File No. 091395

Committee Item No. 5
Board Item No.______________

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: City Operations & Neighborhood Ser. **Date:** March 22, 2010

Board of Supervisors Meeting **Date**______________

Cmte	Board	
☐	☐	Motion
☐	☐	Resolution
☐	☐	Ordinance
☐	☐	Legislative Digest
☐	☐	Budget Analyst Report
☐	☐	Legislative Analyst Report
☒	☐	Introduction Form (for hearings)
☒	☐	Department/Agency Cover Letter and/or Report
☐	☐	MOU
☐	☐	Grant Information Form
☐	☐	Grant Budget
☐	☐	Subcontract Budget
☐	☐	Contract/Agreement
☐	☐	Award Letter
☐	☐	Application
☐	☐	Public Correspondence

OTHER **(Use back side if additional space is needed)**

☐	☐	______________
☐	☐	______________
☐	☐	______________
☐	☐	______________
☐	☐	______________

Completed by: Victor Young **Date** March 18, 2010
Completed by: Victor Young **Date**______________

An asterisked item represents the cover sheet to a document that exceeds 25 pages. The complete document is in the file.

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO

2009 DEC -8 PM 1:35

BY_____ Time Stamp or Meeting Date

INTRODUCTION FORM

By a member of the Board of Supervisors or the Mayor

I hereby submit the following item for introduction:

_____1. For reference to Committee:
An ordinance, resolution, motion, or charter amendment.
_____ 2. Request for next printed agenda without reference to Committee
___X___3. Request for Committee hearing on a subject matter.
_____ 4. Request for letter beginning "Supervisor _____ inquires...".
_____ 5. City Attorney r equest.
_____ 6. Call file from Committee.
_____ 7. Budget Analyst request (attach written motion).
______8. Substitute Legislation File Nos.
_____ 9. Request for Closed Session
_____ 10. Board to Sit as A Committee of the Whole

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

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

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

Sponsor(s): Supervisor Carmen Chu, John Avalos, Mirkarimi, Maxwell, Chiu

SUBJECT: Hearing on status of city IT projects

The text is listed below or attached:

Hearing request to receive update from the Department of Technology on the status of large IT projects, including: JUSTIS, eMerge, and systems related to permits and purchasing. Status report should also include explanations for any project delays or anticipated delays.

Signature of Sponsoring Supervisor: ______________

For Clerk's Use Only:

091395

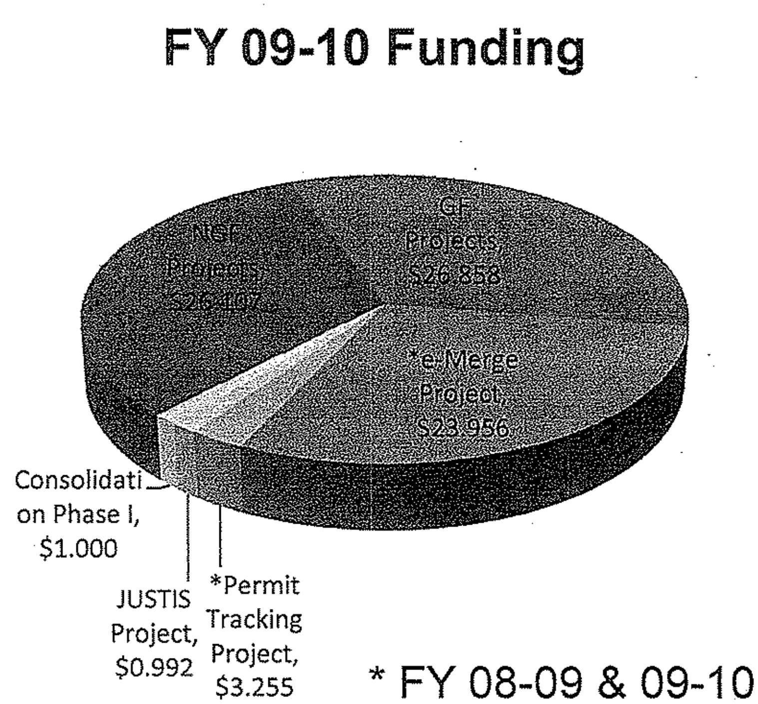
Status of Large Technology Projects

JUSTIS, e-Merge, and Consolidation Phase 1

February 22, 2010

69/3 95

- Overview of FY 09-10 Technology Project Approval Process and Funding Levels
- Status of Selected Technology Projects
  - eMerge: Payroll and Human Resource System
    - Controller's Office
  - Consolidation Projects Phase 1
    - Department of Technology
  - JUSTIS: Criminal Justice Tracking Information System
    - Mayor's Office and Department of Technology



- COIT Planning and Budgeting Process
- COIT Project Performance Process
- COIT Architecture Support
- COIT Resources Support

PROJECT eMERGE
People. Performance. Progress.

