



Meet SF Digital Services

Welcome to our first hiring open house!

February 2022

Agenda

Code of Conduct

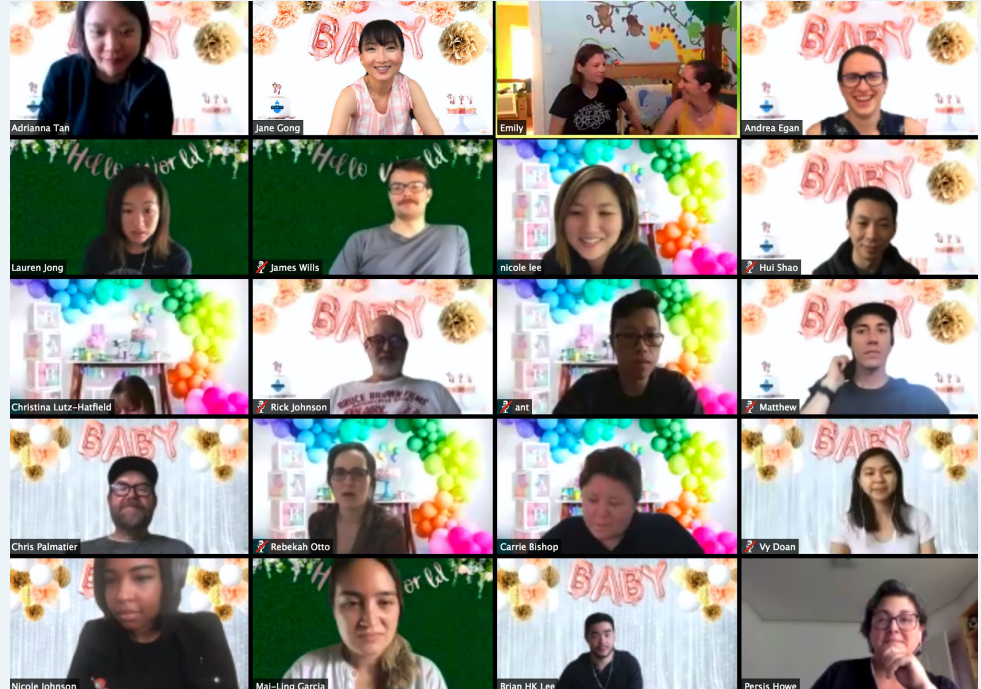
- Icebreaker
- Welcome + what we do by Carrie Bishop
- What roles are we hiring for?
 - DataSF, COIT, design, product, engineering, content
- Let us know you're interested
- Contact information

We are a 50 person team, and growing

Lunar New Year celebrations in person



Virtual baby shower for a team member



What we do

You may have seen some of our work...

This screenshot shows the SF.GOV website interface. At the top, there is a search bar and navigation links for 'Services' and 'Departments'. A prominent yellow banner features the headline 'Children age 5 to 11 can now get vaccinated against COVID-19' with a 'Get vaccinated' button. Below this, the 'Services' section is organized into a grid with categories like 'Coronavirus (COVID-19)', 'Housing', and 'Safety'. A 'News' section at the bottom contains several articles, including one titled 'SFDPH updates COVID-19 isolation and quarantine recommendations' and another about 'Official Agencies'.

