



City and County of San Francisco

Council on Information Technology

Council on Information Technology
Monthly Meeting
July 16, 2026

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Meeting Minutes from June 18, 2026 (Action Item)
5. Approval of the Web Portal Naming Standard (Action Item)
6. Digital Services Update (Discussion Item)
7. DataSF Update (Discussion Item)
8. Technology Stack Initiative Update (Discussion Item)
9. Chair Update
10. Chief Information Officer Update
11. Adjournment

Item Number 3

General Public Comment

Discussion Item

Item Number 4

Approval of Meeting Minutes from June 18, 2026

Action Item

Item Number 5

Approval of the Web Portal Naming Standard

Department of Technology (DT) & Digital Services (DS)

Action Item



Council on Information Technology

Web Portal Naming and Maintenance Standard

Department of Technology (DT) and Digital Services (DS)

July 16, 2026

Overview

We have passed both the Domain Management Policy and Subdomain Management Standard through this body. We now present Portal Naming and Maintenance Standards to further our aims to:

1. Increase trust in City websites
2. Ensure website security and reliability
3. By 2029, prepare the City to comply with State Assembly Bill 1637 (Chaptered in 2023)

Policy Development Process

- **February 2026: Policy Review Board**
 - Introduction of key points and goals of the policy draft
- **April 2026: Policy Review Board**
 - Updated draft policy circulated for review and feedback
- **July 2026: Full COIT**
 - Introduction of policy via presentation and open to discussion and feedback
- **September 2026: Full COIT**
 - Item for vote at COIT

Portal Naming and Management Key Points

- Establishes naming and URL standards for all City portals (custom-built and SaaS) to ensure a consistent, trustworthy public-facing digital presence.
- Defines an approval and governance process requiring departments to coordinate with Digital Services and DT when developing and launching new portals.
- Mandates accessibility, official labeling, and a public portal listing on SF.gov so residents can easily use and find City portals.

Portal Definitions

Custom Portals

A *custom portal* is developed exclusively for the City and County of San Francisco by internal staff or a design-build vendor. It may be hosted on-premise, in DT's cloud, or by a vendor. In the past, custom portals have typically had either a unique URL or a xyz.sfgov.org URL.

Custom built by staff:

- housing.sfgov.org
- careers.sf.gov
- [Dbiweb02.sfgov.org/dbipts](https://dbiweb02.sfgov.org/dbipts)

Custom built by vendors:

- pay.sfgov.org
- sfcitypartner.sfgov.org

SAAS Portals

A *SaaS portal* uses standard commercial functionality hosted and maintained by a software product company, and available to other jurisdictions or private-sector users. SaaS portals have historically used the software product's URL, with an indicator that the instance belongs to San Francisco (e.g., sf.company.com or company.com/sanfrancisco).

Examples of SaaS portals:

- Data.sfgov.org
- Sanfrancisco.nextrequest.com
- Sfpl.bibliocommons.com
- apm.activecommunities.com/sfrecpark

Note

For departments with an independent dot-gov (AIR, MTA, & PUC) the naming-specific standards herein are a recommendation, similar to those in the Subdomain Standard.

However, the accessibility and listing standards would be requirements.

Naming Standards

Custom portals

A clear, short, plain-English third-level name that describes their purpose.

- Consult Digital Services and DT about portal naming to ensure clarity and avoid duplicates.
- All custom portals should be clearly marked as official websites of the City and County of San Francisco, on the portal itself.

SaaS portals

SaaS portals should use "sanfrancisco" or "sf" in the second or third-level subdomain

- If multiple City departments use the same SaaS product, each department should include both "sanfrancisco" (or "sf") and a department identifier
- Departments should coordinate with DS when onboarding
- SaaS portals should offer clear indicators of their official status wherever possible

City Portal Public List

- Departments must provide Digital Services with a list of their existing portals within 90 days of this policy being passed at COIT.
- When submitting the list, departments must include the following information:
 - Portal URL
 - Portal type (SaaS or custom)
 - A 1–2 sentence description, suitable for translation into threshold languages, of who the portal is for and what it does
 - Responsible department owner email and role
- Digital Services will create and maintain a public list of City portals on SF.gov. As new SaaS or custom portals are created, owners must notify Digital Services so that the public list can be kept current.

