



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

**YEAR:**  
*2012*

**STATUS:**  
*Laureate*

**Organization name:**  
City and County of San Francisco

**Organization URL:**  
<http://sfgov.org>

**Project Name:**  
SFGov Mobile Applications

**What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?**

Objective: Increase government access and transparency. The City of San Francisco strongly believes in government transparency and publishes online a vast amount of information. Given the wide adoption of mobile technologies among our residents, the city is once again pushing the envelope on transparency by providing access to all city online information via new mobile applications (both on the Android and iOS platform and via a mobile site). The city's mobile applications go beyond serving basic textual content; they allow the video and audio streaming of legislative meetings, mayoral speeches and other informative city government programs. Our mobile strategy is designed to broaden access to city government information anytime, anywhere and encourage public participation in key city government decisions. The metric used to measure project success will be number of user sessions and views via mobile devices.

**Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.**

Technology used: Mobile applications were developed using open source technologies (HTML, CSS, JavaScripts, etc.) and then were packaged using native Apple IOS and Google Android development tools. APIs were also built to integrate and enable video and audio streaming within the mobile applications and mobile site. Technical challenge: Given the fragmentation of mobile technologies, in order to reduce cost, speed up development and offer our residents a common

experience, the project was developed using a common code foundation. Rather than develop multiple separate applications and replicate work unique to specific vendor platforms (iOS and Android), the city's web team developed a single innovative mobile framework that could be used to serve the same content and services via mobile technologies.

**Please list the specific humanitarian benefits the project has yielded so far.**

The SFGov mobile applications and web site were only recently launched, but given the number of feature enhancement requests received, it appears that the community is hungry for even more services to be provided via mobile devices.

**Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.**

Residents are able to access information about city services and access to any public legislative meeting anytime, anywhere without having to come to City Hall. San Francisco believes that by exposing more widely how government works, our citizens will become better informed and more engaged in the democratic process. When announcing the release of the SFGov mobile application, San Francisco Mayor Ed Lee stated, "The SFGov mobile application will make government more responsive and city services easier to access for all San Franciscans. San Francisco is leading the way in creating innovative tools like the SFGov app. This, combined with our city's Open Data Policy, is making San Francisco the true leader in open government and Gov 2.0."