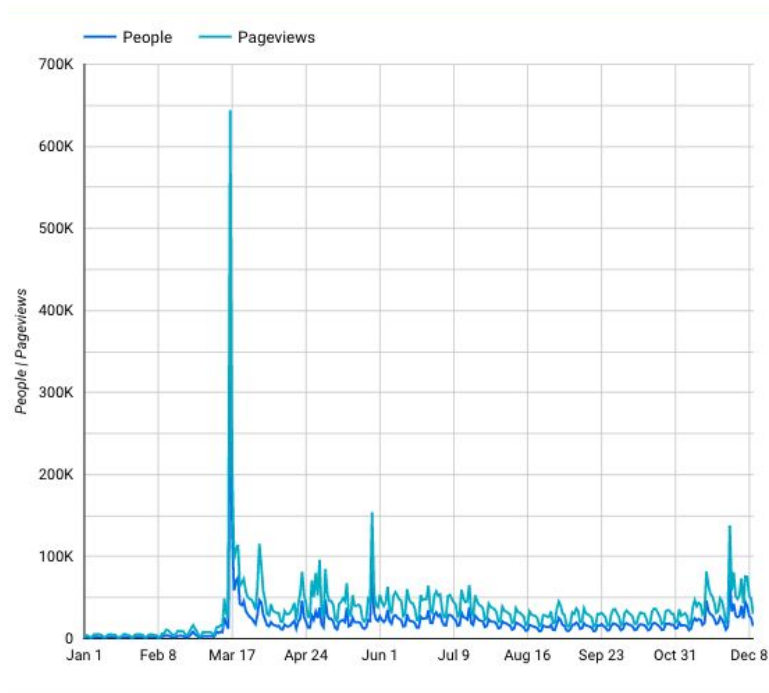
This screenshot displays a search results page for 'COVID-19 vaccine sites'. The header includes the SF.GOV logo and search bar. The main heading is 'COVID-19 vaccine sites' with a sub-heading: 'Find out where to get a vaccine. If you need a second dose, contact the location where you got your first dose. Learn more'. A filter bar indicates 'Kids ages 5 to 11 can now get vaccinated, holiday hours may be different. Check each site when you book.' Below, it shows 'Showing 4 results'. The first result is 'Safeway Pharmacy #964' at 4958 Mission Street, San Francisco, with details on hours and a 'Check for availability' button. A 'Filters' sidebar on the right allows users to refine results by language, access type, and distance. The second result is 'Excelsior Neighborhood Vaccine Site at 20 Norton' at 20 Norton Ave, San Francisco, with similar details and a 'Check for availability' button.



SF.gov: one website for the City

We continue to build out SF.gov as the central platform for services and information for residents.

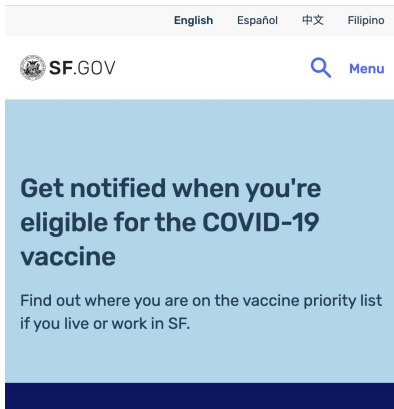
This was underway pre-Covid, but accelerated in March 2020, with 500k visits in one day when Shelter in Place was announced.



Making the City's 967 services digital

- Build and maintain the City's website, SF.gov
- Build platforms, like SF.gov and a form tool, to support digital service delivery
- Ensure accessibility and equity in our service delivery
- Design and re-design City services using technology
- Ensure clean, structured data is accessible via the SF Open Data Portal (DataSF.org)
- Work with and train departments

Impact



290,000+ Vaccine Subscribers

In less than 3 days after release, San Franciscans were able to sign up to be notified of when they can obtain a vaccine.



250 COVID web pages and 1,000s of posters

Designed both the digital and in-person experience through hundreds of web pages and 1,000s of posters.



You can work on-site. We will let HR know that you are cleared to go to work.

2,500 staff per day checking their health

Developed an easy mobile tool for staff to check their health before they come on-site each day.



\$3.3 million in small business grants distributed

Built a better workflow and application to process over 5,400 applications over 6 months working with OEWD.

Impact



Get tested in SF

We are currently experiencing high demand for testing. If you feel sick, get tested right away. If you have a known exposure, but have no symptoms, get tested on or after day 6.

2,000 appointments per day for CityTestSF

Built a registration and scheduling system for Covid-19 testing, running 2000 appointments per day before handover to DPH.



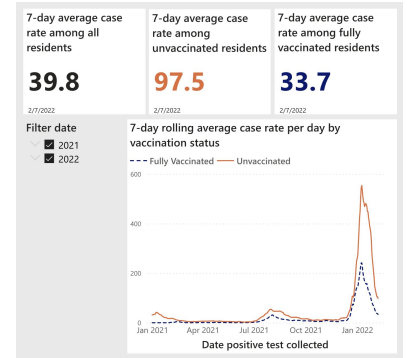
7,000+ Building Permit applications

Helped Planning and DBI continue operations by moving building permit and ADU applications online. We continue to streamline the process.



1,500 Shared Spaces permits

Helped the City reopen by making an online application process for businesses to operate on the sidewalk, curbside and in the street.