Board of Supervisors
City Operations & Neighborhood Services Sub Committee
February 22, 2010

Project eMerge Update

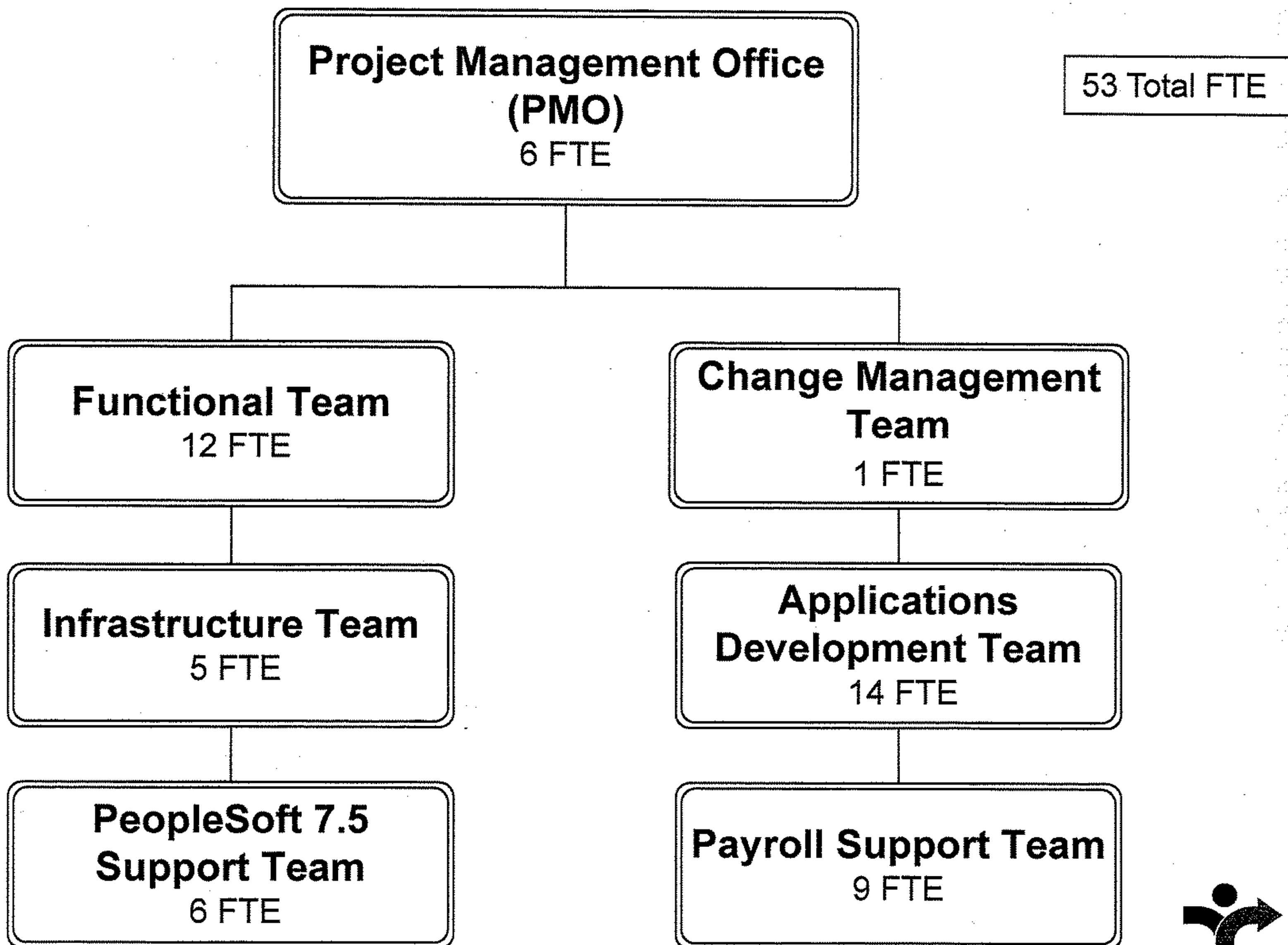
