City and County of San Francisco

Committee on Information Technology

Regular Meeting

November 18, 2021

Agenda

- Call to Order by Chair
- Roll Call
- Approval of Meeting Minutes from October 21, 2021
- Chair Update
- CIO Update
- Digital Accessibility and Inclusion Standard (Action Item)
- Surveillance Technology Policy: Juvenile Probation GPS Ankle Monitor Bracelet (Action Item)
- Surveillance Technology Policy: Elections Nest Camera (Action Item)
- Public Comment
- Adjournment

Item Number 3

Approval of Minutes

Action item

Item Number 4

Chair Update

Discussion

Item Number 5

Chief Information Officer Update

Discussion

CIO Update

Linda Gerull

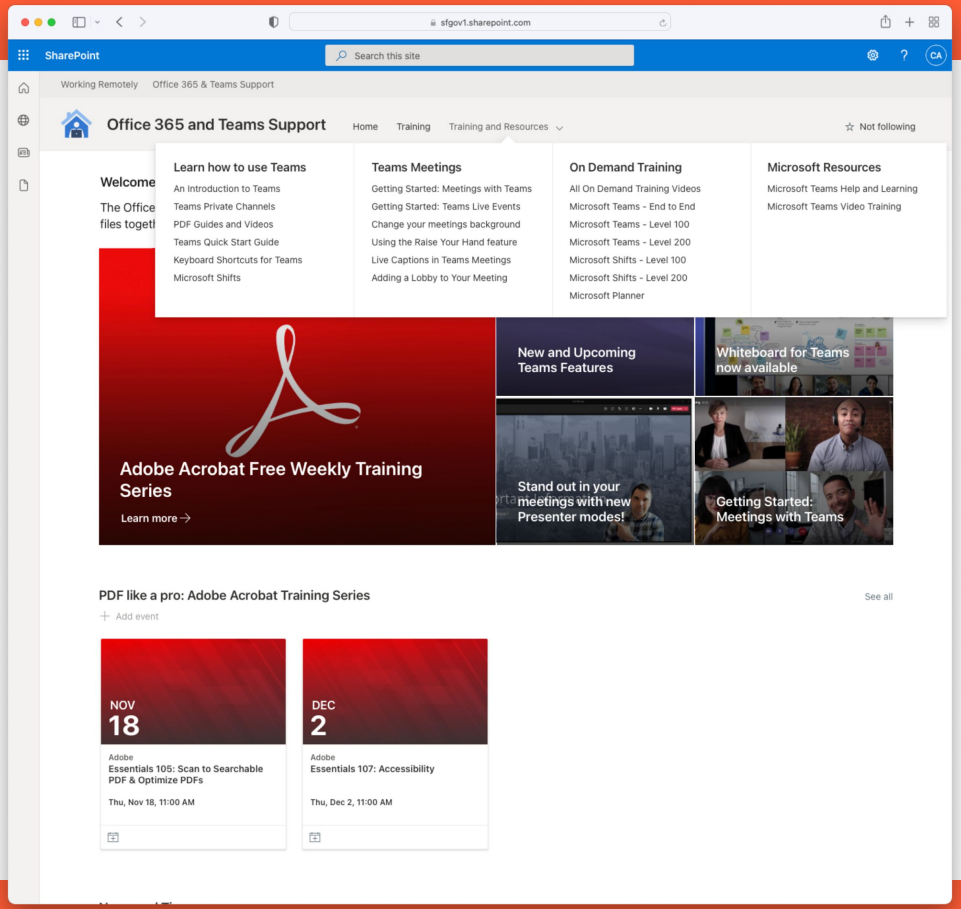
November 18, 2021

DT Service — Client Service Delivery

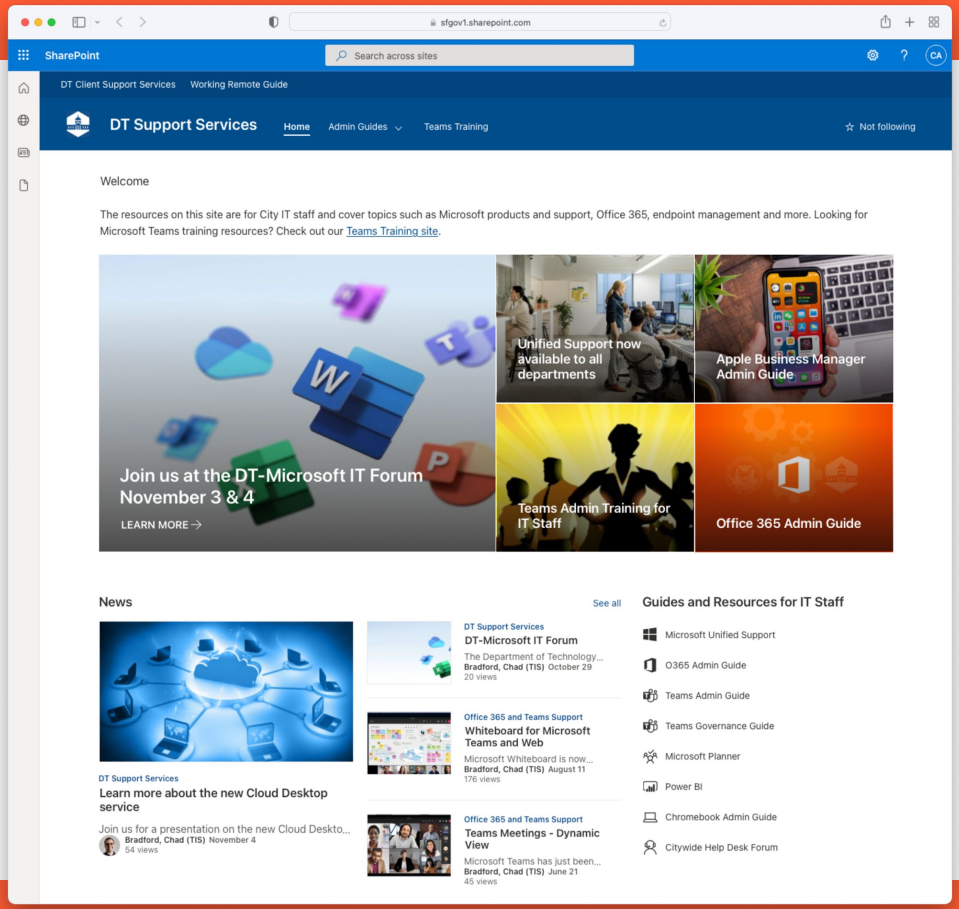
DT Service Desk and Productivity Team managed by Mike Lat is the single point of contact for delivering excellent customer service & improving employee productivity:

- Desktop and office productivity tool support (all MS products, Adobe)
- Device management for mobile & desktop including automated patching to lower cyber risk (3rd party apps, remote PCs, DT supported environments are at 99%)
- Identity and account resets 24x7x365
- Monitoring systems and environments (Solarwinds, mainframe, upgrades)
- Performing incident management
- Providing backup support for city service desks
- New cloud desktop environment (2 types of VDI)
- Tech training and forums to ensure an easy-to-use workspace environment

Training on Demand



Resources on Demand



Thank You!

