Committee on Information Technology Monthly Meeting
November 20, 2025

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Meeting Minutes from October 16, 2025
5. Review Draft SF.gov Subdomain Standard
6. Chair Update
7. Chief Information Officer Update
8. Adjournment

Item Number 3

General Public Comment

Discussion Item

Item Number 4

Approval of Minutes from October 16, 2025

Action Item

Item Number 5

Review Draft SF.gov Subdomain Standard

Discussion Item

SF.gov Subdomain Standard

Committee on Information Technology

November 2025

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- Overview

    - Goals and definitions

    - Eligibility criteria

    - Portals

    - Naming conventions and delegation

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    - 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

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)
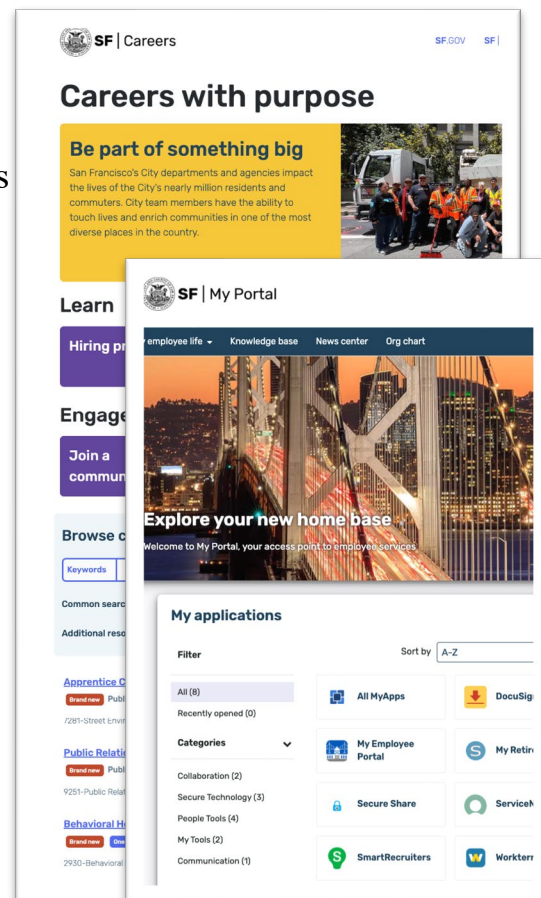
Ineligible Use Cases

- 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
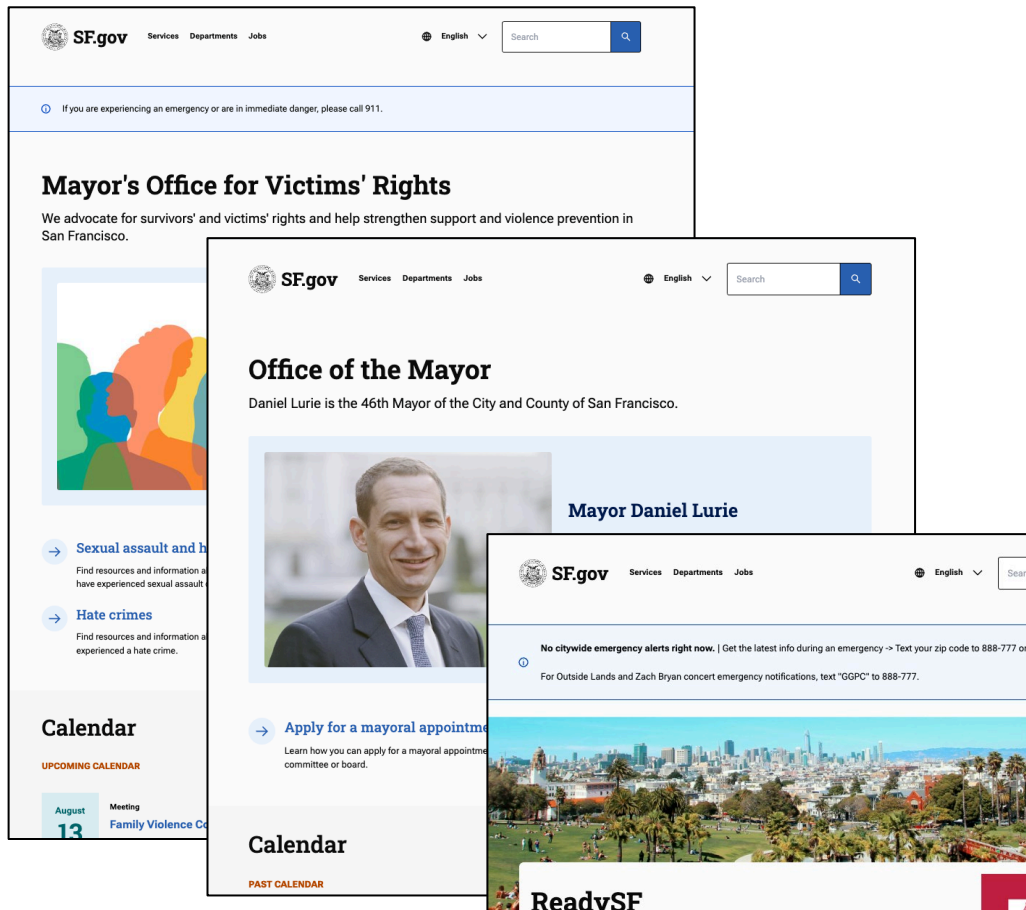
City Portals and the Subdomain Standard

- 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 ($\leq$ 14 days)

DT: Technical review (7–14 days)

Approved $\rightarrow$ Proceed

Denied $\rightarrow$ 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

Thank you!

Item Number 6

Chair Update

Discussion Item

Item Number 7

Chief Information Officer Update

Discussion Item