Governance and Compliance

- Each portal must have designated technical and content owners in the respective department.
- Portals that are found to be non-compliant with this standard, including portals that are not listed, improperly named, or lack appropriate official labeling, may be required to remediate.
- COIT and Digital Services will review this standard periodically to ensure it remains aligned with evolving state law, City policy, and best practices in digital government.

Accessibility Standards and Maintenance

- As with all City web properties, portals must meet the Digital Accessibility and Inclusion Standard (DAIS) for all pages outside of any login wall. This requirement applies not only at initial launch but for any subsequent updates or upgrades over time.
- For custom portals, the department takes responsibility for DAIS compliance in conjunction with any contracted vendors.
- For SaaS portals, this responsibility primarily falls to the SaaS provider and must be addressed in the terms of the contract.

Policy Summary

1. Submit a list of existing portals to Digital Services within 90 days of this policy passing at COIT.
2. Follow the domain application process when launching any new portal, including proposed name, business justification, accessibility plan, and designated owners.
3. Notify Digital Services when onboarding any new SaaS portal, to ensure it's added to the public portal list and naming is coordinated.
4. Maintain ongoing compliance, including accessibility (DAIS) standards and self-certification by designated technical and content owners.

Thank you!

Item Number 6

Update from Digital Services

Cyd Harrell, Chief Digital Services Officer

Discussion Item



DIGITAL SERVICES UPDATE

JULY 16, 2026

Digital Services | 39 FTE

Mission: We help staff build digital tools that make it easier for residents to get what they need from the city.

How we help:

- In-house technology expertise with a focus on residents
- Already procured technology tools → faster delivery
- Compliance and accessibility features built into our platforms
- Investing in city capabilities, reducing vendor lock-in

Designing & Delivering Online Services

7 FTE (engineers, designer, product manager, support)

Help departments shift from inefficient paper and PDF forms to human-centered forms designed around residents' needs.

Outcomes

- New forms platform enabled launch of 60 digital services in FY26, and 50% growth in total submissions
- Trained 134 city staff in how to build and deploy high quality forms
- Continuing monthly training cohorts
- **Examples:** Tables & Chairs Registration, Street Vending Permit, CHIPPS Home Safety Assessment Referral, Large Vehicle Program, Scene in San Francisco film incentive program

Affordable Housing

8 FTE (engineers, designers, product manager)

Decrease vacancies by streamlining & automating the affordable housing & lease-up process.

Outcomes

- Processes ~180K applications annually
- Delivered new automated email system for contacting applicants in their native language, increasing response rate from 30% to 70%

Permitting (PermitSF)

2 FTE (1 digital strategist, 1 engineer)

Help make the city's permitting process fast, predictable, and transparent

Outcomes

- Delivery support for the OpenGov implementation
- User research and testing with permit applicants and city staff
- Service design for new permit types launched on OpenGov
- Staff readiness and change management

SF.gov 16 FTE (engineers, designers, product, translation, accessibility, support)

A single online front door where all residents can find the answers they need.

Outcomes

- 970K monthly sessions
- Approaching 50% of city web traffic
- 120 independent websites retired so far
- Unified pages for special events such as APEC, Super Bowl, World Cup
- Cross-department information pages such as Citywide Contracting, PermitSF pages
- Weekly releases with improvements
- Support team averages 40 consultations/week with department partners
- Providing a web platform for ADM, APD, ART, ASR, BOS, CAT, CGJ, CON, CSC, CYF, DEC, DBI, DPA, DPH, DT, HSH, JPD, MYR, REG, WAR, WOM
- Supporting more than 200 active web editors every month

Consulting, Procurement, Policy

4 senior managers (partial), 2 FTE (project manager, analyst)

Support from senior technology leaders who understand the city; specialized software procurement and tech policy work to build technology capacity in the City.

Outcomes

- Supported 8 large agencies, many ADM divisions, and 3 major mayoral initiatives with advice on user research, CX metrics, product management, procurement, and technology decisions
- Airtable enterprise contract
- Web translation contract
- Tech Marketplace advice
- AB1637 implementation planning

NOW: FORMS ON SF.GOV



Forms
on SF.gov

FILLOUT IMPLEMENTATION AND SERVICE DESIGN TRAINING

- 134 staff trained so far
- 60+ forms now published
- Forms are on SF.gov as well as other City sites
- Fillout translation is connected to the city's central translation vocabulary

The image shows two overlapping screenshots of a web form titled "CHIPPS program eligibility requirements". The top screenshot is in English and includes sections for "Who is eligible for a home safety assessment" (listing criteria like living in San Francisco, age 60+, or permanent disability) and "Who is eligible for minor home safety modifications" (listing criteria like being a tenant, income below 200% of Area Median Income, and landlord approval). It also has a field for "Number of people living in the household" and a progress indicator showing "Start", "Details", and "Last step". The bottom screenshot is the Vietnamese translation of the same form, titled "Yêu cầu đủ điều kiện chương trình CHIPPS", with corresponding text in Vietnamese.

The image shows two overlapping screenshots of a web form titled "About you" from SF.gov. The top screenshot is in English and includes fields for "Your name", "Your email address", and "Your phone number". It also has a progress indicator showing "About you", "About your business", "Sidewalk use", and "Safety and setup". The bottom screenshot is the Vietnamese translation of the same form, titled "Acerca de usted", with corresponding text in Vietnamese.

Next up by end of 2026:

Forms embedded with thank you pages on SF.gov

Convert 50 current PDFs to mobile-ready digital forms

NEW ENTERPRISE CONTRACT: AIRTABLE

- In February, we secured the City's first enterprise agreement with Airtable
- Many depts are using this for simple back-end processing in concert with Fillout
- It also has a native form tool & high utility for internal, operational work
- Easy connection to Snowflake (if needed)
- Reach out if you would like to obtain *seats* for your team – they are \$714/year.
- You can also open a PO against the enterprise agreement.

NOW & NEXT: IMPROVING SF.GOV FOR RESIDENTS AND DEPARTMENTS



Forms
on SF.gov

NEWEST SF.GOV DEPARTMENTS

SF.GOV NOW
CARRIES ~50% OF
CITY WEB TRAFFIC,
ABOUT 970,000 VISITS
/ MONTH

SF.GOV IS REFERENCED
IN ABOUT 2 MILLION
AI SEARCH ANSWERS
/ MONTH

SF.gov Services Departments Jobs Contact English Search



Board of Supervisors

The City and County of San Francisco Municipal Charter, Sec. 1.101, reserves all rights and powers which are not vested in another officer or entity shall be exercised by the Board of Supervisors.

Notice

The Office of the Clerk of the Board will be closed on Friday, July 2, 2026, in observance of Independence Day.



Our Mission

The Board of Supervisors responds to the needs of the people of the City and County of San Francisco, establishes city policies, and adopts ordinances and resolutions.

Find Budget Information, 9700-55

[Board of Supervisors](#)

Find services and resources provided by the Board of Supervisors

[Office of the Clerk of the Board of Supervisors](#)

Find services and resources provided by the Office of the Clerk of the Board of Supervisors

[Vacancies](#)

Board, Commission and Task Force Vacancies

[Find Your District / Supervisor](#)

Find out which District Supervisor represents you

Board of Supervisors

The Board of Supervisors is the legislative branch of the City and County of San Francisco. The Board consists of 11 elected members.

 Supervisor Connie Chan District 1	 Supervisor Stephen Sheehy District 2	 Supervisor Sharon Swisher District 3
 Supervisor Alan Wong District 4	 Supervisor Bria Mahood District 5	 Supervisor Matt Dorsey District 6
 Supervisor Myra Melgar District 7	 President of the Board Rafael Mandelman Supervisor District 8	 Supervisor Jackson Frazier District 9
 Supervisor Shannon Walton District 10	 Supervisor Chavonne Chan District 11	

SF.gov Services Departments Jobs Contact English Search



City Attorney

Our role is to serve as our city government's lawyers.



We provide exceptional legal services to the Mayor, Board of Supervisors, and City agencies. We represent the City in court and advise its leaders so they can best serve the public.

Meet Our Attorney David Ma

[About the office](#)

Learn more about our organization and responsibilities.

[Our work](#)

Learn more about our major lawsuits, lawsuits, and initiatives.

[Standing up for SF](#)

Learn more about how we defend San Francisco's policies, laws, and values against federal overreach.

[Affirmative litigation](#)

Learn more about civil lawsuits we file to protect San Francisco and its residents.

News

Press release

San Francisco, Santa Clara County, and Inland California triumph in protecting Public Service Law Enforcement program

July 2, 2026

Press release

San Francisco challenges illegal conditions on energy grants that help reduce fossil fuel emissions

June 5, 2026

Press release

City Attorney issues statement after SCOTUS upholds birthright citizenship

June 16, 2026

Press release

Federal court vacates IRS Notice that undermines wind and solar projects

June 8, 2026

Press release

City Attorney sues Tenderloin landlord for allowing tenants to live in redtagged building after fire

June 4, 2026

Press release

City Attorney Chiu sues private equity-backed home care company denying workers wages

May 21, 2026

Services

Report a complaint about a business or property owner

Report a business having concerns or a property owner making buildings or neighborhoods unsafe.

File a claim

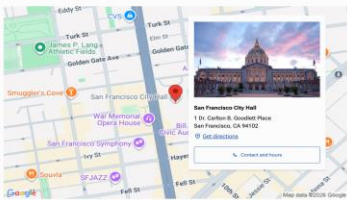
Learn how to file a claim for injury, property damage, or lost refund.

Work with us

SF.gov Services Departments Jobs Contact English Search

San Francisco City Hall

City Hall offers services like marriage licenses, civil ceremonies, event space rentals, vital records, public tours, recorder services, and more.



LOCATION
San Francisco City Hall
111 California Street
San Francisco, CA 94102
94102

Contact and hours

Know before you go

Security screening

- You will pass through security to enter (metal detector and bag check).
- Bags larger than 11" x 17" x 7" must enter through the Grace St. loading dock.

Prohibited items and activities

- You may not bring certain items or perform certain activities inside of City Hall.
- [See a list of prohibited items and activities](#)

Accessibility

- Wheelchair accessible entrances are located on Van Ness Avenue and Grace Street.
- Accessible resources and elevators are available on any floor.

Private events

- You must meet with the City Hall event planner for private events at City Hall in advance.
- Visit [San Francisco City Hall Events](#) or call 415-554-6070 for information about City Hall space rental.

Getting here

Parking

You can park in **metered spaces** on Van Ness, Market, Grant, and Dr. Carlton B. Goodlett Place.

There are **monthly parking garages** you can use: [City Center Garage](#) (255 Market Street) or [Embarcadero Alameda Garage](#) (260 Embarcadero).

You can find **bike parking** on nearby sidewalks.

Public transportation

BART BART lines stop at Civic Center station at Market and 10th Streets. Exit Civic Center station and walk two blocks west down Grace Street past Civic Center Plaza. BART regularly runs until midnight daily.

Muni In San Francisco, Muni Bus Lines 5, 6, 9, 21, 47, 49 and 77 stop within four blocks of San Francisco City Hall. All Muni underground lines and the F streetcar stop at Van Ness and Market. Muni regularly runs until midnight daily.

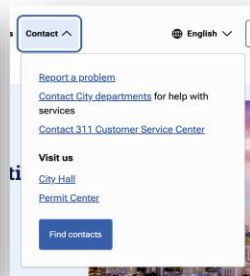
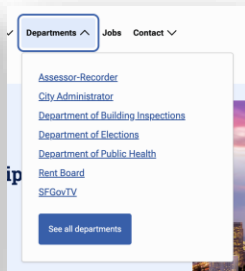
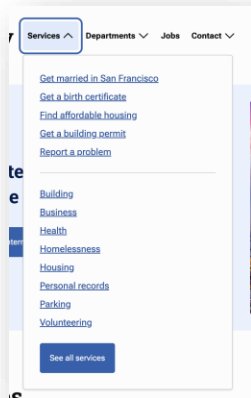
AC Transit From the East Bay, take AC Transit to the Transbay Terminal at Market and Beale Streets, walk two blocks north to Market Street and take any sufficient Muni underground line to Van Ness Station. Then walk three blocks north to Civic Street.

Caltrain From the South Bay, take Caltrain to the San Francisco station at 4th and King Streets, transfer to Muni and take the T line through downtown to Van Ness Station, then walk three blocks north to Civic Street.

