

1 [Follow-Up Board Response - 2014-2015 Civil Grand Jury Report - Unfinished Business: A
2 Continuity Report on the 2011-12 Report, Déjà vu All Over Again]

3 **Motion responding to the 2014-2015 Civil Grand Jury request to provide a status**
4 **update on the Board of Supervisors' response to the relevant recommendations issued**
5 **in the 2014-2015 Civil Grand Jury Report, entitled "Unfinished Business: A Continuity**
6 **Report on the 2011-2012 Report, 'Déjà Vu All Over Again'."**

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8 WHEREAS, The 2014-2015 San Francisco Civil Grand Jury published a report, entitled
9 "Unfinished Business: A continuity Report on the 2011-12 Report, 'Déjà vu All Over Again' "
10 (Report) on July 20, 2015; 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 15, 2015;
13 and

14 WHEREAS, The Board of Supervisors adopted Resolution No. 388-15 reflecting the
15 GAO responses to the Report on October 20, 2015; a copy of which is on file with the Clerk of
16 the Board of Supervisors in File No. 150609; and

17 WHEREAS, Recommendation No. 3 states: "A user satisfaction survey should be sent
18 to all Department of Technology (DT) clients, before the end of 2015 and later in six months
19 after the reorganization, to assess whether the new accountability structure is making a
20 difference for clients"; and

21 WHEREAS, The Board of Supervisors on October 20, 2015, responded in Resolution
22 No. 388-15 that Recommendation No. 3 "has not yet been implemented, but will be
23 implemented in the future for reasons as follows: This is largely beyond the jurisdiction of the
24 Board of Supervisors, but as the department's response indicates, DT plans to distribute an
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1 initial survey before the end of 2015 with a follow-up survey by the end of FY2015-2016. The
2 Board will conduct a follow-up hearing by January 2016”; and

3 WHEREAS, Recommendation No. 4 states: “The Office of the Controller should
4 develop the skills inventory capability in the eMerge PeopleSoft system to update Information
5 Technology (IT) employee skills by the end of FY2015-2016”; and

6 WHEREAS, The Board of Supervisors on October 20, 2015, responded in Resolution
7 No. 388-15 that Recommendation No. 4 “has not yet been implemented, but will be
8 implemented in the future for reasons as follows: As the Controller's response indicates, it
9 plans to implement this recommendation within the specified time frame, by the end of
10 FY2015-2016. The Board will conduct a follow-up hearing by January 2016”; and

11 WHEREAS, Recommendation No. 5 states: “DHR (Department of Human Resources)
12 should publicly present the results of its pilot IT hiring process to the Mayor and the Board of
13 Supervisors before the end of Calendar Year (CY) 2015”; and

14 WHEREAS, The Board of Supervisors on October 20, 2015, responded in Resolution
15 No. 388-15 that Recommendation No. 5 “has not yet been implemented, but will be in the
16 future for reasons as follows: As the Department's response indicates, DHR plans to complete
17 this by the end of FY2015-2016. The Board will conduct a follow-up hearing by January 2016”;
18 and

19 WHEREAS, the GAO conducted an additional hearing on January 14, 2016, to receive
20 an update from City departments on Recommendation Nos. 3, 4 and 5; now, therefore, be it

21 MOVED, That Recommendation No. 3 has been implemented. The Department of
22 Technology sent a user satisfaction survey to all clients in December 2015; and, be it

23 MOVED, That Recommendation No. 4 will not be implemented for reasons as follows:
24 the Board of Supervisors does not have authority to implement this recommendation.

25 Although the Board of Supervisors does not have the authority to implement the

1 recommendation, the Board requests the Department of Technology and the Department of
2 Human Resources to provide a report to the Board with their progress by the end of the
3 calendar year; and, be it

4 MOVED, That Recommendation No. 5 has been implemented. The Department of
5 Human Resources presented the results of its expedited IT hiring project in October 2015.

6 FURTHER RESOLVED, That the Board of Supervisors urges the Mayor to cause the
7 implementation of accepted findings and recommendations through his/her department heads
8 and through the development of the annual budget.

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