

# INNOVATION AND TECHNOLOGY PROJECTS STATUS REPORT

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**Public Safety, Finance, & Strategic Support Committee**

**April 16, 2026**

Khaled Tawfik, Chief Information Officer  
Jesse Juarros, Division Manager  
Shirley Duong, Products-Projects Manager

# Agenda

Item: Accept status report on projects managed by the Project Management Office, the Information Technology Department's Strategic Work Plan for Fiscal Year 2025-2026, and other current and planned activities.

01



**Project Management  
Status Reporting**

02



**Project  
Highlights**

03



**Information Technology  
Strategic Plan Status  
Update**

04



**Questions  
and Feedback**

# Project Management Office (PMO)

## OBJECTIVE

Focus on high-profile City projects in collaboration with departments to ensure successful implementations and business objectives are met.

## PROJECT ASSIGNMENT

Projects are selected if they meet one or more of the following criteria:

- High strategic or political visibility
- Cross-departmental coordination required
- Significant budget or resource impact
- Tight timeline or regulatory deadline

# PMO - Benefits for Residents



## Stewardship of Public Funds

Structured oversight of \$46.4M in active projects ensures every dollar is tracked, justified, and delivers measurable value to residents.



## Better Services for Residents

From 311 enhancements to constituent CRM, PMO-managed projects directly improve how San José residents access and experience City services.



## Cross-Department Coordination

Complex city challenges require many teams working in sync. The PMO serves as the connective tissue across 15+ departments, reducing duplication and gaps.



## Transparent Accountability

92% of projects on schedule with public reporting to the City Council Committee ensures elected officials and residents are informed of progress and results.



## Reduced Risk to the City

Early identification of delays and at-risk projects protects the City from cost overruns and service failures.



## Modernizing the City

Projects like the Business Tax System and SJ Learning Portal update aging infrastructure, keeping San José competitive and operationally resilient.

# PMO Accomplishments - 11 Projects

March 2025 – March 2026

1 CRM for Council and Mayor

2 Emergency Operations Center (EOC) IT Infrastructure

3 OneCity Workplace

4 SJ Training Portal

5 Business Tax System

6 SJ311 – Service Enhancements

7 eFile System Replacement

8 Rent Registry 7.0

9 Road Safety Conditions Pilot

10 Community Wi-Fi Study

11 Automate Bereavement Form

# PMO Status Update

24

Active Projects

\$46.4  
Million

Aggregate Budget

92%

On Schedule

DELAYED — RECOVERABLE



## Automated Metering Infrastructure Project

Slight delays due to overall City priorities. Staff is currently finalizing the contract.

AT-RISK



## Citywide Camera & Video Management System

Significant challenges emerged during contract negotiations with the previous vendor. Staff is currently processing a new Request for Bid.

# Project Highlights



Launched Jan 2026

## Business Tax System

**\$30M** annual revenue generated

- Modernized end-of-life PeopleSoft Revenue Management system
- Ensures operational continuity & system reliability
- Meets City's technical, functional, and business requirements



Launched Mar 2025

## CRM for Council & Mayor's Offices

**9 out of 11** offices onboarded and active

- Centralized constituent communications across all district offices
- Replaced fragmented Excel/disparate tools with unified platform
- First step in citywide customer experience transformation



Launched Jan 2026

## SJ Learning Portal

**150+** courses available online & in-person

- City's first Learning Management System — all trainings centralized
- Full training history accessible per Senate Bill 513 compliance
- Drives employee retention, satisfaction, and professional growth

# ITD Strategic Plan 2026-2030

*Guiding technology investments and innovation through June 2030*

## CURRENT STATUS

The 2026–2030 Strategic Plan is in development. ITD continues under the current plan (expires June 2026) to ensure continuity of direction and alignment with City priorities.

## FOUR-YEAR COMMITMENT

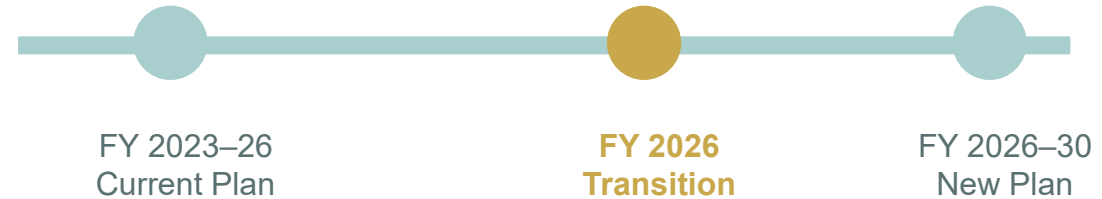
The updated plan anchors ITD's technology and data investments to City Council's Focus Areas through June 2030 — advancing equity, efficiency, and innovation citywide.

## HOW IT WORKS

The Strategic Plan sets long-term goals. The Annual Work Plan translates those goals into specific projects, milestones, and measurable outcomes each fiscal year.

## Guided by Three Core Principles

**Equity · Effectiveness · Accountability**



## Performance & Accountability

Progress tracked via performance metrics and dashboards to ensure transparency across all five strategic areas, reported to City Council each fiscal year.

# Five Strategic Areas

*How ITD translates City Council priorities into technology action*

1



## Community Engagement

Expand SJ311 with social media integration, advanced language capabilities, and AI chatbots to reach all residents equitably.

2



## Innovation Powered by People

Leverage technology and collaborative tools to cultivate a culture of engagement, creativity, and productivity across departments.