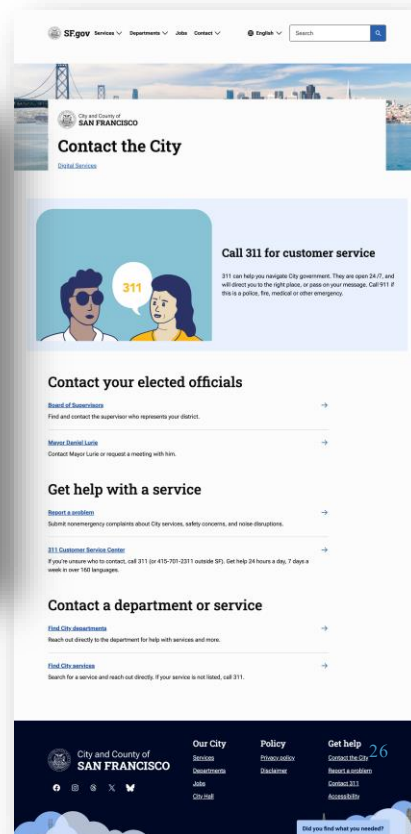
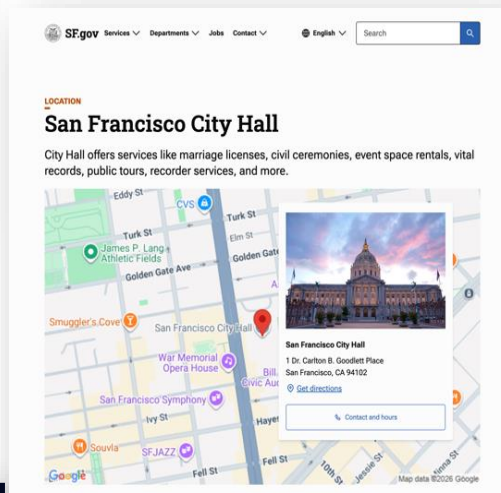
Golden Gate Transit From the North Bay, take Lines 10, 70, 80, 90, 92 or 101 to Van Ness Avenue and Turk Street, then walk three blocks north to Civic Street. Check schedules in advance.

[Get B21](#) for more information on getting to City Hall.

A/B TESTING ON MENU CHANGES FROM JANUARY



- Improved access to top tasks including marriage, finding the mayor's contact, & getting help
- Reduced "lost" behaviors & quick exits



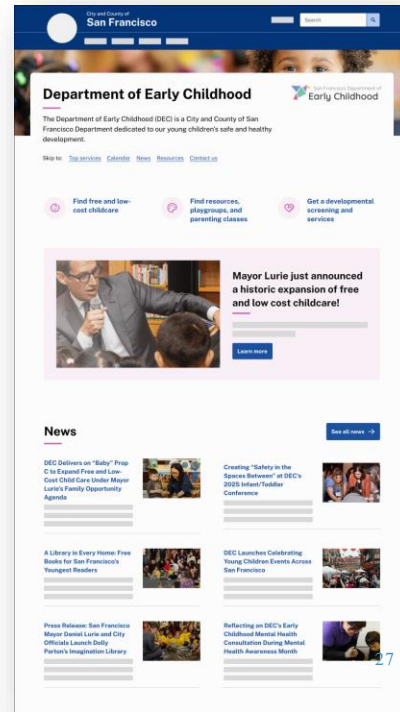
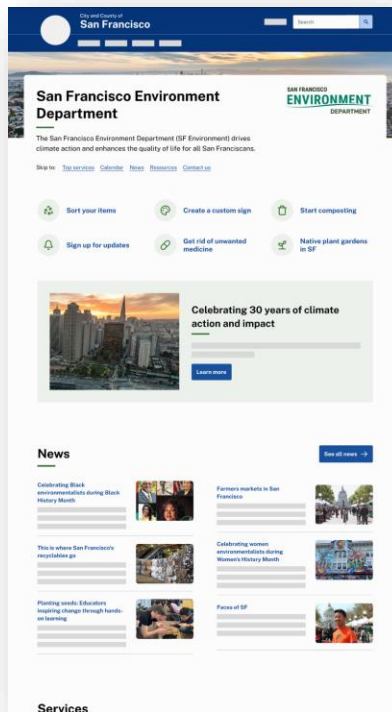
ROADMAP: SECOND HALF OF 2026

Features:

- Gallery/collection searches and card sets
- Updated branding to clarify that this is San Francisco and give departments more options
- Revisions to full calendar feed and new all-city news feed
- Karl Labs experiment: AI page creation from your Word document

Site launches:

- Animal Care and Control
- OpenBooks (CON)
- Office of Resilience and Capital Planning



DOMAIN MANAGEMENT POLICY REMINDER!