SEAL OF THE CITY AND COUNTY OF SAN FRANCISCO

Our Project Goals

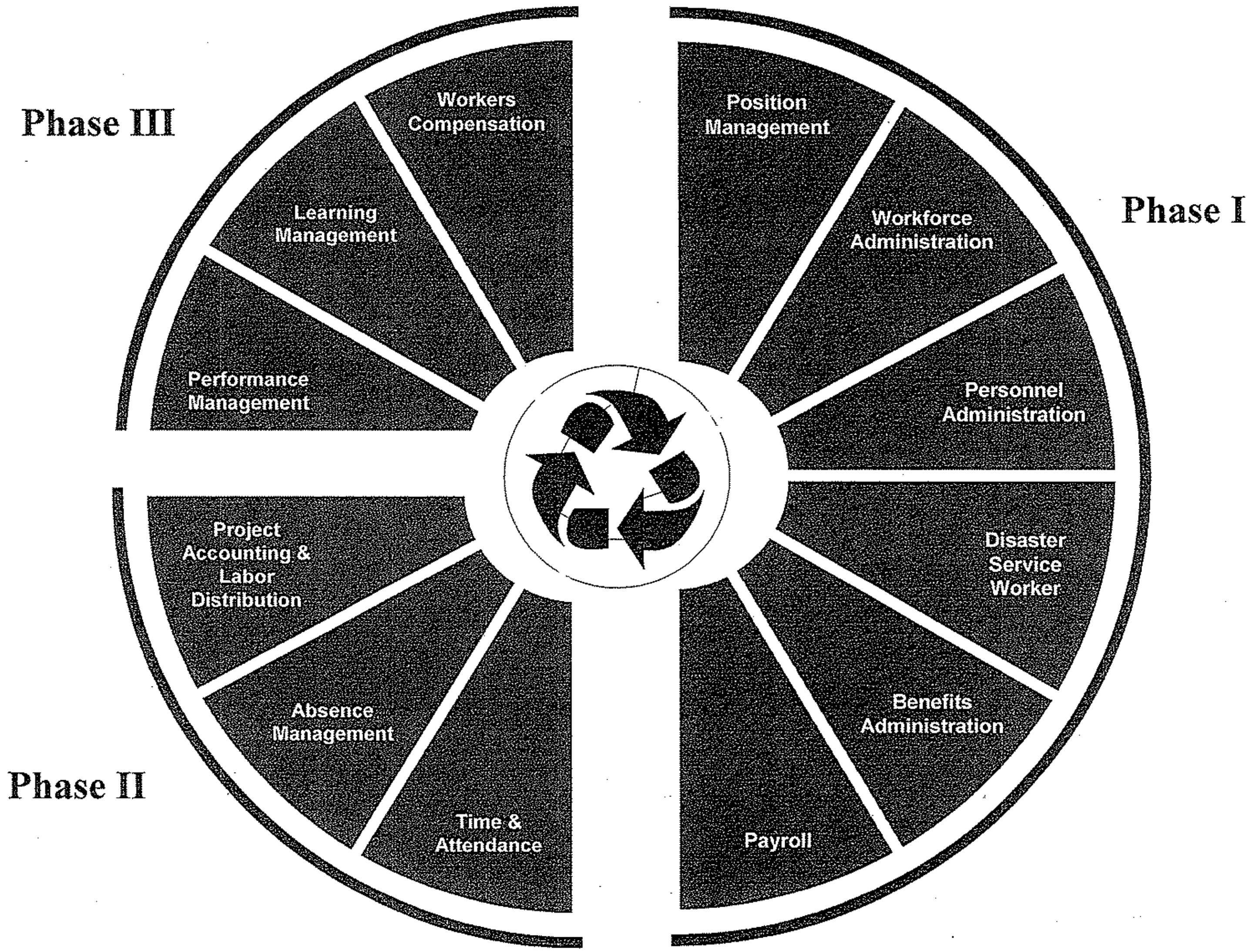
Project eMerge is striving to create a solution that is:

