Committee on Information Technology Monthly Meeting
December 18, 2025

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Meeting Minutes from November 20, 2025
5. Approve Draft SF.gov Subdomain Standard (Digital Services)
6. Overview of Business Intelligence (BI) Platform Change Project (Controller)
7. COIT Staff Update
8. Chair Update
9. Chief Information Officer Update
10. Adjournment

Item Number 3

General Public Comment

Discussion Item

Item Number 4

Approval of Minutes from November 20, 2025

Action Item

Item Number 5

Review Draft SF.gov Subdomain Standard (Digital Services)

Discussion Item

SF.gov Subdomain Standard

Committee on Information Technology

December 2025

Table of Contents

- Standard development process

- Overview

  - Goals and definitions

  - Eligibility criteria

  - Portals

  - Naming conventions and delegation

  - Request process

  - Other key points

- Subdomain policy strategies and examples

Standard Development Process

- <u>May 2025:</u> DDS drafted subdomain management standard

- <u>June – August 2025:</u> Received input from Policy Review Board members and CAO leadership

- <u>August 14, 2025:</u> Draft circulated to Policy Review Board members

- <u>August 28, 2025:</u> Presentation and discussion with Policy Review Board

- <u>October 23, 2025:</u> Second presentation and discussion with Policy Review Board

- <u>October 31, 2025</u>: Draft standard shared with COIT members

- <u>November 20, 2025</u>: Discussion item at COIT

- <u>December 18, 2025</u>: Action item at COIT

Overview

- Goals
- Defining City websites
- Eligibility criteria
- Portals
- Naming conventions
- Request process

Goals

Establishes guidelines for creating, managing, and governing public-facing subdomain and A Name records under SF.gov

- Supports California AB1637 and aligns with the <u>City's domain registration and management policy</u>

  - SF.gov, the official root domain for CCSF is managed by DT's Network team, which handles delegation of subdomains

  - Digital Services maintains <u>www.SF.gov</u> and supports subdomain eligibility decisions

- Applies to all City departments, commissions, elected officials, employees, consultants, and vendors

City Website Definition

"A City website is a public website credited to the City and County of San Francisco or one of its departments, divisions, or programs. If a City employee or their delegated vendor updates the website with content, it is presumptively a City website."

"Departments shall not intentionally create non-City websites through arrangements with contractors or related organizations."

SF.gov Subdomain Eligibility (Approved use cases)

Specialized Public Entities:

For entities with distinct operational needs that are also recognized by the public as separate entity (e.g., library.sf.gov, fineartsmuseums.sf.gov)

High-Volume Specialized Content:

For sites with a high volume of similar pages needing separation from SF.gov platform (e.g., citypartner.sf.gov, careers.sf.gov)

Staff-Facing Services:

Internal tools and resources for City employees (e.g., employees.sf.gov)

Technical Requirements:

Applications or portals requiring custom infrastructure or payment processing that can't be accommodated within SF.gov platform (e.g., housing.sf.gov, treasurer.sf.gov)
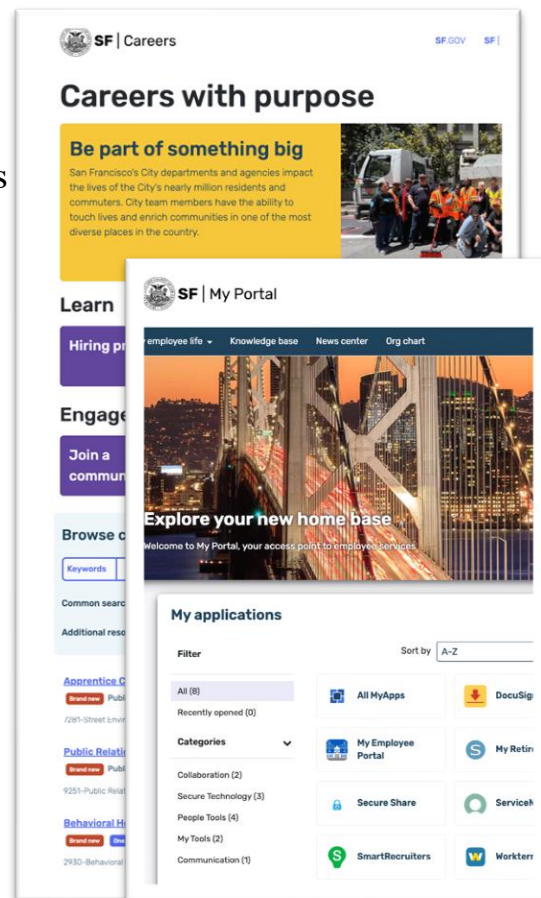
Ineligible Use Cases