If you have websites that are still on a dot-org or a dot-com, & you are not sfmta.gov, sfpuc.gov, or flysfo.gov, reminder that Digital Services would like to discuss your Domain Migration Plan to get you in compliance with AB1637, ideally this month! 🙏🙏

A wide-angle, high-angle photograph of San Francisco City Hall at dusk. The building's iconic dome is brightly lit with warm yellow lights, contrasting with the deep blue and purple twilight sky. The main body of the building is also illuminated, with light spilling from its windows. In the foreground, a large, paved plaza with a central walkway and flanking green spaces with trees and flagpoles leads towards the building. Several American flags are visible on the flagpoles. To the left, a hillside with residential lights is visible in the background. The overall scene is a blend of urban architecture and natural twilight.

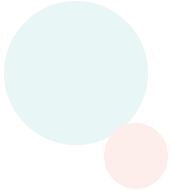
Questions?

Item Number 7

Update from DataSF

Soumya Kalra, Chief Data Officer

Discussion Item



DATASF · JULY 2026

Update to the Council on Information Technology

Where the platform stands, where it's headed, and the data governance work the city needs next.



Soumya Kalra · Chief Data Officer · City & County of San Francisco

THE UNIFIED DATA PLATFORM

Snapshot — one platform, every department

The City's shared, governed data infrastructure — figures as of June 2026

34

**Agencies across 17 departments
on platform**

growing toward 25

559

**Production
tables**

237

**City staff
users**

analysts · engineers · leads

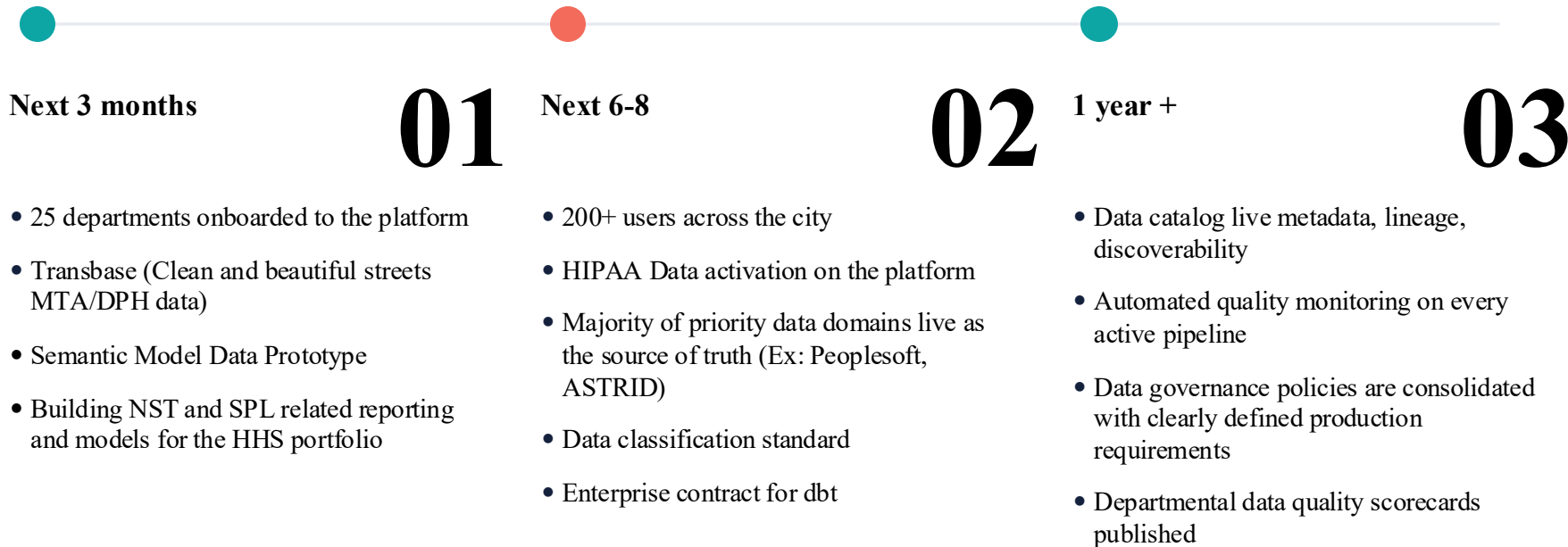
THE UNIFIED DATA PLATFORM

Things we are already delivering

- Posit now available for data science folks
- RBAC migration for all depts are completed!
- Launched Shared Priority List predictive model in use with DPH today
- Supported data infra for Project RESET launched in May 2026
- Continue to support data infrastructure for ASTRID and Peoplesoft

