

1 [Follow-Up Board Response - 2011-2012 Civil Grand Jury Report - Deja Vu All Over Again:
2 San Francisco's City Technology Needs a Culture Shock]

3 **Motion responding to the 2012-2013 Civil Grand Jury request to provide a status**
4 **update on the Board of Supervisors' responses to the relevant recommendations**
5 **issued in the 2011-2012 Civil Grand Jury Report, entitled "Déjà Vu All Over Again: San**
6 **Francisco's City Technology Needs a Culture Shock."**

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8 WHEREAS, The 2011-2012 San Francisco Civil Grand Jury published a report, entitled
9 "Déjà Vu All Over Again: San Francisco's City Technology Needs a Culture Shock" (Report)
10 on August 2, 2012; and

11 WHEREAS, The Board of Supervisors' Government Audit and Oversight Committee
12 (GAO) conducted a public hearing to hear and respond to the Report on October 29, 2012;
13 and

14 WHEREAS, The Board of Supervisors adopted Resolution No. 412-12 reflecting the
15 GAO responses to the Report on November 6, 2012; and

16 WHEREAS, The Board of Supervisors reported that Recommendation No. 4, which
17 states: "[Committee on Information Technology (COIT)] appoint two non-voting, non-City
18 employee members to sit on COIT without further delay," would be implemented within three
19 months; and

20 WHEREAS, The Board of Supervisors reported that Recommendation No. 5, which
21 states: "The City CIO develop consolidated citywide comprehensive ICT budget and staffing
22 plans, reviewed and approved by COIT, and take the lead in its presentation to the Mayor's
23 Budget Office and the Board of Supervisors," would be implemented within six months; and

1 WHEREAS, The Board of Supervisors reported that Recommendation No. 6, which
2 states: "Subsequent to COIT approval of the ICT budget and staffing plans, COIT and the City
3 CIO monitor adherence to these plans," would be implemented within six months; and

4 WHEREAS, The Board of Supervisors reported that Recommendation No. 7, which
5 states: "The City CIO position be elevated in authority, responsibility, and accountability by
6 creating functional "dotted-line" relationships between the City CIO and the departmental
7 CIOs," required further analysis as the Board intended to investigate the matter, and the
8 Board requested that, before February 2, 2013, COIT and the Department of Technology
9 return to the Board with an evaluation of potential options; and

10 WHEREAS, The Board of Supervisors reported that Recommendation No. 9, which
11 states: "Amend Administrative Code, Section 22A.4 and 22A.7, to separate the position of
12 City CIO from the Department of Technology," required further analysis as the Board intended
13 to investigate the matter, and the Board requested that, before February 2, 2013, the
14 Department of Technology return to the Board with an evaluation of potential options; and

15 WHEREAS, The Board of Supervisors reported that Recommendation No. 10, which
16 states: "Amend Administrative Code, Sections 22A.4 and 22A.7, to create the separate
17 position of Director of DT, appointed by and reporting to the City CIO," required further
18 analysis as the Board intended to investigate the matter, and the Board requested that, before
19 February 2, 2013, the Department of Technology return to the Board with an evaluation of
20 potential options; and

21 WHEREAS, The Board of Supervisors reported that Recommendation No. 11, which
22 states: "The City CIO work with the Controller to conduct a survey, including, but not limited
23 to, performance data, client satisfaction, decision-making and evaluation criteria, inventory of
24 services, and needs assessment, first for baseline figures and then annually to measure
25 improvement over the baseline figures," required further analysis as the Board intended to

1 investigate the matter, and the Board requested that, before February 2, 2013, the City CIO
2 return to the Board with an evaluation of potential options; and

3 WHEREAS, The Board of Supervisors reported that Recommendation No. 12, which
4 states: "The City CIO report annually on the state of technology in the City to the Mayor and
5 the Board of Supervisors," would be implemented within six months; and

6 WHEREAS, The Board of Supervisors reported that Recommendation No. 13, which
7 states: "The City CIO and the Controller create a citywide asset management system for ICT
8 equipment," would be implemented within six months; and

9 WHEREAS, The Board of Supervisors reported that Recommendation No. 14, which
10 states: "The City CIO and DHR create a citywide skills database for personnel, to catalog
11 such skills as programming languages, web development, database, networking, and
12 operating systems," required further analysis as the Board intended to investigate the matter,
13 and the Board requested that, before February 2, 2013, the City CIO and Department of
14 Human Resources, with input from labor and department heads, return to the Board with an
15 evaluation of potential options; and

16 WHEREAS, The Board of Supervisors reported that Recommendation No. 15, which
17 states: "Revise the Charter so that all vacant and new technology positions be classified as
18 Group II exempt positions," required further analysis as the Board intended to investigate the
19 matter, and the Board requested that, before February 2, 2013, the Department of Technology
20 return to the Board with an evaluation of potential options; and

21 WHEREAS, The Board of Supervisors reported that Recommendation No. 17, which
22 states: "The City CIO be included, with department heads, in the performance review process
23 of senior ICT personnel in all departments," required further analysis as the Board intended to
24 investigate the matter, and the Board requested that, before February 2, 2013, the City CIO
25 return to the Board with an evaluation of potential options; and

1 WHEREAS, The Board of Supervisors reported that Recommendation No. 18, which
2 states: "Pending revision of the Charter, the Mayor develop methods for speeding up the
3 hiring process for ICT personnel," would be implemented within six months; and

4 WHEREAS, The 2012-2013 City and County of San Francisco Civil Grand Jury
5 requested that the Board of Supervisors provide a status update on the responses to
6 Recommendation Nos. 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 17, and 18; and

7 WHEREAS, The follow-up on the 2011-2012 Civil Grand Jury Report entitled "Déjà Vu
8 All Over Again: San Francisco's City Technology Needs a Culture Shock" is on file with the
9 Clerk of the Board of Supervisors in File No. 130394, which is hereby declared to be a part of
10 this motion as if set forth fully herein; now, therefore, be it

11 MOVED, That the Board of Supervisors reports to the Foreperson of the 2012-2013
12 City and County of San Francisco Civil Grand Jury that it _____ Recommendation 4 for
13 reasons as follows: _____; and, be it

14 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
15 Recommendation 5 for reasons as follows: _____; and, be it

16 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
17 Recommendation 6 for reasons as follows: _____; and, be it

18 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
19 Recommendation 7 for reasons as follows: _____; and, be it

20 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
21 Recommendation 9 for reasons as follows: _____; and, be it

22 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
23 Recommendation 10 for reasons as follows: _____; and, be it

24 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
25 Recommendation 11 for reasons as follows: _____; and, be it

1 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
2 Recommendation 12 for reasons as follows: _____; and, be it

3 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
4 Recommendation 13 for reasons as follows: _____; and, be it

5 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
6 Recommendation 14 for reasons as follows: _____; and, be it

7 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
8 Recommendation 15 for reasons as follows: _____; and, be it

9 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
10 Recommendation 17 for reasons as follows: _____; and, be it

11 FURTHER MOVED, That the Board of Supervisors reports that it _____ for
12 Recommendation 18 for reasons as follows: _____; and, be it

13 FURTHER MOVED, That the Board of Supervisors directs the Clerk of the Board to
14 forward a certified copy of this enacted Motion to the Civil Grand Jury in response to their
15 request for an update on the aforementioned recommendations; and, be it

16 FURTHER MOVED, That the Board of Supervisors urges the Mayor to cause the
17 implementation of accepted recommendation through his/her department heads and through
18 the development of the annual budget.

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