- Department websites that have comparable functionality to SF.gov

- Project-specific websites with limited scope or duration

- Campaigns or initiatives without significant technical or identity needs

- Services that duplicate functionality available on www.SF.gov

Impact: We expect some sites will need to be deprecated, migrated into their main department sites, or migrated to www.SF.gov to comply.

What Moving to the SF.gov Platform Entails

Some departments are choosing to move to www.SF.gov to comply with the Domain Policy and DAIS.

Digital Services helps departments move:

- Redesign sites and pages

- Train and credential your editors to own department pages

- 3 to 6 months process

- Archive current site and maintain redirects
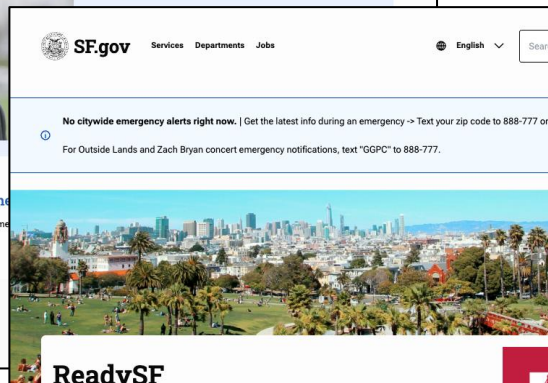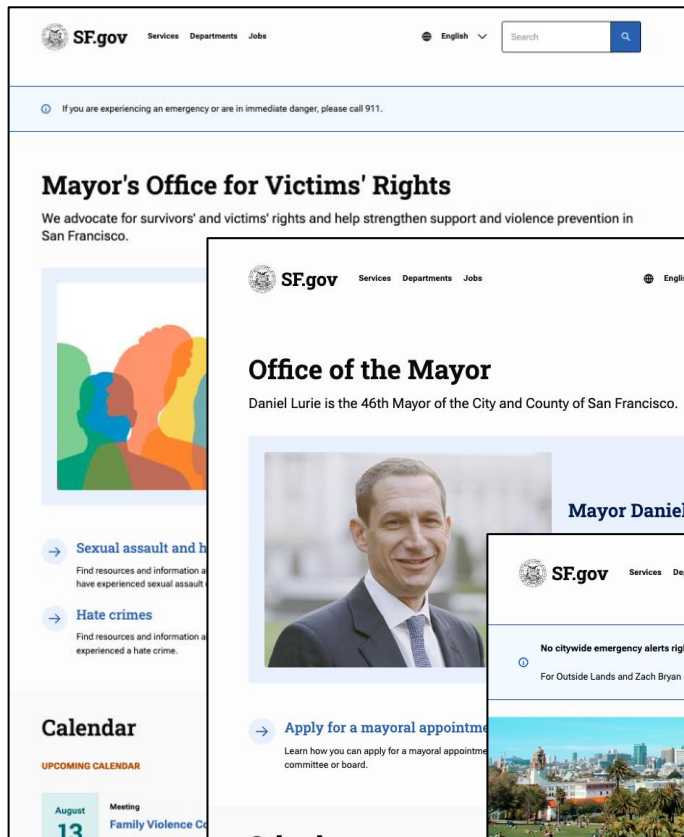
City Portals and the Subdomain Standard

- Custom portals maintained by a department or by a vendor count as City websites under AB1637

- Custom portals need to be on a dot-gov by the Jan 2029 deadline

- For transactional portals, a public-facing subdomain or A Name record will help the public access services, like xyz.sf.gov, xyz.sfpuc.gov, xyz.sfmta.gov, xyz.sfo.gov

SaaS Portals with Non .gov Domains

- Many City departments use public-facing SaaS platforms on external domains for transactional functions (e.g., *sanfrancisco.nextrequest.com*)

- These are currently **outside the scope** of this subdomain policy.