WHERE WE'RE HEADED

Platform roadmap — the next twelve months



SECURITY & TRUST

Protecting the city's data, by design

Security on the platform isn't a feature we added — it's how the platform is built. A high-level view:

- | | |
|-------------------------------------|---|
| ● Departments own their data | Every department retains ownership and control of its data. Access is role-based, managed as code, and reviewed — nobody sees data they aren't authorized to see. |
| ● Classification with teeth | Data is classified by sensitivity, and handling rules follow the classification — from open data anyone can use to restricted data with the highest protections. |
| ● Governed sharing only | No third-party access without governance review. Contractual obligations are enforced at the platform level, not on the honor system. |
| ● Compliance pathways | The platform meets federal health data standards, and a criminal justice data compliance pathway is underway with the Department of Technology. |
| ● Full transparency on spend | Monthly FinOps dashboards track usage and cost by department — the platform runs under budget, in the open. |

THE BIGGER PICTURE

Our data policies were written for a world of departmental silos. Today, data moves — onto shared platforms, across departments, and into AI tools. Four gaps follow it.

1

The five-level classification standard is referenced at procurement and rarely used after. Departments can't easily answer: what am I allowed to do with this data?

2

Buying a cloud tool requires approval — connecting systems and replicating data doesn't. There's no citywide registry of what is connected to what, or why.

3

When data is copied to a new platform, the source system's permissions don't automatically follow. Access can quietly expand beyond what the data owner approved.

4

City policy names provenance, quality, and ethical review as AI principles — but nothing defines what a department must demonstrate before an AI tool goes live.

The good news: every gap maps to an existing COIT policy. The fix is amendment, not reinvention.

POLICY ROADMAP

Four targeted additions to existing policy

1

Three operational tiers for classification

Data Classification Standard

Map five levels to three tiers — Open, Internal, Restricted — each with a clear decision tree. Tier 1: self-service. Tier 2: data owner approval + MOU. Tier 3: adds City Attorney sign-off + Data Sharing Agreement.

2

A real systems-of-record registry

Data Management · Custodian Policies

Link every system to its data owner, tier, integrations, and retention schedule. Require a Data Sharing Agreement before data is replicated onto a shared platform.

3

Approval for integrations, like procurement

Cloud Acquisition & Management Policy

Documented approval before any system connects to a shared platform, a library of approved integration patterns, and an integration registry with annual review.

4

A production gate for AI

Data Management Policy · AI Policy (Ch. 22J)

Define what a department must demonstrate before an AI tool moves from pilot to production — detail on the next slide.

Nothing is replaced — each proposal amends a policy COIT already owns.

DATA SCIENCE ROADMAP

Building a Data Science Roadmap

Building the practice, focusing on 3 key directions:

1

Data-Driven Program Evaluation

Unlocking data insights on Citywide initiatives:

- *Neighborhood Street Teams (NST)/ASTRID*
- *Street Safety*

- *"Are we answering the policy question?":* validate metrics and underlying data
- *"Can we use data to better measure the impact of policy interventions?":* provide evaluative analyses
- *"Can we use data to better target and prioritize (the right clients, programs, locations, etc)?":* provide predictive analyses

2

Data discoverability & Intelligence

Understanding our data to improve data quality and better match demand

- What data do we have (internally and open)?
- What is the quality of the data we have?
- Does the data we have match internal and external demands and interest in the data?

3

Data Governance for AI

Leading on technical oversight for data used in AI tools used for decision-making

- Is the data used in AI tools well-documented and high quality?
- Is the data used in ethical and unbiased ways?

Item Number 8

Tech Stack Initiative

Discussion Item

Item Number 9

Chair Update

Discussion Item

Item Number 10

Chief Information Officer Update

Discussion Item

Adjournment