- Web-based and City-wide
  - Standardizes and integrates data so that all departments are on the same system with improved data integrity
  - Web-enabled technology with built-in analytics that provides the City with superior data analysis and decision support capabilities
- Highly secure
  - Leverages technology and access controls to keep data secure
  - Removes SSN as an identifier to protect individual privacy
- Efficient and is an improvement of current business processes
  - Information updated on a central web server in a timely manner
  - Reduces manual and paper-intensive processes
- Easy for employees and supervisors
  - Self-service capabilities allow employees to manage their own information and give supervisors more access to their staff's information

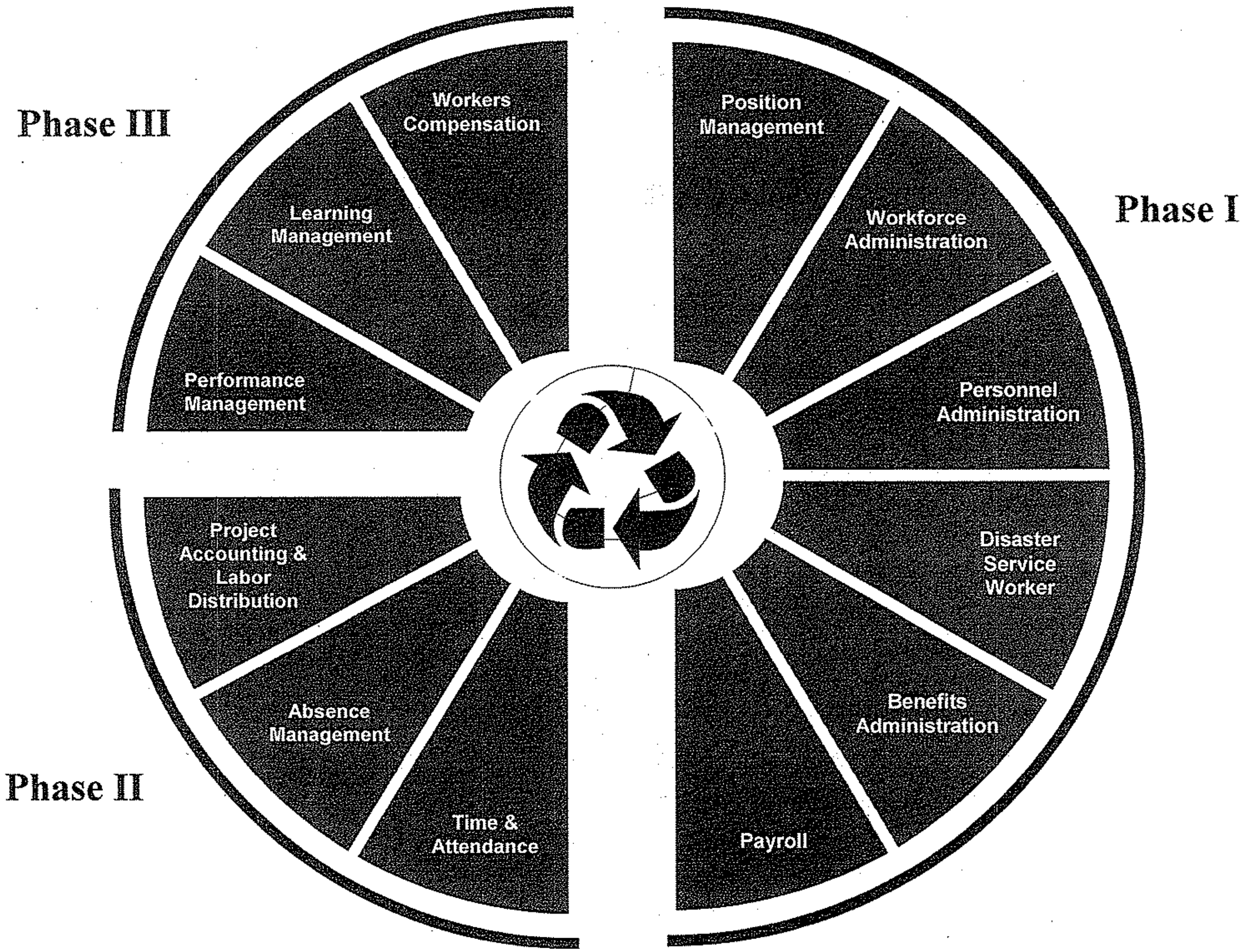
Project eMerge Org Chart



Business Functions by Phase



Business Functions by Phase



Noteworthy Events To Date

- Rehost Legacy PeopleSoft System to Project Database for Conversion and Disaster Recovery
- In-Source Project Activities – September 2009
- Project Technical Infrastructure at 1 South Van Ness – September 2009
- User Evaluation Workshop Plan – November 2009
- Project and Legacy Systems Consolidation in Controller's Office – December 2009
- PeopleTools (Development Tool Set) Upgrade to New Release – January 2010
- First User Evaluation Workshop – January 2010

