

December 15, 2024

Commissioners,

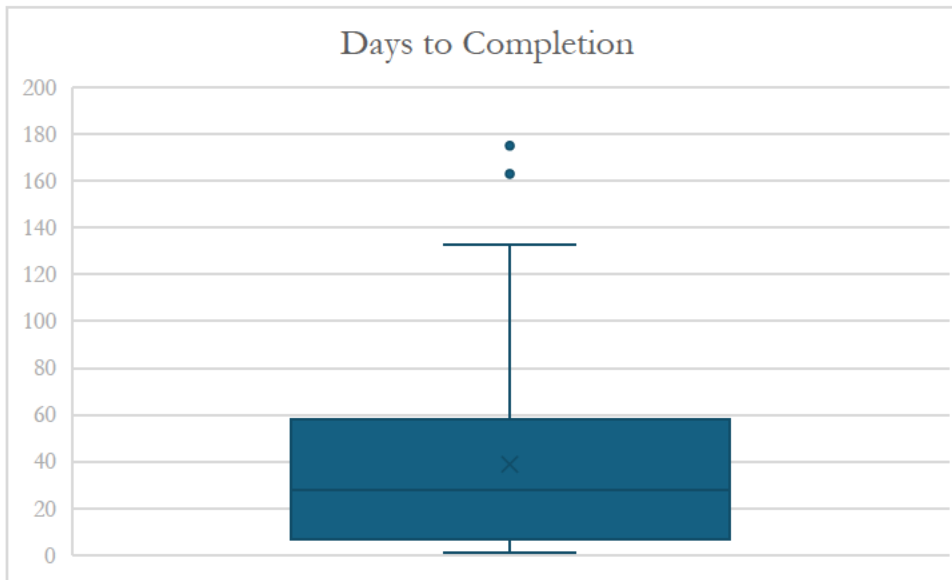
This comment concerns the Electronic Data Request (EDDR) process. As a reminder, EDDRs are used to gather emails responsive to public records requests. (Not every request for emails appears to generate an EDDR though; some appear to be processed by asking an employee to search their mailbox.)

According to ITD’s EDDR processing guide, there are four main steps in processing an EDDR. First, a request is submitted through ITD’s form. Second, the requester’s supervisor approves the EDDR. Third, ITD’s Strategy and Business Operations Area confirms that the request is complete and accurate. Fourth, ITD EDDR staff approves the request, uses Microsoft Purview eDiscovery to complete the search, exports the data, and uploads it for review by the requester.

According to data released by ITD, city staff submitted approximately 164 EDDRs through October 9 of this year. As of that date, 115 were complete, while 49 were pending (detailed below):

Status	Count
Waiting for Supervisor Approval	12
Admin Approved-Ready for EDDR Staff	4
In Progress	33
Completed & Closed	115

The number of days from request to completion varies widely, as detailed in this box plot:



Potential Bottlenecks

EDDRs require approval of the submitter’s supervisor, and some supervisors delay approval for an extended period. Of the 12 EDDRs pending supervisor approval, 10 had been pending approval for over two months, and 11 for over two weeks. But this problem appears limited to elected officials’ offices—the indicated supervisors for 11 of these 12 EDDRs are two Councilmembers and the Mayor’s chief of staff.

Additionally, ITD staff appears to run into delays processing some EDDRs. Of the 33 in progress EDDRs, 2 were originally submitted in January 2024, and 12 more were submitted in June or July 2024. Some of this delay could be because of a delay in supervisor approval. Nevertheless, ITD's EDDR processing guide indicates that ITD staff should process EDDRs within 10 days of approval by ITD's Strategy and Business Operations area. It seems likely that some of these 33 EDDRs are taking longer than 10 days to process.

During the October 9, 2024 PEC meeting, Commissioners engaged in a dialog with Planning & Building staff regarding the EDDR process. Planning & Building staff correctly noted that the EDDR form requires a list of emails to search, so department-wide email searches may result in a *city*-wide search because it is easier than listing every staff member in a department. This appears to be a limitation of Microsoft Purview eDiscovery, [which requires a list of users' mailboxes to search](#). The preview version of Microsoft Purview [appears to have support for gathering a list of a user and their direct reports](#), which might be useful here. Additionally, there appear to be ways to search for users in Microsoft Active Directory [by department or title](#); that could be used to generate a list of employees' mailboxes to search.

The Commission should consider interviewing ITD staff to further identify bottlenecks in the EDDR process and potential solutions to those bottlenecks. Copies of the data provided by ITD and ITD's EDDR processing guide are attached to this comment.

Best,
Chris Nardi



Electronic Data Search Request

Electronic Data Search Request Processing for City of Oakland

Electronic Data Requests (EDDR) are requested by City of Oakland staff or the Oakland Office of the City Attorney staff when there is a need for an electronic data discovery or a Public Records Request. City of Oakland Public Records Requests (PRR) are legal obligations required to be fulfilled. IT Department (ITD) staff processing requests do not review the data files or ask how the information will be used.

The requests are primarily for email communications and provided in the form of email Outlook PST files. A Microsoft Excel report of the results is also provided. The requester is responsible for reviewing and/or providing the data to any legal authorities.

High-level EDDR Process Steps:

Step #	Role	Action	Tool Used
1	Requester	Completes and Submits Request Form	EDDR Online Request Application
2	Requester Supervisor	Reviews and Approves Request	EDDR Online Request Application
3	ITD Strategy and Business Operations Area	Reviews and Approves or Denies Request	EDDR Online Request Application
4	ITD EDDR Staff	Reviews and Approves or Denies Request	EDDR Online Request Application
5	ITD EDDR Staff	Performs Search based on Request Form Criteria	Microsoft Purview eDiscovery
6	ITD EDDR Staff	Exports Data from Search	Microsoft Purview eDiscovery to Local Hard Drive
7	ITD EDDR Staff	Uploads Data to Requester's Provided Secure Location	Local Hard Drive to OneDrive/SharePoint
8	ITD EDDR Staff	Close Request indicated "Results" or "No Results"	Online Request Form Microsoft Purview

The Requester accesses the EDDR online application/request form through a Service offering in the City of Oakland ServiceNow system. Permissions are granted to the EDDR application based on role by ITD system administrators.

The EDDR application is managed via an online web portal developed inhouse by the City of Oakland IT Department.

In order to access the EDDR Online Request Portal or Microsoft Purview, users must be connected to the City of Oakland network via a secure VPN connection (PaloAlto GlobalProtect) or within a city office building via a direct secure network connection.



Electronic Data Search Request

Timeframes:

Requester's Supervisor is responsible for approving the request as the first part of the approval process.

Once approved by the Supervisor, it is assigned to the ITD Strategy and Business Operations area for review which is performed within 5 business days.

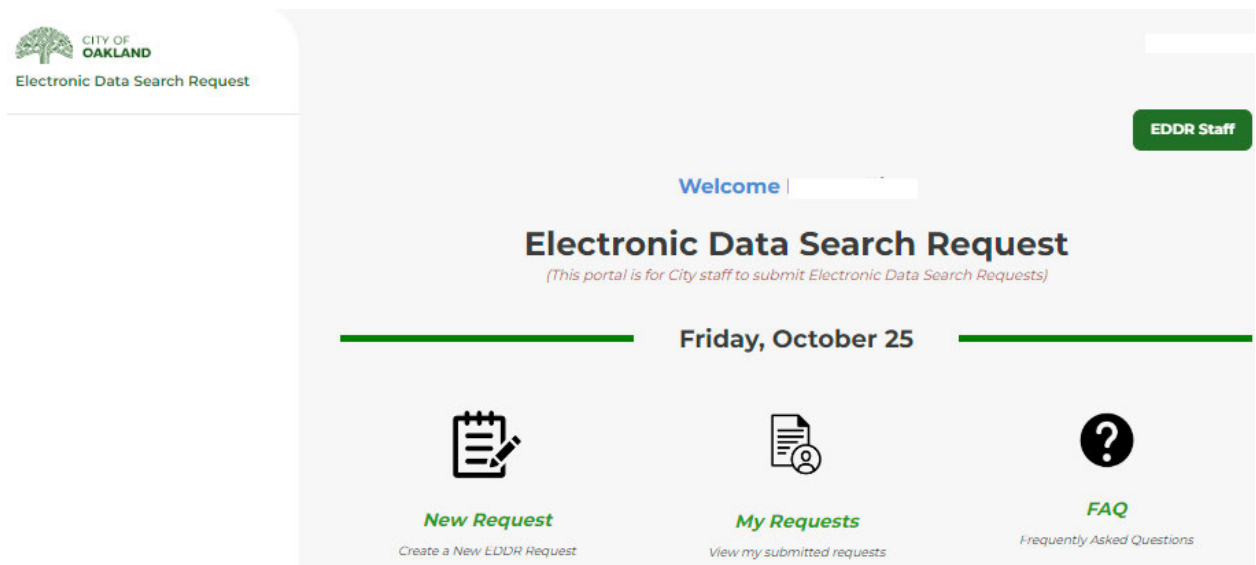
Once approved by the ITD Strategy and Business Operations area, ITD EDDR staff assign themselves and process requests as part of their existing workload and process requests within 10 days of receiving.

Communications and Notifications:

- Requesters automatically notified via email when EDDR request is:
 - ✓ Approved by their Supervisor,
 - ✓ Approved or denied by ITD Strategy and Business Operations – checked for completeness/accuracy,
 - ✓ Approved or denied by EDDR staff, and
 - ✓ Completed by EDDR staff.
- ITD staff reviewing and processing the requests may reach out to the requester to clarify information on the request form.
- Requesters will contact the ITD Help Desk or ITD Staff for EDDR status updates.

Example Exhibits:

1. Electronic Data Search Request System Home Page:



2. New Request Example (Name, Email, Supervisor filled out automatically from Active Directory system):

Electronic Data Search Request

New Request

CITY OF OAKLAND

INFORMATION TECHNOLOGY - ELECTRONIC DATA SEARCH REQUEST FORM

ITD File #

* Indicates required fields

Results No Results based on criteria

Requestor Name *

Pope, Elisa

Requestor Email *

EPope@oaklandca.gov

Department *

Information Technology Department

Phone *

Is this a modified request that was previously submitted?

Yes No

Requests are recorded and processed in order of receipt unless otherwise directed by the City Administrator's Office - ITD is unable to provide an estimated time of completion as searches vary according to search criteria and workload.*

Type of Request *

Electronic Data eDiscovery

Public Records (PRR)

System Search *

City Email System

(System cannot be searched before 01/01/2016 and beyond 10/25/2024)

Term of Dates between *

mm/dd/yyyy and mm/dd/yyyy

I. Search Individual Mail Boxes Belonging To:

Select below to search for 'All City Mailboxes' or Search for Individual Mailboxes

- All City Mailboxes
 Individual Mailboxes

To Search for Individual Mailboxes, you can either Search by last name and select or enter name of mailbox in the box below and click on 'Add Mailbox'

- Search by Last Name
 Enter Name (Last Name, First Name)

Add Mailbox

II. Add Keywords / Phrases to search (Enter a key word, and click 'Add keyword' to add more)

Enter text to search

Add Keyword

III. Add Email Addresses to search in From (Received)/ To (Sent)

Enter Email address

- Is From Email? Is To Email?

Add Email

IV. Any Additional Information

Enter any additional information (eg. domains or any other information)

V. Where would you like your data to be uploaded? *

Data will be uploaded to your one drive. Please create a folder on your one drive and be ready to share with EDDR Staff once approved.
 Click [here](#) for instructions on how to create a shared folder.

One Drive Location URL: *

* All electronic data searches shall be conducted under the authority of AI 140 Electronic media Policy.
 ** May not be conducted on computers of employees no longer with the City, depending on location of computer. This search requires a technician to physically locate a computer, which may or may not be possible. Additional information will be required prior to completing this request.
 *** Adding specific email addresses narrows search options only to include the specifically identified email addresses.

Authorized by

Supervisor/Manager(s) Name *

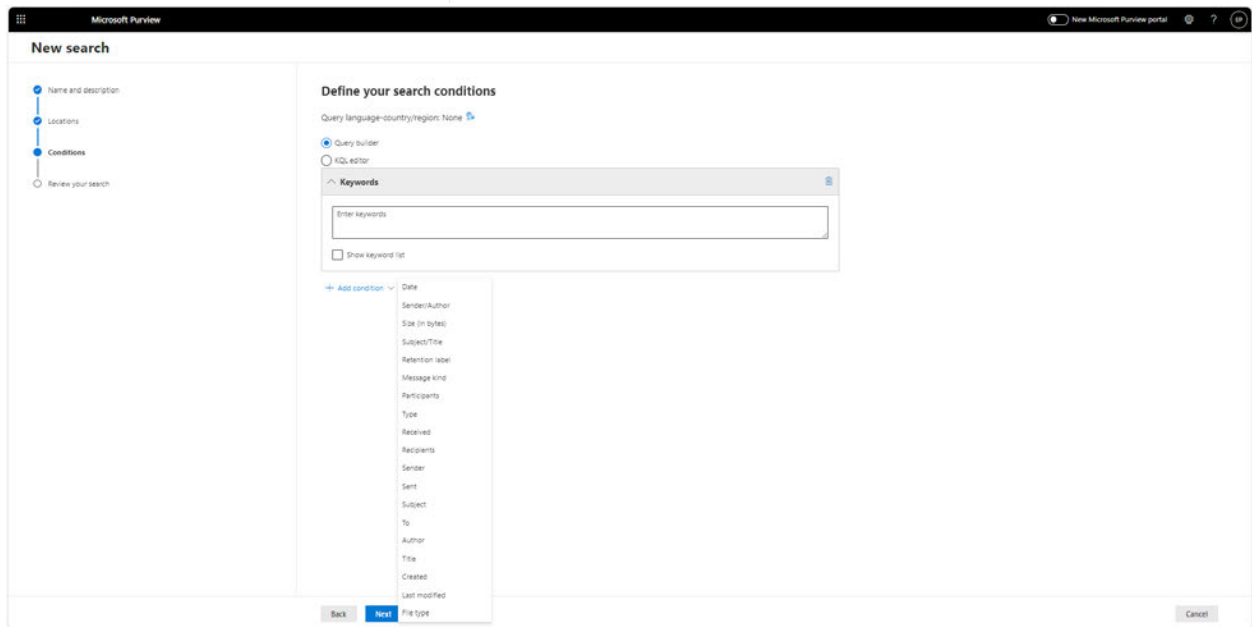
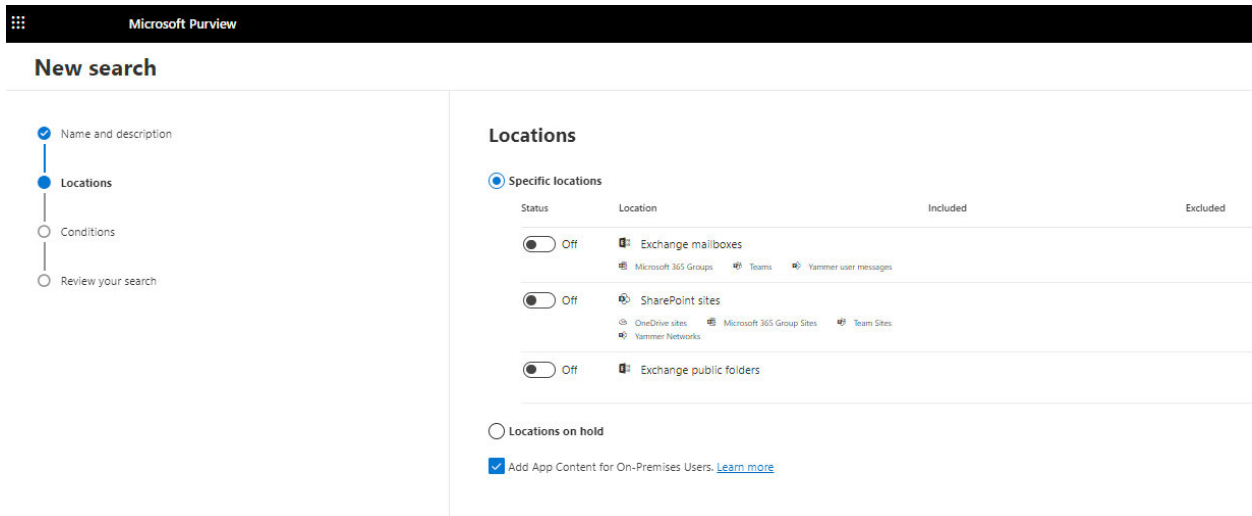
Bains, Cutinder

Supervisor/Manager(s) Email Address *

CBains@oaklandca.gov

Submit

3. Microsoft Purview eDiscovery System Examples:



EDDR Training:

ITD provides hands-on demonstration training over a written manual and use a "train-the-trainer" model to work with department staff individually to answer questions. Experienced ITD EDDR staff train and support new EDDR staff. A recording of the process steps is provided as part of the training.

Requesters receive assistance using the systems from the City of Oakland ITD Help Desk or from ITD staff processing the requests.

	A	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	
1	EDDR Num	Previously	Requestor	Original Re	Start Date	End Date	PRR Num	Additional	Supervisor	Supervisor	Date Subm	Date Comp	Status	Mailboxes	Keywords	Search	Emails	From/To														
2	EDDR_213	No	Office of the City Coun	#####	#####	23-11686			Jenkins, Ke	kjenkins@c	2/13/2024																					
3	EDDR_213	No	Office of the City Coun	10/7/2023	#####	23-11473			Jenkins, Ke	kjenkins@c	2/13/2024																					
4	EDDR_213	No	Office of the City Coun	7/17/2023	7/30/2023	23-7494			Jenkins, Ke	kjenkins@c	2/13/2024																					
5	EDDR_213	No	Office of the City Coun	1/1/2022	6/1/2023	23-5743			Jenkins, Ke	kjenkins@c	2/13/2024																					
6	EDDR_213	No	Office of the City Coun	1/1/2022	6/1/2023	23-5739			Jenkins, Ke	kjenkins@c	2/13/2024																					
7	EDDR_213	No	Office of the City Coun	1/1/2023	6/1/2023	23-5735			Jenkins, Ke	kjenkins@c	2/13/2024																					
8	EDDR_213	No	Office of the City Coun	1/1/2022	6/1/2023	23-5733			Jenkins, Ke	kjenkins@c	2/13/2024																					
9	EDDR_213	No	Office of the City Coun	1/1/2022	6/1/2023	23-5732			Jenkins, Ke	kjenkins@c	2/13/2024																					
10	EDDR_731	No	Office of the Mayor	1/28/2021	1/31/2023	24-7486			Hanson, Le	lhanson@c	7/31/2024																					
11	EDDR_731	No	Office of the Mayor	1/1/2023	7/31/2024	24-7625			Hanson, Le	lhanson@c	7/31/2024																					
12	EDDR_919	Yes	Office of th	8/19/2024	8/19/2024	24-8386			Ramachan	jramachan	9/19/2024																					
13	EDDR_930	No	Department of Transp	6/20/2024	6/20/2024	24-10862	Requester	Cockerhan	M Cockerh	e	9/30/2024																					
14	EDDR_930	No	Planning & Building De	1/1/2024	9/23/2024	24-10695			Merid, Ayal	amerid@o	9/30/2024	10/4/2024	Completed	Jacom	et, R 1346	92nd; 2406062; 2406061; 2406138; 2406234; 2406224																
15	EDDR_930	No	Planning & Building De	1/1/2022	9/23/2024	24-10498			Merid, Ayal	amerid@o	9/30/2024	10/2/2024	Completed	Rojo, Maric	1024 Annerty; 1803627																	
16	EDDR_930	No	Planning & Building De	1/1/2015	9/30/2024	24-10526			Merid, Ayal	amerid@o	9/30/2024	10/4/2024	Completed	Wan, Bens	966 63rd; 2100140; RBC2103757; RM2101981; RE2104518; RB2104772; RM2201394; M2201440																	
17	EDDR_101	No	Fire Department	6/20/2024	6/20/2024	24-10863	All incomin	Covington,	DL Covingtr	10/2/2024	10/4/2024	Completed	Covington,	Damon																		
18	EDDR_102	No	City Administrator's Of	1/1/2024	10/1/2024	24-10986	Emails abo	Woo, Winn	wwoo@oal	10/2/2024	10/4/2024	Completed	Simmons,	l Jack London Inn																		
19	EDDR_103	No	Department of Violenc	6/20/2024	6/20/2024	24-10861	The PRR se	Hart-Joshi,	Hjoshi@oa	10/3/2024	10/9/2024	Completed	Joshi,	Holly																		
20	EDDR_952	No	Office of the City Coun	8/1/2023	8/26/2024	24-9673	Seeking er	Ramachan	jramachan	9/5/2024	9/19/2024	Completed	Ramachan	Measure Z; violence prevention ballot measure																		
21	EDDR_930	No	Finance Department	6/20/2024	6/20/2024	24-10855	Hello, This	Spragan,	ERoseman	9/30/2024	10/1/2024	Completed	Spragan,	eroseman@oaklandca.gov																		
22	EDDR_930	No	City Administrator's Of	1/1/2021	9/25/2024	24-10790	Woo, Winn	wwoo@oal	9/30/2024	10/4/2024	Completed	Collins	McMurray@oaklandca.gov; dcooper2@oaklandca.gov; dcooper2@oaklandca.gov; isimmons@oaklandca.gov; hduffey@oaklandca.gov; hduffey@oaklandca.gov																			
23	EDDR_924	No	Planning & Building De	1/1/2021	9/24/2024	24-10084			Merid, Ayal	amerid@o	9/24/2024	10/4/2024	Completed	Gunari,	Set 2125 92nd; 2204402; 2304875																	
24	EDDR_924	No	Planning & Building De	1/1/2021	9/24/2024	24-8197			Merid, Ayal	amerid@o	9/24/2024	10/1/2024	Completed	Wan, Bens	80 Fallon; 2203437																	
25	EDDR_952	No	Office of the City Attor	1/1/2015	9/30/2017	PRR 24-76	Andre Jone	Ochoa, Me	mochoa@c	9/5/2024	9/6/2024	Completed	Jones, Andi	calwaste; [Ahduong510@yahoo.com; juliemwedge@gmail.com; julie@wedgconsulting.org; andrejones510@gmail.com; davidduong@calwaste.com; andyduong@calwaste.com; kristinaduong@																		
26	EDDR_962	No	Office of the City Coun	1/1/2021	6/30/2023	23-7205			Sanchez, S	SASanchez	9/6/2024	9/16/2024	Completed	Fife,	Carrol	Tenant Pro cffe@oaklandca.gov																
27	EDDR_962	No	Office of the City Coun	1/1/2024	6/30/2024	23-7024			Sanchez, S	sasanchez	9/6/2024	9/12/2024	Completed & Closed	Oakland	Te cffe@oaklandca.gov																	
28	EDDR_962	No	Office of the City Coun	1/1/2021	6/30/2023	23-7023			Sanchez, S	sasanchez	9/6/2024	9/12/2024	Completed	Fife,	Carrol	Oakland's cffe@oaklandca.gov																
29	EDDR_962	No	Office of the City Coun	1/1/2021	6/30/2023	23-7022			Sanchez, S	sasanchez	9/6/2024	9/12/2024	Completed	Fife,	Carrol	Oakland's cffe@oaklandca.gov																
30	EDDR_913	No	City Administrator's Of	4/1/2021	8/30/2021	24-9604			Davis, Mon	mdavis2@	9/13/2024	9/17/2024	Completed	Reiskin,	Ed	Public Works Candidate; recruitment																
31	EDDR_913	No	City Administrator's Of	7/1/2021	8/30/2024	24-9601			Davis, Mon	mdavis2@	9/13/2024	9/19/2024	Completed	Duffey,	Gle	Siew-Chin Yeong; Siew-Chin; Richard Battersby; Richard; acting; interim assignment; promotion; hiring; Director of Public Works candidate																
32	EDDR_913	No	City Administrator's Of	4/1/2021	8/30/2021	24-9602			Davis, Mon	mdavis2@	9/13/2024	9/17/2024	Completed	Lake,	Elizal	Public Works Candidate; Public Works Director Candidate																
33	EDDR_913	Yes	Office of th	9/6/2024	1/1/2021	6/30/2023	23-7025		Sanchez, S	sasanchez	9/13/2024	9/16/2024	Completed	Bayeh,	Red	Tenant Pro sdhaliwal@oaklandca.gov; rbrown@oaklandca.gov; tlove@oaklandca.gov; jtombolesi@oaklandca.gov																
34	EDDR_913	Yes	Office of th	9/6/2024	1/1/2021	6/30/2023	23-7024		Sanchez, S	sasanchez	9/13/2024	9/17/2024	Completed	Bayeh,	Red	Tenant Pro sdhaliwal@oaklandca.gov; tlove@oaklandca.gov; rbrown@oaklandca.gov; rbayeh@oaklandca.gov; jtombolesi@oaklandca.gov																
35	EDDR_913	No	Oakland Public Works	6/1/2024	8/28/2024	24-9729			Morgan, Th	tmorgan@	9/13/2024	9/16/2024	Completed	Duffey,	Gle	Acquisition of Oakland Police Department vehicles; Acquisition of Oakland Fire Department vehicles																
36	EDDR_913	Yes	Office of th	9/6/2024	1/1/2021	6/30/2023	23-7023		Sanchez, S	sasanchez	9/13/2024	9/17/2024	Completed	Tomblesi,	Tenant Pro	sdhaliwal@oaklandca.gov; tlove@oaklandca.gov; rbrown@oaklandca.gov; jtombolesi@oaklandca.gov; rbayeh@oaklandca.gov																
37	EDDR_913	Yes	Office of th	9/6/2024	1/1/2021	6/30/2023	23-7022		Sanchez, S	sasanchez	9/13/2024	9/17/2024	Completed	Bayeh,	Red	Tenant Pro sdhaliwal@oaklandca.gov; tlove@oaklandca.gov; rbrown@oaklandca.gov; jtombolesi@oaklandca.gov; rbayeh@oaklandca.gov																
38	EDDR_913	No	Office of the City Coun	1/1/2021	9/13/2024	24-8386			Sanchez, S	SASanchez	9/13/2024	9/17/2024	Completed	Fife,	Carrol	Zach Wass sdhaliwal@oaklandca.gov; tlove@oaklandca.gov; rbrown@oaklandca.gov; jtombolesi@oaklandca.gov; rbayeh@oaklandca.gov; cffe@oaklandca.gov																
39	EDDR_913	No	Office of the City Coun	8/1/2023	8/26/2024	24-9673			Sanchez, S	sasanchez	9/13/2024	9/17/2024	Completed	Fife,	Carrol	Measure Z sdhaliwal@oaklandca.gov; cffe@oaklandca.gov; rbrown@oaklandca.gov; tlove@oaklandca.gov; rbayeh@oaklandca.gov																
40	EDDR_815	No	Oakland Public Works	3/11/2021	8/5/2024	24-9050			Morgan, Th	tmorgan@	8/15/2024	9/12/2024	Completed & Closed	rehabbed	pipe #8182; LOT 51; MH 84-104-G9; APN 37A-2783-035; 6334 Buena Ventura Ave																	
41	EDDR_816	No	Oakland Public Works	1/1/2023	8/15/2024	24-9321			Morgan, Th	tmorgan@	8/16/2024	8/23/2024	Completed	Duffey,	Gle	obtaining vehicle for Mayor Sheng Thao's use; returning vehicle for Mayor Sheng Thao's use																
42	EDDR_816	No	City Administrator's Of	6/5/2024	6/6/2024	24-6478	All outgoing	Davis, Mon	mdavis2@	8/16/2024	9/25/2024	Completed	martinez,	ana																		
43	EDDR_822	No	Office of the City Coun	1/1/2021	7/24/2024	24-8386	Any email c	Sanchez, S	sasanchez	8/22/2024	8/29/2024	Completed	Love,	Tonya; Bayeh,	Re	zwasserman@fennemorelaw.com																
44	EDDR_827	No	City Administrator's Of	1/1/2019	8/27/2024	24-9220			Davis, Mon	mdavis2@	8/27/2024	9/25/2024	Completed	Johnson,	Je	Equitable Lead Hazard Abatement Program; Proactive Rental Inspection Program ; lead settlement; County of Santa Clara, et.al V. Atlantic Richfield Co., et.al																
45	EDDR_828	No	City Administrator's Of	7/1/2024	8/28/2024	24-9729			Davis, Mon	mdavis2@	8/28/2024	9/25/2024	Completed	duffey	police	vehicle acquisitions, fire vehicle acquisitions, vehicle purchase																
46	EDDR_932	No	City Administrator's Of	1/1/2022	#####	24-9767			Woo, Winn	wwoo@oal	9/3/2024	9/12/2024	Completed	Simmons,																		

