



Awareness

Relationship Development

Education

One Technology Community



**Amy Tong**

California Department of Technology

# Purpose and Role of the AIO/ CIO

## **Agency Information Officer (AIO) Responsibilities (SAM 4815)**

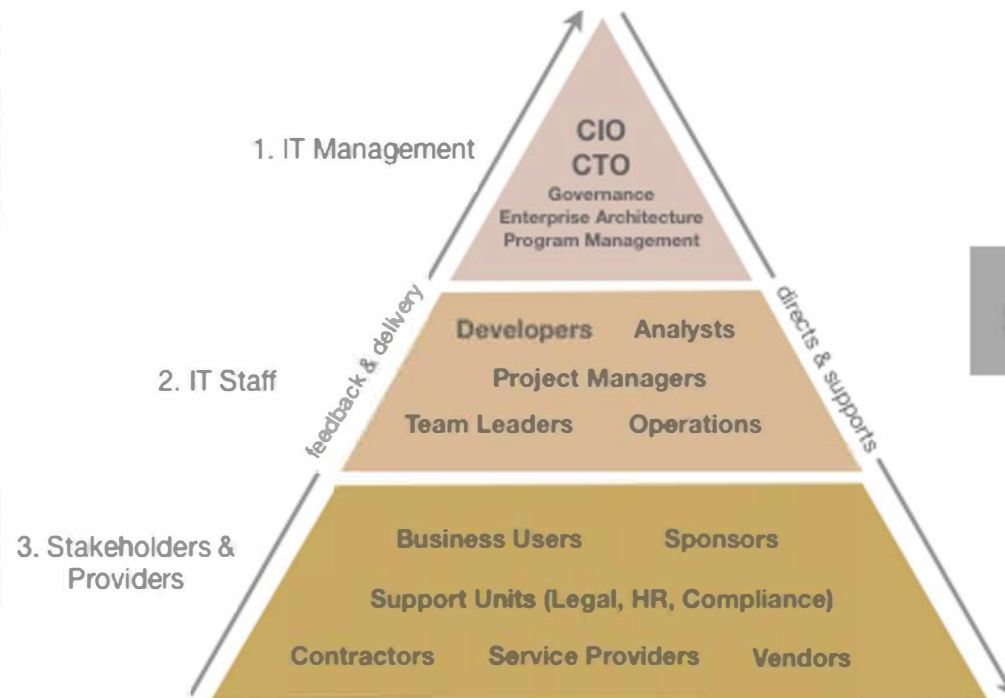
*Over see the management of IT assets, projects, data systems, infrastructure, services and telecommunications through the oversight and management of the CIO.*

## **Chief Information Officer (CIO) Responsibilities (SAM 4815)**

*Directly responsible for all IT activities within the state entity, including all systems, assets, projects, purchases and contracts, and will ensure state entity conformity with eh Agency Enterprise Architecture.*