Covid-19 data tracker

Working with DPH and the CCC, DataSF developed an online Covid-19 data tracker and visualization tool. The work continues with vaccinations.

How we work

Our values

Build with San Franciscans

More making, less talking

Always be honest with ourselves, our team, and our city

Help each other be successful

Work hard, laugh often

We are a user-centered product shop, within the City Administrator's office

- Engineering
- Product
- Design
 - UX
 - Content design
 - Service design
- User research
- DataSF
- Delivery and operations

Major initiatives:

SF.gov

The City currently has 211 websites, making navigating the City online frustrating for residents. We are redesigning the City's website from the ground up, and ultimately moving all departments to a single platform. SF.gov is accessible, human translated, and easy for all San Franciscans to use.

Housing

We work with MOHCD to develop DAHLIA, the City's affordable housing service. From applying online, to running the lottery, and providing services for leasing updates, this is our longest-standing product and is a critical partnership for the team.

Permitting

Almost half of the team works on permitting, Creating a seamless experience for construction, business, and special events. We work across the many permitting departments to redesign business processes, connect systems, and design a seamless customer interface.

DataSF

DataSF is a new addition to Digital Services, and we are working to integrate our teams. The team has provided data services in the Covid-19 response, continued to support the City's Open Data Portal, and supports internal data sharing and analytics for better decision-making.

Join us!

We have a ton of opportunities!

[Join us!](#)

- Technical Director
- Data Program Managers
- Data Engineers
- Program Managers
- Product Managers
- Content Designers (bilingual)
- COIT Roles

Jobs will be posted throughout this year, starting now!

If you don't see a role for you today, keep checking.

The process

Apply

Go to our site and apply directly with your resume. Our team will look at your resume and if you meet our requirements you'll move to screening.

Screening

The first stage of screening is a phone conversation. If successful you'll move to a panel interview. Depending on the role we might also ask you to do a take-home test. If you pass the screening process we'll let you know that you're our final candidate.

Bureaucracy

You know how people talk about how hard hiring is in government?

That.

More about the roles

Join us!

- Michelle on DataSF
- Jane (on behalf of Jillian) on COIT roles
- Lauren on design
- Adrianna on product
- Nadine on user research
- Hui on housing
- Persis on content

More about our roles

Data SF

We are building out the City's analytics ecosystem with the City's Open Data Portal, internal data sharing, data visualizations, and data science projects.

Data engineers, data scientists, data program managers



Contact Michelle for more info
michelle.littlefield@sfgov.org

Committee on Information Technology (COIT)

Governance body that makes decisions regarding the future of San Francisco's technology

Policy and Budget Analyst

Performance and Portfolio Manager



Contact Jillian for more info
jillian.johnson@sfgov.org

Design

UX design and service design

Working across nearly all of Digital Services products

...and we work closely with Research and Content!



Contact Lauren for more info
lauren.jong@sfgov.org

Content

Content strategists, content designers and bilingual content designers!

We work on Covid, SF.gov, permitting, translations and...

We make the City write at a 5th grade readability level. Really.



Contact Persis for more info
persis.howe@sfgov.org

Research

Generative and evaluative

Focus on the public and staff

Building out research practice



Contact Nadine for more info
nadine.levin@sfgov.org

Engineering

Full stack engineers

Front end engineers

... and we work closely with Design and Product!



Contact Hui for more info
huiran.shao@sfgov.org

Product

Fundamental shift in the way we work

Focus on platforms and infrastructure

Looking for 3 product managers: build form tools, internal tools, things that help City partners deliver the work



Contact Adrianna for more info
adrianna.tan@sfgov.org

Thank you!

Apply

We will also send out the link by email later!

[https://sfdigitalservices.hire.trakstar.com/jobs/
610ba4d1ffe74d0f8bac766c5993d2ed](https://sfdigitalservices.hire.trakstar.com/jobs/610ba4d1ffe74d0f8bac766c5993d2ed)

Thank you!

Learn more about us

[sf.gov/departments/city-administrator
/digital-services](https://sf.gov/departments/city-administrator/digital-services)

Read our blog on Medium

medium.com/san-francisco-digital-services

Thank you!

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Product

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Design

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Research

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Committee on Information Technology

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Content

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Data