- A final **statewide determination** is in progress, led by the California State Association of Counties (CSAC) in collaboration with multiple counties including CCSF.

Naming Conventions

General Requirements:

- Names must be clear, concise, and descriptive of the content or service

- Names should avoid acronyms or initialisms unless widely recognized by the public

- Names should not include "SF" or "San Francisco" (e.g., use library.sf.gov, not sflibrary.sf.gov)

- Names should use American English spelling conventions

- Names should be lowercase and contain only alphanumeric characters

- Hyphens may be used when necessary for clarity, but should be minimized

Request Process

Apply \	Review	Outcome
Submit request form to DDS & DT with: • Subdomain name • Justification & strategy • Compliance plan • Owners & timeline	**DDS**: Initial review (≤ 14 days) **DT**: Technical review (7–14 days)	**Approved** → Proceed **Denied** → Appeal to COIT (within 30 days)

Other Key Points

- **Existing .gov domains**: "Departments with existing .gov domains prior to the adoption of this policy are not subject to the standards contained herein. For simplicity for San Franciscans, COIT recommends even these departments follow the use case patterns and naming conventions for their respective subdomains."

- **Vanity domains:** Per Assembly Bill 1637 (2023-2024), local government agencies may use a non-.gov "vanity domain" as long as it redirects to their .gov site to serve the website and its content.

  - A department may already have existing, highly used domains (like sfrecycles.org) or wish to register a domain for a future purpose. The department will work with DT to move the domain to their central registrar or work with DT to register the vanity domain in the future. These domains must only be used for promotional and redirect purposes, not to serve websites and their contents."

Subdomain Policy Strategies and Examples

- **Two paths for subdomains:** Departments can request either full DNS control through delegation (managing their own name servers) or have DT create an A Name record depending on complexity, expertise, and autonomy needs

- **Delegation means ownership:** Once a subdomain is delegated, the department becomes fully responsible for maintaining DNS servers, keeping records current, and ensuring availability

- **Clear decision framework:** Factors like number of services, frequency of changes, hosting type, and organizational structure determine whether delegation or an A Name record is appropriate

Item Number 6

Overview of Business Intelligence (BI)

Platform Change Project (Controller's Office)

Discussion Item

SF Reports & Analytics Platform Change – Update

**Jack Wood,
Director of Systems Division,
Controller's Office**

Project Summary (from CFO Meeting in March 2025)