Upcoming Milestones

- Complete User Evaluation Workshops (July 2010)
- Complete Configuration (July 2010)
- Complete User Acceptance Testing (October 2010)
- Complete Performance Testing (October 2010)
- Complete Parallel Testing (November 2010)
- Complete End User Training (November 2010)
- Begin Phase I Go-Live (December 2010)
- Begin Rollout of Phase II (Spring 2011)

Project Costs

	Actual Appropriations						
	FY05-06	FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	TOTAL
SOURCES						July-Nov	
Total GFS Allocation	4,493,743	3,216,929	0	7,327,420	7,512,647	0	22,550,739
Total Non-GFS Allocation		3,306,247	0	7,556,552	2,843,338	0	13,706,137
Total Sources	**4,493,743**	**6,523,176**	**0**	**14,883,972**	**10,355,985**	**0**	**36,256,876**
	Actual Expenditures				Projected Expenditures		
	FY05-06	FY06-07	FY07-08	FY08-09	FY09-10	FY10-11	TOTAL
USES						July-Nov	
Wages & Benefits		39,000	1,296,537	3,350,750	5,420,138	2,874,498	12,980,923
Operating Expenses		33,231	513,122	360,635	326,095	105,167	1,338,250
Hardware			651,289	583,433	1,331,445	0	2,566,167
Licenses and Maintenance			5,020,632	672,631	2,741,218	1,343,947	9,778,428
Implementer Contract - CIBER			0	2,592,576	2,402,544	0	4,995,120
Consulting Services	0	0	0	0	1,824,336	1,407,120	3,231,456
DT Support Services		50,529	212,677	603,325	250,000	250,000	1,366,531
Total Uses	**0**	**122,760**	**7,694,257**	**8,163,350**	**14,295,777**	**5,980,732**	**36,256,876**

Production Support Costs

	Budget Request	
	FY10-11	**FY11-12**
SOURCES	Dec-June	
Total GFS Allocation	2,574,874	4,572,789
Total Non-GFS Allocation	1,520,315	2,699,968
Total Sources	**4,095,189**	**7,272,757**
	Projected Expenditures	
	FY10-11	**FY11-12**
USES	Dec-June	
Wages & Benefits	2,823,899	4,616,001
Operating Expenses	294,477	399,644
Hardware	39,752	345,000
Licenses and Maintenance	437,061	1,612,112
Consulting Services	500,000	0
DT Support Services	0	300,000
Total Uses	**4,095,189**	**7,272,757**

- Growing consensus that consolidation is the key to improved performance and cost efficiency
  - Leadership's interest in technology and innovation
  - Budget constraints
  - Project challenges
  - Re-invigorated Governance function
- First funded by Board at $1M in FY 09-10
  - Enterprise procurement
  - Data Center consolidation
  - Preparation for further technology consolidation

- Proposed Consolidation Framework
  - Technology functions grouped
  - Consolidated either into DT, other departments, or geographic locations
  - Focus on services "Centers of Excellence"
- Working Consolidation Plan and Schedule
  - Proposed plan created
  - Individual task groups created
  - Focus on consolidation of high-value functions
  - Develop individual plans
  - Review and approval by COIT

- Facilitate more effective and focused consolidated technology procurement
  - Identified Enterprise Procurement Team with <u>dedicated</u> resources meeting regularly
  - Focus on negotiating Enterprise Agreements
  - Lead by DT, OCA, and City Attorney
  - Input by COIT Resources Subcommittee

- Current Status: Contracts In-Process
  - Microsoft Enterprise Agreement for RFQ
    - *Projected savings of $2M annually once normalized*
  - Avaya Support RFQ via Technology Store
    - *Projected savings of $270K over 1 Year*
  - IBM
    - *Projected savings of $70K over 1 Year*
  - Under Consideration
    - *AT&T, Oracle, Cisco, CA, Trend Micro, HP, etc.*