Questions and Support

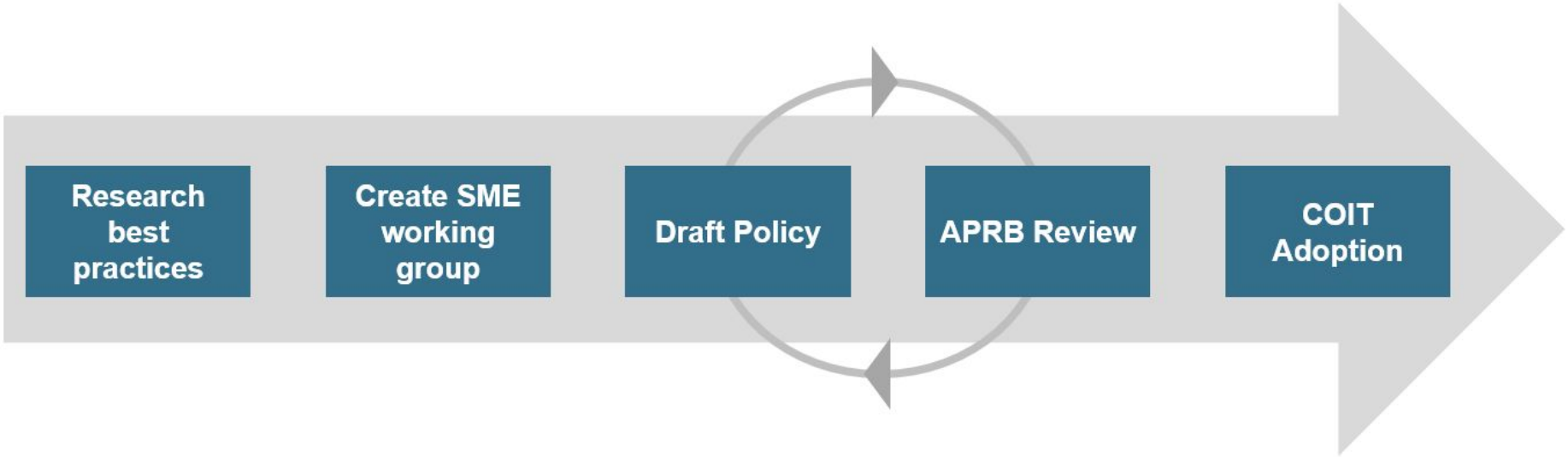
- For general support or Service Requests,
  check out our ServiceNow Portal to open a ticket immediately!
- To report **outages** or *urgent* problems,
  please call us at 628-652-5000 for immediate help.

Item Number 6

Digital Accessibility and Inclusion Standard

Action item

Policy Development Process



Updates to the standard

- Scope updated to focus on public facing content.
    - Added 6 month timeline to define the standard for internal content.
- Added clarification that bilingual employees should be DHR certified.

Standard Requirements

All new City and County of San Francisco websites, online applications, and digital content are required to:

1. follow San Francisco's equitable design requirements and Level AA of the most recent Web Content Accessibility Guidelines.

Standard Requirements

2. provide vital information for the public at a 5th grade level. In cases where technical or legal language is necessary, you must provide a summary at 5th grade level. Vital information is defined by the City's Language Access Ordinance. See Definitions section for more details.

Standard Requirements

3. provide human translation of vital information in the threshold languages defined by the Language Access Ordinance. This includes clear navigation to translations. Currently these languages are English, Chinese (Traditional Chinese), Spanish, and Filipino. Translation for other relevant languages is encouraged.

Implementation Timeline

Departments must comply with the following deadlines over the course of next two years:

- **6 months**: Within six months of the standard's adoption, Departments must have a plan for reviewing existing content for compliance. If a Department develops a plan with the Digital Services team for migration to SF.gov this satisfies the requirement. Departments may consult with the Digital Services team about their accessibility review.

Implementation Timeline

- **Year 1**: Within one year of the standard's adoption, Departments must complete their review of existing content for compliance. They should follow Digital Services guidelines for accessibility review.
- **Year 2**: Within two years of the standard's adoption, Departments must correct issues found with existing content. They should follow the Mayor's Office on Disability guidelines for resolving issues. At minimum, this remediation must include a plan to make existing content accessible on request. They must provide a clear way for members of the public to request equally effective access through a Reasonable Modification (as defined through guidelines for ADA Title II).

Implementation Timeline

In addition, within **six months** of the standard's adoption, COIT will approve an update to this standard that defines digital accessibility and inclusion standards for internal digital content and provides a timeline for their implementation.

