



San Francisco City and County Employees' Retirement System

OPERATIONS OVERSIGHT COMMITTEE MINUTES

Wednesday, May 21, 2025

1145 Market Street, 6th Floor

San Francisco, CA 94103

1:00 PM

Members of the Committee will attend this meeting in-person. Members of the public attending the meeting in person will have an opportunity to provide public comment on every item. In addition to in-person public comment, members of the public may provide public comment remotely by phone. The Committee will hear remote public comment on each agenda item in the order that commenters add themselves to the queue to comment on the item.

MISSION STATEMENT

San Francisco City and County Employees' Retirement System is Dedicated to Securing, Protecting and Prudently Investing the Pension Trust Assets, Administering Mandated Benefit Programs, and Providing Promised Benefits.

OPERATIONS OVERSIGHT COMMITTEE MEMBERS

Shruti Gandhi, Chair

Tim O'Connor

Scott Heldfond

Alison Romano, CEO & CIO

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Sunshine Ordinance Task Force
City Hall
1 Dr Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102-4689
(415) 554-7724
by fax at (415) 554-7854
or by email at sotf@sfgov.org

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Operations Oversight Committee Meeting

PUBLIC COMMENT CALL-IN: 415-655-0001 Access Code: 2662 882 4561

Providing Public Comment

- Each speaker will be allowed 2 minutes to speak. Comments or opportunities to speak during the public comment period are available via phone call by calling (415) 655-0001, access code [**2662 882 4561**], then '#' and then '#' again.
- When connected you will hear the meeting discussions, but you will be muted and in listening mode only.
- When your item of interest comes up, dial *3 to be added to the speaker line. Best practices are to call from a quiet location, speak clearly and slowly, and turn down your television, radio or computer.

OPENING CALENDAR

1. Roll Call	Commissioner Gandhi	1:17 PM
	Commissioner Heldfond	Absent
	Commissioner O'Connor	1:17 PM

2. 013124-02 General Public Comment

Chair Gandhi called for public comment.

There were no comments from the public and General Public Comment was closed.

3. 052125-03 Action Item Approval of the Minutes of the January 29, 2025 Operations Oversight Committee Meeting

Documents provided to the Committee prior to the current meeting: Draft Minutes of the January 29, 2025 Operations Oversight Committee Meeting

Public Comment was called.

There were no comments from the public and Public Comment was closed.

Action: Moved by Commissioner O'Connor, seconded by Commissioner Gandhi, to approve the Minutes of the January 29, 2025 Operations Oversight Committee meeting.

Ayes: Commissioners Gandhi, O'Connor

Absent: Commissioner Heldfond

4. 052125-04 Discussion Item Update on Quality Assurance Program

Documents provided to the Committee prior to the current meeting: Staff Memorandum

Alison Romano, CEO & CIO, Caryn Bortnick, Chief Operating Officer, Krishan Tuteja, Director of Information Technology, presented an update regarding the Quality Assurance process, audits being conducted, reporting to the Retirement Services team and discussed how the organization addresses QA audit findings.

The Committee engaged in a question and answer session.

Public Comment was called.

There were no comments from the public and Public Comment was closed.

Action Item: This is a discussion only item.

5. **052125-05 Discussion Item Update on Member Services Operations**

Documents provided to the Committee prior to the current meeting: Staff Memorandum

Alison Romano, CEO & CIO, Caryn Bortnick, Chief Operating Officer, Krishan Tuteja, Director of Information Technology, provided an update regarding SFERS membership services efforts, including the onboarding of new hires, the service provided with the additional staff, and other related matters.

The Committee engaged in a question and answer session.

Public Comment was called.

There were no comments from the public and Public Comment was closed.

Action Item: This is a discussion only item.

6. **052125-06 Discussion Item Update on IT Initiatives**

Documents provided to the Committee prior to the current meeting: Staff Memorandum, Data Taxonomy and Knowledge Management Project, SFERS Pension Administration System Upgrade and Cloud Migration, Enterprise Content Management System Cloud Migration, E-Forms Development Platform, Develop RFP for selection of modern platform for Pension Administration System Automate and Streamline Retirement Services Business Processes.

Alison Romano, CEO & CIO, Caryn Bortnick, Chief Operating Officer, Krishan Tuteja, Director of Information Technology, provided an update regarding IT priorities and projects.

Leveraging technology is an important strategic initiative for SFERS. As such, SFERS has embarked on a multi-year process to modernize and upgrade its technology systems and to remain vigilant on data security. Over the past two years during the budgeting and strategic planning processes, SFERS has shared with the Committee and the Board its IT priorities and projects.

The Committee engaged in a question and answer session.

Public Comment was called.

There were no comments from the public and Public Comment was closed.

Action Item: This is a discussion only item.

7. 052125-07 Discussion Item Operations Oversight Committee Member Good of the Order

Committee members may request that any matter be calendared at a future meeting. All such requests shall be calendared in a reasonable time. (Board Operations Policy ¶124.) The Committee will not discuss any items requested to be calendared until a subsequent meeting when the matter is included on the agenda with the required public notice.

Chair Gandhi thanked staff for their hard work.

Public Comment was called.

There were no comments from the public and Public Comment was closed.

Action: This is a discussion only item.

8. 052125-08

Adjournment

Having no further business, the Committee adjourned the meeting at 2:42 PM.