

**ASSISTANT EXECUTIVE OFFICER MATRIX
INFORMATION TECHNOLOGY SERVICES BRANCH
June 11, 2012**

Board Assignment Status

Assignment Date	Request / Subject	Due Date	Status / Completed Date

Item of Interest	Status / Completed Date
<p>CalPERS Business Intelligence</p>	<p>In the CalPERS 11-12 Business Plan Objective 1.3; it states: Develop pension, business partner, health care, and risk business intelligence data mart frameworks by leveraging the my CalPERS Enterprise Data Warehouse environment. The completion and rollout of the Pension System Resumption (PSR) will serve as a hallmark moment for CalPERS. The new service environment, enabled by what PSR gives us, for the first time, the ability to have a single and complete view of our Member, Employer, Pension, and Health Benefits data (a single version of truth). PSR allows us to capture how our members and other users are making decisions, where their interests lie, and what their needs are. Identifying and tracking these behaviors will allow us to design future services and optimize our future operations in manners that best serve our members. Business Intelligence and Analytics will provide the enhanced environmental tools and methodologies that our operations and strategy leadership can leverage to make real time decisions.</p> <p>The CalPERS Business Intelligence (BI) Initiative continues to progress on the work necessary to create an Enterprise Business Intelligence (BI) Service. The BI Initiative advanced through several streams of work, including the following:</p> <p>We are using the results of our focus groups meetings to prioritize future BI work and to determine common information and data requirements. Our BI Roadmap is on track to be completed by the end of June. This Roadmap will guide us in building and maturing our BI and analytical capabilities for the next several years.</p> <p>Business Intelligence Proof of Concept 3 is focused on providing CSS with myCalPERS workload/work queue information. This allows CSS to aggressively prioritize and reduce backlogs where they still may exist.</p>

IT Security Roadmap	<p>The Security Roadmap is a multi-year plan that will ensure CalPERS technology remains secure against the constantly changing landscape of threats. This Roadmap includes prioritized yearly initiatives and deliverables focused on implementing the latest preventative measures. In order to develop the roadmap, security control frameworks and industry-based security standards were used to ensure alignment with the security industry.</p> <p>The team has completed the development of an initial version of the Security Roadmap Program Management Plan. This plan addresses time, effort and cost associated with the 26 identified projects to be executed over the next 6-7 years. These projects have been separated into phases so that the organization can approve each phase, rather than the entire set of projects at once.</p> <p>The initial phase of the Security Roadmap addresses improvements related to improving several aspects of CalPERS information technology infrastructure that staff directly work on. Specifically, CalPERS security policies will be updated to address the most current knowledge on how to protect organizations. CalPERS will improve the ability to secure and manage mobile devices (tablet computers, smartphones, etc). CalPERS will complete the changes necessary to be in compliance with federal computer standards for desktop computers. Technology will be enhanced to prevent the introduction of malicious programs that could infect CalPERS computer systems. The projected cost of this phase is \$4.8 and is currently going through our budgeting process as the number one priority need for ITSB. We have also recently implemented two interim security solutions, FireEye and Splunk. FireEye is a network appliance to protect CalPERS from "malicious mobile code". Splunk allows better monitoring, reporting and analysis of the new my CalPERS access/usage log data. We are progressing well in preparation for hiring the new state staff and consultants in July 2012.</p>
Board Automation	<p>Our high level objective is to move CalPERS to a more efficient, highly secure, less labor intensive online system that reduces cost, dramatically reduces paper waste, and increases productivity of everyone involved in the board book process.</p> <p>With the assistance and guidance of small working group of four Board Members we have completed the implementation of our Phase I efforts. The Board support staff are proficient at loading the monthly Board materials into the Boardbooks software, 'portal'. Our Board Members and Executive team are fully using the iPad and Boardbooks to electronically access the meeting material. We continued our operational support for the solution by working closely with the Board support staff to track new Diligent (Boardbooks) software releases, and discuss/resolve any issues that come up.</p> <p>We are continuing our analysis of 'automating' the travel processes for Phase II....where it makes sense.</p>