# Old Model of IT

centralized hierarchical  
automation of business

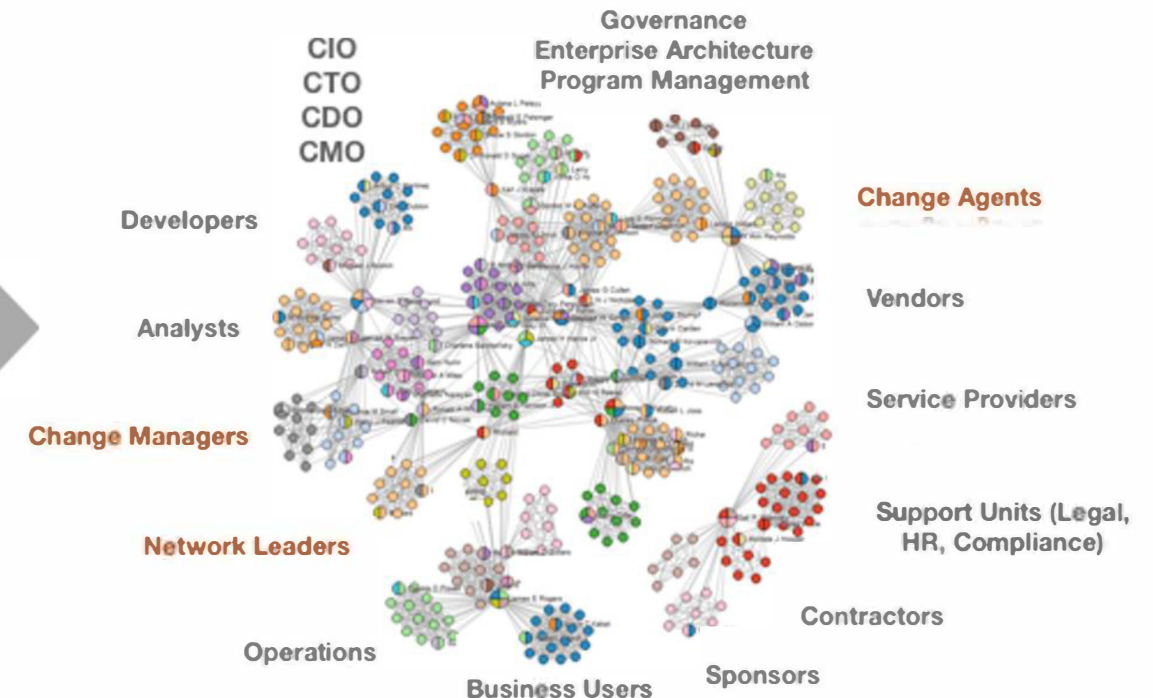


- Applies technology to what the business does today
- Good at maintaining status quo
- Focus on efficiency, economy of scale, continuity
- Well-defined processes designed for monolithic IT

shift

# New Model of IT

decentralized network enablement  
of digital transformation



- Explores how technology re-imagines the business
- Good at managing constant technology change
- Focus on responding to opportunities at scale
- Dynamic self-organizing processes for small IT in volume

**Erica Gonzales**

Department of Finance

# Key Partners

## Department of Finance

- IT Consulting Unit
- Fiscal Policies
  - Budget Letters
  - Critical Dates
- State's Annual Budget
  - Budget Development
  - Budget Enactment
  - Budget Administration
- Audits

# Key Partners

## Department of Finance

- Budget Change Proposals
  - Early Engagement
  - Key Relationships
  - Budget Deadlines
  - Project Documentation

# **Anthony Crawford**

California Department of Human  
Resources



# Key Partners

## Department of Human Resources

- Responsible for all issues related to:
  - Employee salaries and benefits
  - Bargaining
  - Job classifications
  - Civil rights
  - Training, examinations, workforce and succession planning, recruitment, and engagement

**Angela Shell**

Department of General Services

# Key Partners

## Department of General Services

- Serves as the business manager for the State of California. Providing a variety of services to state agencies including:
  - Real estate management and design
  - Professional printing
  - Administrative hearings
  - Legal services
  - Building standards
  - Guidance, oversight and direction on procurements
- Delegates purchasing authority

# Key Partners

## Department of General Services

- Establishes acquisition methods including:
  - Leveraged procurement agreements – CMAS, MSA, Cooperatives, Statewide, SLP
- Certifies Small Business and Disabled Veteran Business Enterprises
- Develops green purchasing policies through environmentally preferably purchases
- Trains state purchasing professionals through CalPCA



# **Panel Discussion**

## Open Dialogue and Q&A

**Chris Cruz**

California Department of Technology

# Key Partners

## Department of Technology

- Technology Services
- Information Security
- Project Delivery
- IT Project Procurement
- Digital Innovation
- Workforce Development

# *One digital government securely delivered by a dynamic workforce.*

## MISSION

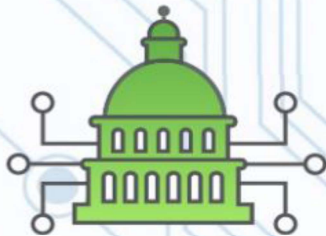
To support the delivery of services to the people of California through secure, effective and innovative technology solutions.

## PRINCIPLES

Strive for Simplicity ★ Put Customers Front and Center ★ Be Innovative  
★ Focus on Outcomes ★ Own it ★ Take a Statewide Perspective

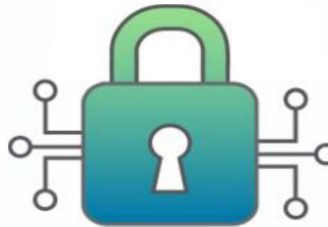
## GOALS

### Create One Digital Government



Increase customer satisfaction through improved responsiveness, efficiency, and effectiveness of government services.

### Ensure Secure Delivery



Advance the maturity of information security across California government.

### Build a Dynamic Workforce



Build a dynamic technology workforce that takes pride in delivering quality services and innovative solutions to their customers.



# OUR GUIDING PRINCIPLES

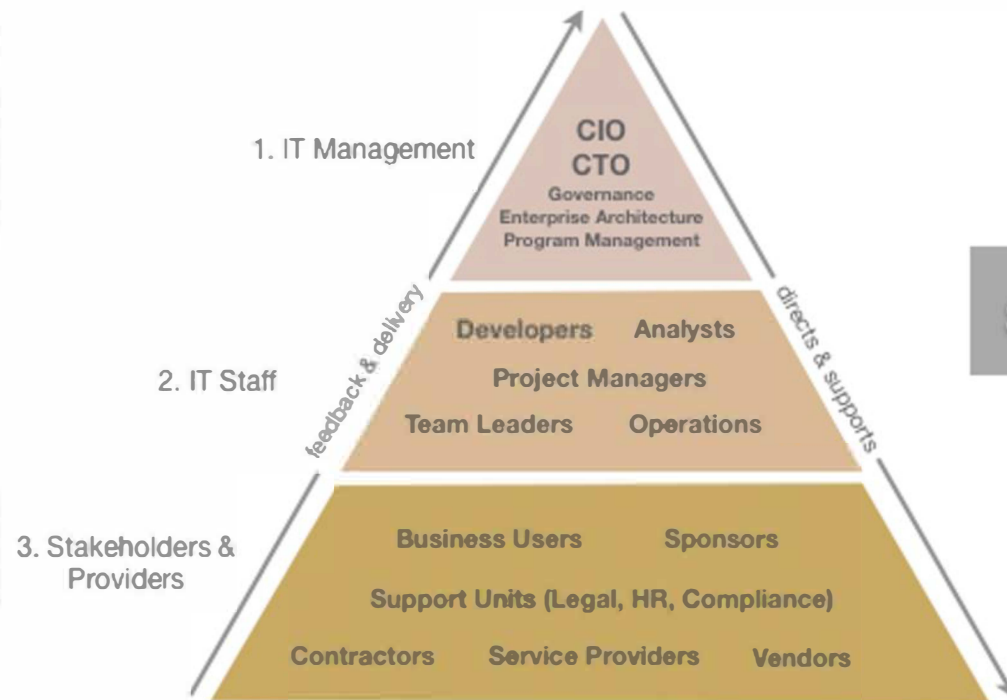
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- **Put Customers Front and Center**
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- **Focus on Outcomes**
- **Own It**
- **Take a Statewide Perspective**

# Technology Governance

- **ITEC:** Prioritize investments, enable strategies and encourage boundary less behavior
- **State Technology Advisory Councils:** Develop statewide initiatives and strategies in specific focus area that contribute to Vision 2020
- **Department Leaders:** Develop departmental technology strategic plans aligned with Vision 2020
- **Department of Technology:** Develop policy and provide cost effective, shared services that facilitate implementation

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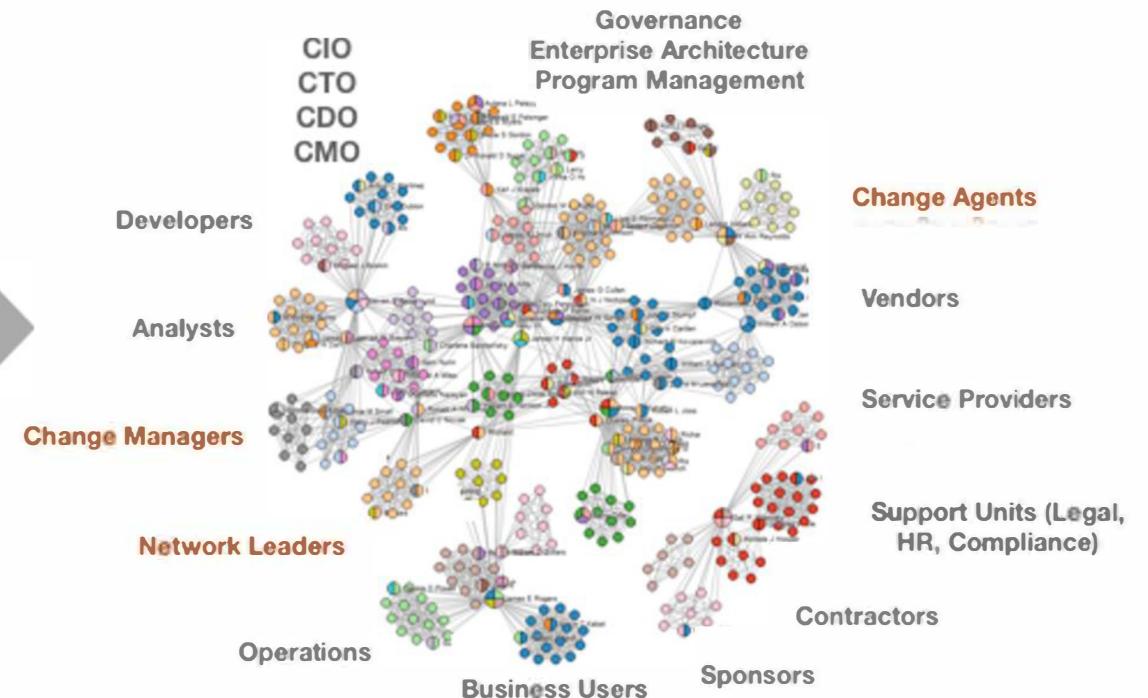


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# CDT Executives

Andrea Spears & Stephanie Tom

# State Technology Policy

*As the state's central organization for Information Technology (IT), the California Department of Technology is responsible for establishing and enforcing statewide IT policies, standards, instructions and guidelines regarding IT operations, security, project approval, procurement, enterprise architecture and oversight.*

## Important Resources:

- SAM / SIMM
- Technology Letters (TLs)

# State Technology Policy Process

## Inputs:

- Program area identifies need
- Legislation

## Outputs:

- SAM / SIMM
- Technology Letters (TLs)



# California Legislative Process

- Overview of the Legislative Process
- The role of the AIO & CIO in this process
- Why your perspective is important

# State Security

## Key Functions:

- Advisory Services
- Auditing Services
- Independent Security Assessment (ISA) Services
- Risk Management
- 24/7 Security Operations Center (SOC)



# Statewide Project Delivery

- Project Approval Lifecycle (PAL): [SIMM 19](#)
    - Four Stages
  - California Project Management Office (CA-PMO)
    - Services
    - Frameworks
- (The list of PAL proposed projects can be found [here](#).)
- California Independent Project Oversight: [SIMM 45](#)
    - On site CDT engagement for medium and high criticality projects
    - Deliverables
    - Meetings

# Statewide Procurement Process

## IT Project Procurement:

*The Statewide Technology Procurement (STP) conducts and oversees statewide Information Technology (IT) procurement related to IT projects.*

- Assistance with PAL activities including RFI, Market Research, etc.
- Conduct competitive procurement for IT Projects
- Negotiate complex and critical IT contracts

To obtain services or for any questions, contact:

[technologyprocurements@state.ca.gov](mailto:technologyprocurements@state.ca.gov)

# Statewide Procurement Process

## Telecom Procurement:

*STP conducts and oversees statewide Telecommunications acquisitions.*

- CalNET Procurement ([CalNET Program](#))
- Procurement of Emergency Communication Services
- Acquisition of Public Safety Communications
- Establishment of Wireless/Radio Communication Services contracts

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For all other IT Goods and Services, it can be found under: [DGS](#) Procurement Programs

# Statewide IT Workforce Development



California  
DEPARTMENT OF TECHNOLOGY

# Statewide Workforce Development

- Statewide Training Center
  - California Leadership Academy
  - California Lean Academy
- Workforce and Succession Planning Cohort Training
  - Workforce and Succession Planning Programs
- Statewide Employee Engagement Program



# Statewide Data Center Services

- The Statewide Data Center provides technology services to governmental entities
- Services are provided by CDT Staff and through public-private partnerships
- Overview of services ([www.cdt.ca.gov/services](http://www.cdt.ca.gov/services))  
Infrastructure & Platform, Network & Telecommunications, Software Services and Professional Services
- Questions related to CDT technology services should be directed to your assigned [Customer Engagement Account Lead](#)



# Statewide Digital Innovation

- Digital Services Innovation Academy (DSIA)
- Open Data Program
- Innovation Lab
- Code.CA.Gov

# Statewide Enterprise Architecture

## What is Enterprise Architecture (EA)?

- Why should you be aware? What are the benefits?
- Month Enterprise Architecture Community Meetings
- California Enterprise Architecture Framework

For more information, please visit the Department of Technology's Enterprise Architecture webpage at:

<https://cdt.ca.gov/services/enterprise-architecture/>



# Statewide Services & Reporting

- Office of Administrative Services (OAS)
  - Rate Structure, Cost Recovery
- Office of Governmental Affairs
  - Communications: One IT Community, Annual Reports, Statewide and National Surveys
  - Broadband and Digital Literacy: Elevate Statewide IT Utilization



# Panel Discussion

## Open Dialogue and Q&A