Item Number 7

Surveillance Technology Policy: Juvenile Probation GPS Ankle Monitor Bracelet

Action item

SCRAM Electronic Monitoring Overview

FCC-certified ankle bracelets that monitor location through GPS technology. The bracelets can not be removed and transmit location once per minute via cellular network to a central computer. The information is compared with court ordered curfew schedule and/or inclusion/exclusion zones. SCRAM provides a web interface for the Department to access data, and written reports for court reporting.

Authorized Uses

Youth are only placed on electronic monitoring in San Francisco with a **court order**. The Court may order a youth to be placed on electronic monitoring as an alternative to detention. Electronic monitoring (EM) may also be added as a condition of probation if additional supervision is warranted. EM data is analyzed on a daily basis by probation officers to ensure compliance with:

1. Curfews;
2. Inclusion zones: addresses/areas where the minor has approval to be present, for example their home, school, work;
3. Exclusion zones: addresses/areas where the minor should not be present, including Stay Away orders;
4. Schedules: To monitor school attendance, program participation, work.

All other uses are expressly prohibited.

PSAB Meeting Date

- October 22, 2021

Item Number 8

Surveillance Technology Policy: Elections Nest Camera

Action item

Nest Camera Overview

Commercial off the shelf (Google) internet streaming camera. Used to provide observation opportunities to the public during the election cycle. Also used to internally monitor the voter line at City Hall Voting Center. Data is automatically deleted after 10 days.

Authorized Uses

1. Live stream on public website of Department staff and operations to promote transparency.
2. Live monitoring of voting center lines.
3. Live monitoring and recording of Department staff during elections operations.
4. Reviewing camera footage of Department staff and operations in the event of an incident.

Examples from 9/14/2021 Election

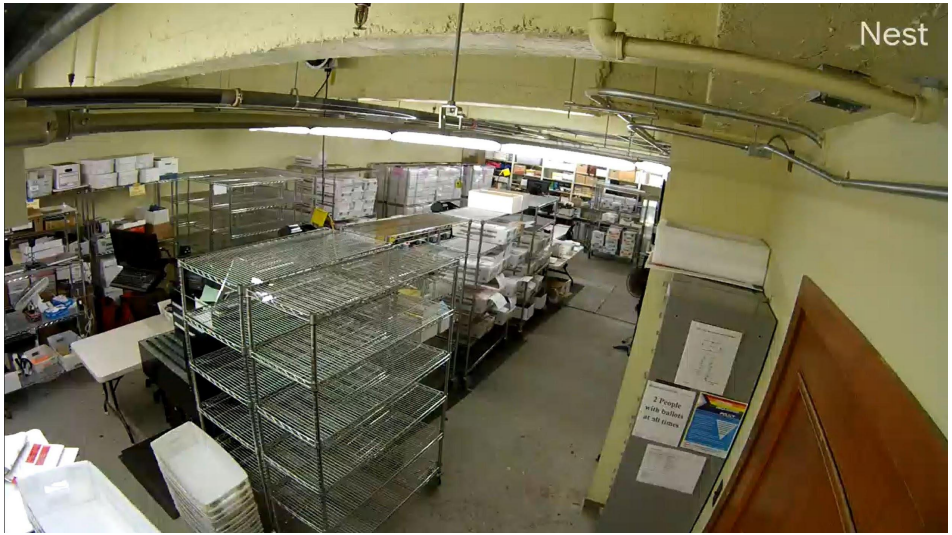
Canvass and 1% Manual Tally

Public can review the calendar of observable activities and view current broadcasts at sfelections.org/live.

Examples from 9/14/2021 Election

Vote-by-Mail Ballot Processing and Tabulation

Examples from 9/14/2021 Election



Vote-by-Mail Ballot Processing and Tabulation

PSAB Meeting Date

- October 22, 2021

Item Number 9

Public Comment

Adjournment