- Next steps and challenges
  - Hiring Principal Analyst to organize, validate and analyze IT spend data and information
  - Selected and implementing a new technology contract management system
  - Working with Office of Contract Administration on City requirements

- Background
  - New data center needed by DT to replace aging facility
  - Space and cost studies determine that building a new data center was not feasible at this time
  - High quality data center co-location space identified
  - DT requested release of funds for network equipment
  - DT worked with OCA, City Attorney, and Real Estate for co-location agreement at 200 Paul (first ever for the city)

- Data Center Project Plan re-visioned due to:
  - Limited funding
  - Green Technology drivers
  - Data Center consolidation efforts
- Re-visioned Project Plan Benefits
  - Reduced Data Center Floor Footprint 80%
  - Virtualized over 100 Servers (>30% reduction)
  - Reduced time to provide servers for customers
  - Improved network bandwidth and redundancy
  - Enable cross department data center disaster recovery and business continuity

- Current Status of DT Data Center
  - Requirements, design and planning – completed
  - Network and platform vendors - selected
  - Equipment procurement - completed
  - Meeting with client departments to minimize operational impacts of move
  - One Market Plaza decommissioning – in progress
  - One Market Plaza staff relocation to One South Van Ness – in progress

- Next Steps
  - Citywide Data Center Facility Consolidation study completed by April 2010; 200 Paul, City Hall, Library, 1SVN, HOJ, DEM, DPH, HSA
  - DT relocation to 200 Paul completed by June 2010
  - Decommissioning of One Market completed by June 2010
- Challenges
  - Procurement and manufacturing time lags
  - Staff time availability and training needs
  - Coordination with citywide data center consolidation efforts

- Background
  - Implementation of individual case management systems at each public safety agency by the agency staff or consultants.
  - Share information between departments using DT “hub and spoke” technology to facilitate data exchange.
  - Project reconfigured in 2003 as a re-launched project
    - Governance structure was reconstituted and enhanced with MOJC as the executive sponsor.
    - Regular MOCJ hosted public meetings to discuss scope and schedule.
    - Project plan prioritizes a number of inter-dependant sub-projects, each with a scope, budget, timeline, and owner department.

Sheriff's Department ***(Contact is Eileen Hirst)***

Completed: Jail Management System; Hub Interface; Public Health Interface

In Progress: Upgrade to new system release (TBD)

Pending: Interface with Police for Booking (June 15, 2010)

Police Department ***(Contact is Acting Captain Greg Yee)***

Completed: Booking Module

In Progress: Records Management (July 30, 2010)

Pending: Field Reporting (Nov 30, 2010)

Public Defender ***(Contact is Tyler Vu)***

Completed: Case Management System

In Progress: Hub Interface (May 15, 2010)

District Attorney ***(Contact is Martha Knutzen)***

Completed: Case Management System; Daily feed from mainframe

Pending: Hub Interface (Oct 15, 2010); Subpoena Module (June 30, 2010)

Adult Probation ***(Contact is Bella Fudym)***

Completed: Case Management System
In Progress: Supervised Release File (TBD)
Pending: Hub Interface (Dec 15, 2010)

Superior Court ***(Contact is Patricia Jeong)***

In Progress: Court Management (April, 2010)
Pending: Hub Interface (TBD)

Department of Technology ***(Contact is Walt Calcagno)***

Completed: Hub Core (Data Sharing Processes); Interface to Mainframe (Legacy Court Mgmt System);Data Portal infrastructure; Sheriff's Department Spoke; Legacy Data Repository
In Progress: Analytics and Reports (On going); System Infrastructure; SAN Installation (March 30, 2010), Remaining Hub Interfaces.
Pending: Data Warehouse (TBD); Adult Probation's SRF

- Current Status Summary
  - 4 Departmental application projects completed, 5 departmental applications remaining, 4 in progress.
  - Hub core and 2 spokes completed, 5 spokes remain with 2 in process
  - Total appropriated funds has been $22,045,338 and total expended has been$19,696,895
- Next Steps
  - Hub tuning and remaining connecting spokes to Criminal Justice Departments
  - Continue to try to hire additional staff resources via standard city process or contract for assistance via the Technology Store

- Projects presented provide a good cross-section of:
    - where we have been
    - where we are, and
    - where we want to go
- Building consensus that consolidation will bring the City’s IT community together and bring information technology projects and operations in the City to a higher level of performance