



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 18-03: Automated Process for CALNET, CGEN, or Cloud Exemption and/or Delegation Requests

ISSUE DATE:	July 2, 2018
ATTENTION:	All Customers
ACTION REQUESTED:	Use Automated Process
EFFECTIVE DATE:	July 2, 2018

Overview:

The California Department of Technology (CDT) is automating the submission process for the following delegation and exemption requests required of state Executive Branch entities (Gov. Code §11546.1(e)):

- **Telecommunications "General" Delegation** – Required to implement telecommunication services that are not available on CALNET contracts.
- **CALNET Service Delegation** – Required prior to acquiring CALNET services designated as "delegation required" in the contract service catalogs.
- **CALNET Service Exemption** – Required when a service that provides the exact or similar functionality is available on the CALNET contracts but an entity wishes to utilize a different source.
- **California State Government Enterprise Network (CGEN) Exemption** – Required when there is a compelling business need to use an alternative solution to CGEN.
- **Cloud Computing Policy Exemption** – Required when use of a cloud service solution is not feasible, or the required solution is not provided through CDT.

Non-Executive Branch entities are exempt from the delegation and exemption request process.

Reason for Change:

Currently, customers submit delegation and exemption requests manually to CDT. In an effort to streamline internal processing and shorten the response time on requests, CDT is automating the submissions through its IT Service Management system, "Remedy".

Action Requested:

Effective July 2, 2018, customers must submit a [Service Request](#) for CDT delegation and exemption for the above mentioned areas.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.