The Controller's Office is transitioning the platform for the SF Reports & Analytics system that provides business intelligence for the citywide Oracle PeopleSoft enterprise data (financial, procurement, human resources, learning, etc.).
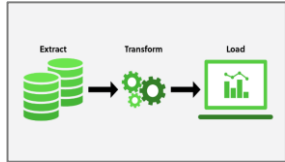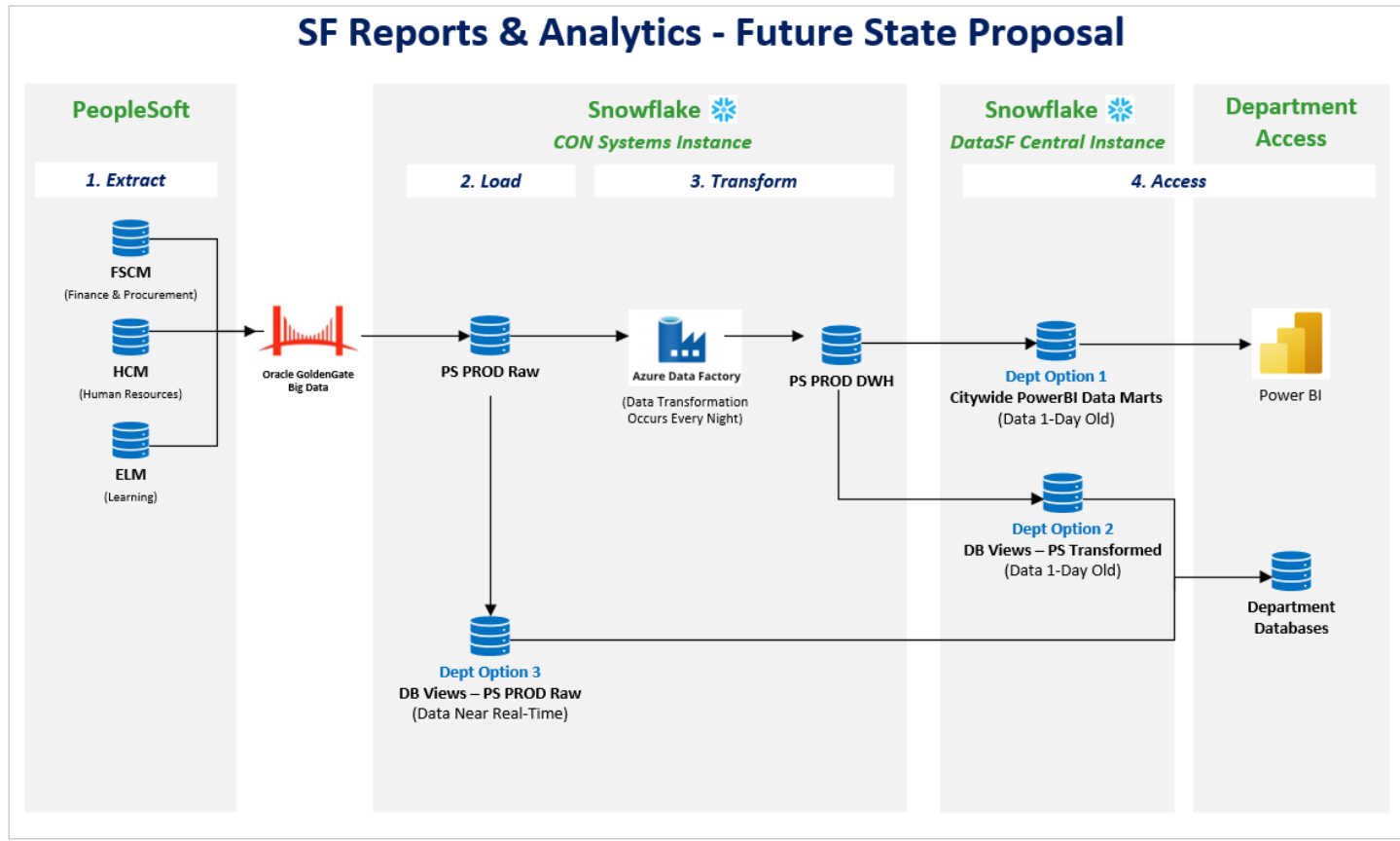
Layer	Current Tool	Future Tool
Front End / Visualizations	Oracle BI	Microsoft PowerBI
Extract-Transform-Load	Oracle OBIA (off the shelf)	Azure Data Factory (custom)
Database	Oracle	Snowflake

Project Goals

1. Reduce the scope, cost and time for what CON would need to rebuild.

2. Reducing redundancy, confusion, and costs of publishing similar citywide BI data in multiple places.

3. Provide a clearer picture to departments on where to find reliable citywide data.

4. Achieve the Controller's Office's Citywide Data Governance initiative.

5. Align with City Administrator (DataSF & DT) goal for a Unified Data Platform

Future State Architecture & Department Options

SF Reports & Analytics - Future State Proposal

PeopleSoft

Snowflake ❄
CON Systems Instance

Snowflake ❄
DataSF Central Instance

Department Access

1. Extract

2. Load   *3. Transform*

4. Access

FSCM
(Finance & Procurement)

HCM
(Human Resources)

ELM
(Learning)

Oracle GoldenGate Big Data

PS PROD Raw

Azure Data Factory
(Data Transformation Occurs Every Night)

PS PROD DWH

Dept Option 1
Citywide PowerBI Data Marts
(Data 1-Day Old)

Power BI

Dept Option 2
DB Views – PS Transformed
(Data 1-Day Old)

Department Databases

Dept Option 3
DB Views – PS PROD Raw
(Data Near Real-Time)

