# **Coit Department Technology Plan**

January 30, 2008

**Department:** General Services Agency - City Administrator

Date of last revision to this plan:

#### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

#### **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control Central Shops Contract Administration/Purchasing (Office of) Convention Facilities Management County Clerk **Entertainment Commission** Grants for the Arts **Immigrant Rights Commission** Labor Standards Enforcement (Office of) Mayor's Office on Disability Mayor's Office of Public Finance Medical Examiner Public Works Real Estate Risk Management Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

#### **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Department:	General Services Agency - City Administrator
Date of last revision	n to this plan:
Key external agency partr None	ners are:
The primary beneficiaries  Many if not all are de	ependent upon GSA services - from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:
Total Number of Dep	partment staff: 6
Number of IT position	ns::
Technology Project	s Summary:
Status of Projects Cu	urrently underway

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - City	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	: are:	
Many if not all are de	ependent upon GSA services - f	rom Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	e Summary	
recimology Project	is Summary.	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - City	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	: are:	
Many if not all are de	ependent upon GSA services - f	rom Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	e Summary	
recimology Project	is Summary.	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - City	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	: are:	
Many if not all are de	ependent upon GSA services - f	rom Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	e Summary	
recimology Project	is Summary.	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - City	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	: are:	
Many if not all are de	ependent upon GSA services - f	rom Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	e Summary	
recimology Project	is Summary.	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - City	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	: are:	
Many if not all are de	ependent upon GSA services - f	rom Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	e Summary	
recimology Project	is Summary.	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - City	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	: are:	
Many if not all are de	ependent upon GSA services - f	rom Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	e Summary	
recimology Project	is Summary.	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Cit	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Cit	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Cit	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Cit	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Cit	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Cit	y Administrator
Date of last revision	n to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Co	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan:

### **Department Mission Statement and Goals:**

The Office of the City Administrator has overall responsibility for the management and implementation of policies and the rules and regulations promulgated by the Mayor, the Board of Supervisors, and the voters.

The City Administrator is the Director of the General Services Agency (GSA), a broad array of departments, divisions, programs, and offices. The majority of the services provided by the GSA are to support the effective operations of other city departments. Examples of these functions include overseeing Treasure Island Operations, the maintenance, operations, and management of City-owned buildings and infrastructure; technology and telephony services; design and construction of the Department's capital improvements; procurement and contract administration services; fleet management and vehicle maintenance; real estate leasing and acquisition; citywide risk management; citywide capital planning and the administration of the City's debt.

# **Department Key Programs and Measures:**

The department is responsible for the following programs:

The departments and programs under the City Administrator are:

Animal Care & Control
Central Shops
Contract Administration/Purchasing (Office of)
Convention Facilities Management
County Clerk
Entertainment Commission
Grants for the Arts
Immigrant Rights Commission
Labor Standards Enforcement (Office of)
Mayor's Office on Disability
Mayor's Office of Public Finance
Medical Examiner
Public Works
Real Estate
Risk Management

Telecommunications and Information Services 311 Citizen Service Call Center

The department measures performance by the following measures:

Need to get extract from Controller's performance measurement system.

The department measures IT performance by the following measures:

# **Departmental Partners and Customers:**

Key City department partners are:

GSA-City Administrator works closely with many departments, but no one is key.

Key external agency partners are:

Department:	General Services Agency - Ci	ty Administrator
Date of last revision	to this plan:	
The primary beneficiaries	are:	
Many if not all are de	ependent upon GSA services -	from Central Shops to Capital Planiing to Purchasing.
Organizational Stru	cture:	
Total Number of Dep	partment staff:	6
Number of IT positio	ns::	
Technology Project	s Summary:	
Status of Projects Cu	urrently underway	

Date of last revision to this plan: