



## SF People & Pay Questions & Answers Related to COVID Vaccination Information

Created July 16, 2021

### 1. What is the SF People & Pay System used by the City?

The SF People & Pay system has been used by the City since 2012 to manage human resource, benefits, and payroll information for all departments and employees. Among the many processes the system is used to execute for the City, key processes include daily maintenance of job and personal information for about 36,000 active employees, bi-weekly employee payroll processing and net pay distribution in the order of \$90 million, and annual health benefits enrollment for about 70,000 active employees and retirees. “SF People & Pay” is used as a local branding name for the system, which was procured from Oracle Corporation as their PeopleSoft Human Capital Management (HCM) product. PeopleSoft HCM is a leading enterprise resource management system used by thousands of public and private sector organizations throughout the world, who use the same system to safely manage job and personal information for millions of employees around the globe.

### 2. What sensitive and protected data is stored in SF People & Pay?

The SF People & Pay system securely stores and protects millions of City data records for the human resource, benefits, and payroll functions. See Appendix A for a list of sensitive and protected data stored in SF People & Pay, officially classified as Level 3 and Level 4. The data classification level for each field follows the City’s Data Classification Standard, which can be referenced at <https://sf.gov/resource/2021/data-classification-standard>. The People & Pay system stores a lot of additional data classified at the lower Level 1 and Level 2, which are not included in Appendix A.

### 3. How does SF People & Pay protect data?

The City follows the US National Institute of Standards and Technology (NIST) Cybersecurity Framework to protect the SF People & Pay system including all stored data. The NIST Cybersecurity Framework includes the 5 key activities of Identify, Protect, Detect, Respond, and Recover. To describe data protections in place for SF People & Pay, the people, process, and technology tools related to the first 3 activities are described below:

**Identify:** Develop the organizational understanding to manage cybersecurity risk to systems, assets, data, and capabilities.

- *Annual User Audit:* An annual audit of departmental users of SF People & Pay is conducted to ensure only authorized employees have access to the system.
- *Interconnection Agreements:* All City departments sending or receiving data with the SF People & Pay system are required to complete an annual Interconnect Agreement which

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identifies the safeguards being taken to secure SF People & Pay data in their departmental systems.

**Protect:** Develop and implement the appropriate safeguards to ensure delivery of critical infrastructure services.

- *Awareness and Training:* The City provides an annual Cybersecurity training program to ensure employees and users of the SF People & Pay system understand fundamentals in protecting data.
- *Access Control:* Access to the SF People & Pay system is protected by a leading Identity & Access Management system that limits access to valid users and includes multi-factor authentication, which requires a 2<sup>nd</sup> level of validation upon login (e.g. via text message or email).
- *Role-Based Security:* Users of the SF People & Pay system are permitted to see only their own data and data related to their job function. Department HR staff are the only users permitted to see the vaccination data, and for only their own department employees. Department staff in other functions such as payroll, accounting, etc. do not have access to vaccination data.
- *Automated Sign-Out:* Users are automatically signed out of the system after a period of inactivity. This protects the system from prohibited use.
- *Maintenance:* System maintenance, including security patching, is conducted on a regular basis so the SF People & Pay system has the appropriate protections against cybersecurity threats.

**Detect:** Develop and implement the appropriate activities to identify the occurrence of a cybersecurity event.

- *Attack Detection and Monitoring:* The City has installed cyber alarms on the SF People & Pay system to detect and alert the City Cyber Defense team if a cyber-attack is detected. The City monitors cyber alerts, including alerts for SF People & Pay, 24/7/365 and takes actions to stop cyber attackers.

**4. Why was the SF People & Pay system chosen to collect COVID vaccination data for City employees?**

The SF People & Pay system has been used to successfully manage the City's human resource, benefits, and payroll information since 2012. The City has made significant investments to protect the data in SF People & Pay, including the implementation of many tools to ensure the activities to Identify, Protect, and Detect cybersecurity threats that are in place. Due to the successfully security protections and track record of the SF People & Pay system since 2012, along with the similar employee personal and health information already stored in the system, it was determined that the SF People & Pay system was the most secure and logical system to store the COVID vaccination information for all City employees.

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**Appendix A: Sensitive and Protected Data Stored in SF People & Pay**  
 Citywide Data Classification Standard – Definition of Data Class Levels

Data class	Description	Potential adverse impact
<b>Level 1</b> Public	Data available for public access or release.	None - Low
<b>Level 2</b> Internal Use	Data that is normal operating information, but is not proactively released to the public. Viewing and use is intended for employees; it could be made available Citywide or to specific employees in a department, division or business unit. Certain data may be made available to external parties upon their request.	Low
<b>Level 3</b> Sensitive	Data intended for release on a need-to-know basis. Data regulated by privacy laws or regulations or restricted by a regulatory agency or contract, grant, or other agreement terms and conditions.	Low - Moderate
<b>Level 4</b> Protected	Data that triggers requirement for notification to affected parties or public authorities in case of a security breach.	Moderate
<b>Level 5</b> Restricted	This data poses direct threats to human life or catastrophic loss of major assets and critical infrastructure (e.g. triggering lengthy periods of outages to critical processes or services for residents).* <i>*Before classifying data as Level 5 Restricted, you should speak with leadership in your department and the City's Chief Information Security Officer. Only in rare instances will data be classified at this level. For example, in the federal NIST guidance, homeland security, national defense and intelligence information is classified as "high" impact.</i>	High

Data in SF People & Pay at Level 3 & Higher

Data Field	Data Classification Level
Benefits - Attachments for: Licenses and Certifications	Level 4
Benefits - Benefit Program Enrollment	Level 4
Benefits - Benefit Rate Data	Level 4
Benefits - Benefits Billing	Level 4
Benefits - Benefits Comments	Level 4
Benefits - Benefits Financial Data	Level 4
Benefits - Dependent Demographic	Level 4
Benefits - Dependent Medicare	Level 4
Benefits - Dependent/Beneficiary Name	Level 4
Benefits - Disability Benefit Enrollment	Level 4
Benefits - Disability Information - Dependent Disability Type	Level 3
Benefits - Disability Information - Disability >=65%	Level 3
Benefits - Disability Information - Disability Description	Level 3
Benefits - Disability Information - Disable EPS (Employer)?	Level 3
Benefits - Disability Information - Disabled Dependent	Level 3
Benefits - Disability Information - Handicapped People Mutual Aid	Level 3
Benefits - Disability Information - Incapacitated	Level 3
Benefits - Disability Information - Reason of Disability Change	Level 3
Benefits - Disability Information - Retirement by Disability	Level 3
Benefits - Disability Information - Self Disabled	Level 3

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Benefits - Disability Information - Severe Disability	Level 3
Benefits - Disability Information - Severely Disabled Dependent	Level 3
Benefits - Disability Information - Spouse Disabled	Level 3
Benefits - Employee Medicare	Level 4
Benefits - FSA Benefit Enrollment	Level 4
Benefits - Health Benefits	Level 4
Benefits - Health Insurance Number - Health Insurance Card Number	Level 4
Benefits - Life Benefit Enrollment	Level 4
Benefits - Medical Details - Absence Reason	Level 3
Benefits - Medical Details - Actual Confinement Date	Level 3
Benefits - Medical Details - Discharge Reason	Level 3
Benefits - Medical Details - Expected Confinement Date	Level 3
Benefits - Medical Details - Injury/Illness Date	Level 3
Benefits - Medical Details - Last Workday before Sickness	Level 3
Benefits - Medical Details - Long-Term Illness	Level 3
Benefits - Medical Details - Maternity / Pregnancy Leave	Level 3
Benefits - Medical Details - Medical Ailment	Level 3
Benefits - Medical Details - Need Assistance	Level 3
Benefits - Medical Details - Sickness Type	Level 3
Benefits - Other Benefits Data	Level 4
Benefits - Provider and Plan Details - Current Hospital	Level 3
Benefits - Provider and Plan Details - Health Provider	Level 3
Benefits - Provider and Plan Details - Hospital Choice	Level 3
Benefits - Provider and Plan Details - Insurance Provider	Level 3
Benefits - Provider and Plan Details - Name of Hospital/Dispensary	Level 3
Benefits - Provider and Plan Details - Provider	Level 3
Benefits - Provider and Plan Details - Provider Code	Level 3
Benefits - Welfare Pension Insurance Number - Membership Number	Level 4
Payroll - Absence Management	Level 4
Payroll - Account Name - Destination Account Name	Level 4
Payroll - Account Name - Source Account Name	Level 4
Payroll - Account or Membership Number - Membership ID	Level 4
Payroll - Bank Account Number - Account ID	Level 4
Payroll - Bank Account Number - Bank Account #	Level 4
Payroll - Bank Account Number - Bank Branch ID	Level 4
Payroll - Bank Account Number - Bank ID	Level 4
Payroll - Bank Account Number - CLABE	Level 4
Payroll - Bank Account Number - Destination Account Number	Level 4
Payroll - Bank Account Number - Employee Account Number	Level 4
Payroll - Bank Account Number - International Bank Account Nbr	Level 4
Payroll - Bank Account Number - Perm. Retirement Account No.	Level 4
Payroll - Bank Account Number - Source Account Number	Level 4

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Payroll - Bank Account Number - Universal Account Number	Level 4
Payroll - Banking Attachment - Filename	Level 4
Payroll - Check Number	Level 3
Payroll - Court Information - Court	Level 3
Payroll - Court Information - Court Writ	Level 3
Payroll - Court Information - Source Court Name	Level 3
Payroll - Date or Time Since Last Increase	Level 3
Payroll - Deduction Calculations	Level 4
Payroll - Driver's License	Level 4
Payroll - EE Check YTD Balances	Level 4
Payroll - EE Direct Deposit distribution	Level 4
Payroll - EE Garnishment Balances	Level 4
Payroll - EE General Deduction	Level 4
Payroll - EE Payroll Data	Level 4
Payroll - EE Tax Distribution	Level 4
Payroll - Emergency Contact	Level 4
Payroll - Employee Payroll Deductions	Level 4
Payroll - Health Plan Enrollment and Beneficiary Level	Level 4
Payroll - Hire and Service Dates - Years of Service	Level 3
Payroll - HR Sal Admin Plan	Level 4
Payroll - Job or Military Grade - Employee Type	Level 3
Payroll - Job or Military Grade - Job Type	Level 3
Payroll - Job or Military Grade - Predefined Term of Contract	Level 3
Payroll - Judgement Details - Comments	Level 3
Payroll - Judgement Details - Garnishment Amount	Level 3
Payroll - Judgement Details - Garnishment Status and Date	Level 3
Payroll - Payee/Supplier Bank Account Data	Level 4
Payroll - Payroll	Level 4
Payroll - Payroll Employee Data	Level 4
Payroll - Pension and Retirement - Amount under Section 40(1)	Level 3
Payroll - Pension and Retirement - Contributions	Level 3
Payroll - Pension and Retirement - Initial Amount for Pension Pay	Level 3
Payroll - Pension and Retirement - Initial Amount Pension Bonus	Level 3
Payroll - Pension and Retirement - Multiple Year Pension Gross	Level 3
Payroll - Pension and Retirement - Mutual Fund Amount	Level 3
Payroll - Pension and Retirement - Pension	Level 3
Payroll - Pension and Retirement - Pension Ins Premium	Level 3
Payroll - Pension and Retirement - Retirement Income	Level 3
Payroll - Pension ID Number - Base Pension Number	Level 4
Payroll - Pension ID Number - Base Pension Number for Spouse	Level 4
Payroll - Pension Registration Number - Membership ID	Level 4
Payroll - Pension Registration Number - Pension Plan ID	Level 4

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Payroll - Performance Rating - Review Points	Level 3
Payroll - Position Management	Level 4
Payroll - Provider Bank's ABA Routing Number	Level 4
Payroll - Salary, Bonus, Stock - Additional Wages	Level 3
Payroll - Salary, Bonus, Stock - Amount for Termination	Level 3
Payroll - Salary, Bonus, Stock - Amount of Retroactive Pay	Level 3
Payroll - Salary, Bonus, Stock - Business Income	Level 3
Payroll - Salary, Bonus, Stock - Cash Fare	Level 3
Payroll - Salary, Bonus, Stock - Company	Level 3
Payroll - Salary, Bonus, Stock - Contribution Base	Level 3
Payroll - Salary, Bonus, Stock - Dependent Job	Level 3
Payroll - Salary, Bonus, Stock - Dividend Income	Level 3
Payroll - Salary, Bonus, Stock - Donation Amount	Level 3
Payroll - Salary, Bonus, Stock - Employee Contribution Rate	Level 3
Payroll - Salary, Bonus, Stock - First House Price	Level 3
Payroll - Salary, Bonus, Stock - First time home buyer expense	Level 3
Payroll - Salary, Bonus, Stock - Gross Income from Prior Employ	Level 3
Payroll - Salary, Bonus, Stock - Head of Household	Level 3
Payroll - Salary, Bonus, Stock - Home Mortgage Interest Amount	Level 3
Payroll - Salary, Bonus, Stock - In Kind Income	Level 3
Payroll - Salary, Bonus, Stock - Life Insurance Premium Amount	Level 3
Payroll - Salary, Bonus, Stock - Long Term Equity Fund Amount	Level 3
Payroll - Salary, Bonus, Stock - Misc Income	Level 3
Payroll - Salary, Bonus, Stock - Non-Cash Fare	Level 3
Payroll - Salary, Bonus, Stock - Number of Child for Allowance	Level 3
Payroll - Salary, Bonus, Stock - Number of Child for Education	Level 3
Payroll - Salary, Bonus, Stock - Other Income	Level 3
Payroll - Salary, Bonus, Stock - Payment Amount	Level 3
Payroll - Salary, Bonus, Stock - Pension Gross	Level 3
Payroll - Salary, Bonus, Stock - Purchase of goods or services	Level 3
Payroll - Salary, Bonus, Stock - Spouse ownership	Level 3
Payroll - Salary, Bonus, Stock - Spouse Status	Level 3
Payroll - Salary, Bonus, Stock - Spouse Total Income	Level 3
Payroll - Salary, Bonus, Stock - Stock Income	Level 3
Payroll - Salary, Bonus, Stock - Tax Rate	Level 3
Payroll - Salary, Bonus, Stock - Variable Income	Level 3
Payroll - Salary, Bonus, Stock - Withholding Tax	Level 3
Payroll - Stock Account Number - Bank Account	Level 4
Payroll - Tax Balances	Level 4
Payroll - Tax Registration Number - Recipient Number	Level 4
Payroll - Time and Labor	Level 4
Payroll - Unemployment Insurance Number - Insurance ID Number	Level 4

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Personnel - Accomplishments, Licenses and Certifications, Special Conditions	Level 4
Personnel - Affiliations - Political Party Donation	Level 3
Personnel - Affiliations - Religion	Level 3
Personnel - Affiliations - Religion Employee/Spouse	Level 3
Personnel - Affiliations - Union Fees	Level 3
Personnel - Biometric / Wellness Data	Level 4
Personnel - Birth Details and Age - Birthplace	Level 3
Personnel - Birth Details and Age - Expected Date of Birth	Level 3
Personnel - Birth Details and Age - Retirement Age	Level 3
Personnel - Citizenship and Immigration - Residential Status	Level 3
Personnel - Civil Identifier Number - Court Order ID	Level 4
Personnel - Civil Identifier Number - Garnish ID	Level 4
Personnel - Civil Identifier Number - Source Court ID	Level 4
Personnel - Date of Birth / Age	Level 4
Personnel - DSW ID	Level 3
Personnel - Gender	Level 4
Personnel - Gender, Lifestyle, and Preferences - Gender Override	Level 3
Personnel - Gender, Lifestyle, and Preferences - Language	Level 3
Personnel - Gender, Lifestyle, and Preferences - Language Code	Level 3
Personnel - Gender, Lifestyle, and Preferences - Sex	Level 3
Personnel - Home Address	Level 3
Personnel - Home City	Level 3
Personnel - Home Country	Level 3
Personnel - Home Phone	Level 3
Personnel - Home Postal Code	Level 3
Personnel - Home Region	Level 3
Personnel - Marital Status	Level 4
Personnel - Mobile Phone	Level 3
Personnel - National Identifier - AHV Nbr (NID)	Level 4
Personnel - National Identifier - NID	Level 4
Personnel - National Identifier - NIF Spouse	Level 4
Personnel - National Identifier - Payee Father ID Number	Level 4
Personnel - National Identifier - Payee Mother ID Number	Level 4
Personnel - National Identifier - Spouse Father ID Number	Level 4
Personnel - National Identifier - Spouse Mother ID Number	Level 4
Personnel - National Identifier - SSN	Level 4
Personnel - Nationality and Ethnicity - Foreigner	Level 3
Personnel - Nationality and Ethnicity - Nationality	Level 3
Personnel - Nationality and Ethnicity - Nationality Code	Level 3
Personnel - Nationality and Ethnicity - Nationality Key	Level 3
Personnel - Nationality and Ethnicity - Nationality/Territory Code	Level 3
Personnel - Personal Address - Address	Level 4

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Personnel - Personal Address - Address 2	Level 4
Personnel - Personal Address - Internal Address	Level 4
Personnel - Personal Address - Place From	Level 4
Personnel - Personal Address - W-2 Mailing Address	Level 4
Personnel - Personal Email	Level 3
Personnel - Personal Phone - External Phone Number	Level 4
Personnel - Personal Phone - Phone Number	Level 4
Personnel - Race / Ethnicity	Level 4
Personnel - Recipient or Payee Name - Recipient Name	Level 4
Personnel - Relationships - Flagged for IRS On	Level 3
Personnel - Relationships - Relationship to HOH	Level 3
Personnel - Social Security Number	Level 4
Personnel - Social Security Number - No Label	Level 4
Personnel - Social Security Number - Social Security Nbr Key	Level 4
Personnel - Spouse Name - Name of Spouse	Level 4
Personnel - Unclassified Name - Attorney Name	Level 3
Personnel - Unclassified Name - Father's / Husband's Name	Level 4
Personnel - Use of Paid / Unpaid Sick Leave (e.g., Workers' Compensation); Medical Leaves	Level 4
Personnel - Vaccination - Status	Level 4
Personnel - Vaccination - Vaccination Name	Level 4
Personnel - Vaccination - Date of 1st Vaccination	Level 4
Personnel - Vaccination - Date of 2nd Vaccination	Level 4
Personnel - Vaccination – Attachments for: Proof of Vaccination	Level 4