<p>Enterprise Resource Planning (Financials, Human Resources, Procurement, etc.)</p>	<p>CalPERS Administrative Functions rely on a solid Enterprise Resource Planning (ERP) solution. Recently our Administrative Automation Initiatives Governance Team looked at several viable options for providing an ERP foundation for CalPERS. After consideration of the options, the Team determined that continuing to build upon the PeopleSoft ERP solution in place today provides the best value for CalPERS. With the strategic direction set, the Team focused on implementation plans for our top priorities: contract management, time & labor, form 700, recruitment and hiring, parking, and project support/program management. It is important to note that our enterprise ASB Strategy has an 8-10 year time frame and our Governance Team will continue to prioritize new work each FY.</p> <p>Three current and key initiatives in support for the ERP Strategy are detailed below.</p> <ul style="list-style-type: none"> • PeopleSoft Human Capital Management (HCM) Upgrade – This initiative, currently underway, is designed to move towards more efficient and effective operations within Human Resources by upgrading the existing PeopleSoft Human Resource Management System (HRMS). In completing this initiative, CalPERS will remove or reduce customizations to the existing system thus reducing cost of ownership and complexity, improve business processes, enhance system integration and automation, provide more opportunities for web based self-service transactions for staff, and go increasingly paperless with HR service request forms. Of particular note is implementation of the Time and Labor HCM module which will allow the paperless automation of monthly timesheet creation, submission, review and approval. The project requirements, design, and development for the HCM upgrade is in progress with an implementation date of Fall 2012. • Automation of HR Recruitment – This initiative, currently underway, is designed to significantly reduce the overall candidate selection timeline by implementing a Software as a Service (SaaS) solution with capabilities to provide self-service opportunities for applicants, as well as HRSD staff and CalPERS recruiting managers. The solution will provide flexible and customizable workflows, and extensive reporting capabilities to reduce time to establish eligibility, reduce time to fill, and increase efficiencies. The Request for Proposal to vendors for a SaaS solution was released and subsequent vendor demos were held and completed on February 27, 2012. We have selected the winning bidder, execution of the contract is planned by June 2012. However, the team believes they will achieve their Go-Live target date of mid-September 2012. • Personal Trading Policy Procurement – This initiative is to select and procure a vendor-provided solution that will facilitate the oversight and control of personal trading of investments for covered persons. The project will improve CalPERS' ability to support personal trading regulations, provide a comprehensive and timely review of personal trading activity for 'covered persons', develop automated reports, oversight, and compliance processes where possible, and provide 'covered persons' with clearly defined and audited processes that will assist them in avoiding potential conflicts of interest. The project is currently underway. A Request for Proposal (RFP) was released to vendors on January 27, 2012. The highest scoring bidder was selected on April 13, 2012 and contract approval is scheduled for early May 2012.
<p>Enterprise Content Management</p>	<p>The Enterprise Content Management project is underway. The Planning Phase completed mid-May, and the project team is currently working on the Assessment and Analysis Phase. Kiefer/Usability Org team interviewed 50 Subject Matter Experts (SMEs), and surveyed over 85 participants from the organization during the week of May 21-25. The project team is finalizing the initial assessment of the current Insider sites, content, navigation, and information architecture. Modernization implementation is targeted for Fall of 2012.</p>

Disaster Resiliency	<p>Web based email,Blackberry email, and email integration to iPads/iPhones was not successfully delivered from the EOC hot-site during this year's annual power down event over Memorial Day Weekend. The team learned valuable lessons about the complexity of Microsoft Exchange Failover/Switchover procedures and will be modifying their lab to test and perfect this complexity for future events and disaster recovery.</p> <p>The May DR event completed with several goals accomplished and areas of process improvement identified by EMC/Sungard. ITSB continues to develop the EOC hot-site and plan for more service replication and delivery from there, moving away from traditional cold-site DR services. ITSB is now targeting EOC hot-site replication of Sharepoint for the Phase 1 implementation of the Enterprise Content Management project, and should have these services available in early Fall of 2012.</p>
Contact Center Upgrade	<p>VoIP Update 40 ITSB pilot users have been rolled out and trained on the new systems. Walnut Creek RO is next in early June and then a large group of users from the Lincoln Plaza, and finally San Diego RO. Voicemail/Email integration is complete and new features are being turned up as they are piloted.</p> <p>Contact Center Upgrade - Phase I The vendor is engaged and completed requirements for IVR application migration. Physical environments are being built and application design and development is underway. The project has been working with the Call Centers on potential release/cutover dates for the upgraded system, and is targeting late October after Open Enrollment.</p>