3



## Artificial Intelligence

Responsible and purposeful AI deployment that prioritizes safety, protects privacy, and delivers long-term value for residents.

4



## Cybersecurity

Strengthen the City's security posture with advanced digital solutions and proven risk management to defend against evolving threats.

5



## Data-Driven Transformation

Harness data and AI to foster transparency, protect privacy, and improve the effectiveness, efficiency, and equity of City services.

# AI Focus Areas

## Individuals



### Draft/Summarize/Analyze

- Memos, reports & policies
- Meeting minutes
- Data sentiments
- Contract and Procurement

## Systems



### Process Automation

- Invoice processing
- Helpdesk automated Services
- Traffic optimization
- Fraud Detection

## Operations



### Seamless Government Services

- Identify & process 311 services
- Review and approve permits
- Process & pay invoices



# Data Governance & Strategy

Published May 2025 — San José's first citywide Data Governance Policy & Data Strategy

1

## Develop Data as a Service

Enable reliable, accessible, and reusable data assets across departments — breaking down silos and improving coordination.

2

## Foster Communities of Practice

Build shared knowledge and skills around data use, governance, and analytics across City staff at all levels.

3

## Measure Impact

Track outcomes from data investments with clear metrics to demonstrate value and drive continuous improvement.

## Current Initiatives

### Data Infrastructure

Centralized data platform piloted with the Dept of Transportation, now expanding to Housing. Unifies datasets to improve coordination on homelessness services and cross-department programs.

### Data Analytics & Dashboards

Standardized dashboard templates developed with the City Manager's Office. All dashboards meet Americans with Disabilities Act (ADA) accessibility requirements, ensuring data is equitably available to all staff.

# Data & AI Upskilling Programs

Building organizational capacity for data-driven government

People

Process

Technology

## Data Upskilling Program

Launched March 2023 to build citywide data literacy

**Year 1** 15 staff · 3 depts

50% complete

*Pilot — tested and refined*

**Year 2** 15 staff · 9 depts


80% complete

*Demand increased; improved design*

**Year 3** 22 staff · 10 depts

91% complete

*Sustained demand; growing interest*

 Monthly Data Lunch & Learn launched Oct 2025 — grew to 50 attendees by Feb 2026

## AI Upskilling Program

Launched 2024 — building AI fluency across City departments

80

Staff Trained

200+

Custom AI Assistants  
Built

15-20%

Reported Efficiency  
Gains

### For Residents

Faster response times  
Real-time translation & automated summarization  
Proactive issue detection for roads, grants & policy

### For City Operations

Tasks that took hundreds of hours now take minutes  
Supports workforce retention & evidence-based decisions  
Automation of repetitive processes across departments

# GovAI Coalition

San José as Founding Leader in Public Sector AI Governance

## 3,000

**Members**

up from 2,000 last year

## 900+

**Agencies**

local, state & federal

## 600+

**Summit Attendees**

25 states & Canada

## 182K

**Hotel Revenue**

generated by Nov. Summit

## Coalition Milestones

- 1 Shared AI model for road issue detection (obstructed signs, potholes)
- 2 Registry of AI products — improved transparency for 100s of AI tools
- 3 Data governance handbook on AI and secure data sharing
- 4 Nationwide RFP for generative AI solution with strong vendor response



## Transitioning to Nonprofit

\$150K Packard Foundation grant (fall 2025) funding nonprofit incorporation to unlock philanthropic support and expand the Coalition's impact.



## GovAI Summit – November 2025

Hosted at SJ Convention Center · 91.3% positive rating · 83% plan to return  
Attendance grew despite nationwide decline in govt conference attendance

GovAI Summit – December 2026 Coming Soon!

# San José: Detecting potholes, street-level blight

Advancing innovation through measurable outcomes

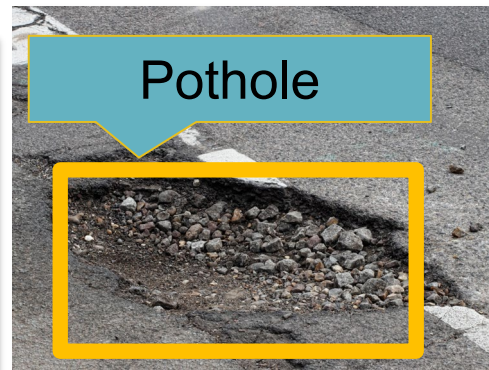
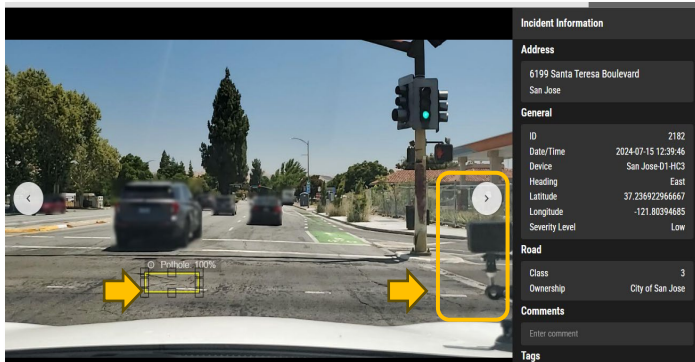


## San Jose 311 Performance Metrics



Leveraging AI-enabled cameras on City vehicles to identify potholes, illegal dumping, graffiti, and more.

- Continuous learning and improved accuracy
- Personally identifiable information automatically blurred to protect resident privacy.
- Phased implementation approach
- Public-private partnership
- Sharing open-source resources
- Measurable and impactful outcomes



# THANK YOU

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## Questions and Feedback

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