Future-State Dept. Options for PeopleSoft Data, Reporting, & Analytics

	Option Description	Pro's	Con's	Example
1	Citywide PowerBI Data Marts	• Easiest option to use PeopleSoft data, since it has gone through transformation and data modeling • Dept PowerBI users have less work to do	• Data is 1-day old (due to overnight transformation process)	• DPW using PowerBI to create their own version of Budget vs. Actuals report
2	DB Views – PS Transformed Data	• Less security risk as we are not creating flat files with potentially sensitive data • Less complex PeopleSoft data structures • Many calculations derived for departments	• Data is 1-day old (due to overnight transformation process)	• PUC extracting HR data for their local time entry system
3	DB Views – PS Raw Data	• Less security risk as we are not creating flat files with potentially sensitive data • Near Real-Time Data (update 2-3 times per day)	• More complex PeopleSoft data structures • Depts may need to derive their own calculations	• DHR extracting position data for their Vacancy report
4	PeopleSoft Insights	• Real-Time data analytics • Lower risk of data integrity (since it's data from the source PeopleSoft system) • SF People & Pay and SF Learning users have been using these types of reports for years	• Need to run manually in PeopleSoft • Need to customize report views by department (field does not exist in delivered PeopleSoft)	• AIR finance staff using the "AP Payment Metrics" dashboard to run "Top Suppliers by Payment Count"

Key Realizations (since prior COIT update)

- Tremendous amount of work ahead to code custom transformations of PeopleSoft data into a state that is useable in Microsoft PowerBI (via Azure Data Factory and Snowflake)

  - 42 Subject Areas to be coded for transformation & data modeling (e.g. Budget vs. Actuals, General Ledger, Accounts Payable, Human Resources, Learning, etc.

- We should not try to rebuild the Oracle transformation logic (too complex & might not need it all)

- Project will need to be staggered across at least 2 fiscal years

  - Original goal to complete transition by 6/30/26 Oracle contract end date will not be met

  - During the 2-year period, we will have SF Reports & Analytics on 2 platforms (current Oracle platform and future Microsoft PowerBI/Snowflake/Azure Data Factory platform)

- Need to focus on reducing scope, including:

  - Reducing the data transformations needed for all subject areas

  - Limiting CON's rebuild of PowerBI reports to core Financial reports (asking other central agency stakeholders to rebuild needed Citywide reports for HR and Procurement)

- For Financials and Procurement, there is **reporting and business intelligence available within PeopleSoft** (the source application) that hasn't been activated and could be used to replace existing SF Reports & Analytics data

Progress

- Code freeze for all non-critical SF Reports & Analytics change requests to free up capacity and reduce rework in new solution

- Initial disposition on which current reports/dashboards should be rebuilt on the new platform

- Initial meetings with Central Agencies (CON AOSD, CON Payroll, CON BAD, DHR, CAO/OCA) for feedback on what reports/dashboards should be rebuilt

- Identify which reports/analytics within PeopleSoft would be valid replacement for existing BI reports

- Connect Golden Gate to extract/load data from PeopleSoft to Snowflake

- Proof of Concept to provide DHR with position data interface, which is Option 3 (DB Views – PS Raw Data)

Next Steps

- Confirm with Central Agencies (CON AOSD, CON Payroll, CON BAD, DHR, CAO/OCA) & departments:

  - What data extracts or data views are needed; What existing reports need to be rebuilt

  - What needed citywide HR and procurement reports will be rebuilt by DHR and CAO/OCA, respectively

- Proof of Concept for data transformation, using Expenses subject area, which is Option 1 (Citywide PowerBI Data Marts)

- Progress through data transformation coding in Azure Data Factory (for remaining 40+ subject areas)

- Progress through data modelling in PowerBI (for remaining 40+ subject areas)

- Activate PeopleSoft Insights to provide real-time data analytics in PeopleSoft

- *Department BI Authors will need to evaluate their Department-specific reports/dashboards and rebuild what they need on the new PowerBI platform.*

Funding

	Sources	Uses	Balance
COIT FY26 Funding	**$200,000**		
CCS Global Consultants – Define Approach & Effort		$55,000	
Ascendient Training – Snowflake, Azure Data Factory, & PowerBI		$25,000	
CCS Global Consultant – ETL & Report Build		$80,000	
Snowflake Consultant – Architecture		$40,000	
		$200,000	**$0**

Item Number 7

COIT Staff Update

Discussion Item

Item Number 8

Chair Update

Discussion Item

Item Number 9

Chief Information Officer Update

Discussion Item

Adjournment

Thank you!