA Recommendation TIS-13, page 53)

- Vacant since June 2024; currently covered by CISO
- Function count of 24 staff and 1 Manager performing four Network subservices
- Supports 45+ departments via citywide network infrastructure
- Expanding internet access to 20,000+ housing units and public spaces
- Required for secure, 24/7 operations—public safety, emergency response, and digital equity
- Current dual role is unsustainable; leadership gap hinders performance and planning
- Risk: Outages, delayed response to cyber threats, weakened support for vulnerable users

Retaining both roles ensures continuity, service reliability, and responsible management of Citywide tech infrastructure.

DT Strategic Outlook - Work Order Realignment (BLA Recommendation TIS-14, page 54)

- DT recommends retaining the current billing structure for Digital Services at this time
- The costs are technology-related and align logically with DT's broader rate model and cost distribution; duplicating this framework within ADM would introduce unnecessary complexity for a small set of services
- Civil Grand Jury (Recommendation 2.1): Calls for a review of how technology is structured; DT is working with the Mayor's Office, City Administrator, and Controller in FY25–26 to assess long-term technology service alignment
- Premature adjustments may conflict with upcoming conversations and require costly reversals
- DT recommends revisiting this in the FY26–27 budget process, aligned with the City's response to the Civil Grand Jury report

This approach supports financial efficiency, structural clarity, and coordinated long-term planning.