

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

Board Assignment Status

| Assignment Date | Request / Subject | Due Date | Status / Completed Date |
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| Item of Interest | Status / Completed Date |
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| CalPERS Business Intelligence | <p>During the 2011-2012 Fiscal Year, CalPERS successfully executed a project that built an enterprise Business Intelligence program. As part of this accomplishment, CalPERS developed a roadmap that guides actions in the coming years. Now that the Business Intelligence program is established, it intends to support needs across CalPERS enterprise. During the 2012-2013 Fiscal Year, it is supporting CalPERS Business Plan Objectives, executing on various program needs and maturing foundational elements of the program.</p> <ul style="list-style-type: none"> • CalPERS 2012-2014 Business Plan Objectives – Six business objectives currently speak to requiring analytical support to further CalPERS goals. These business objectives seek to improve CalPERS ability to deliver customer service, influence retirement/health policy and plan design, enhance access to CalPERS information, build strength in using performance metrics to support decision-making and improve CalPERS financial processes. By fulfilling these business objectives, the Business Intelligence program will be aiding many internal customers – Customer Service & Support, Center for Innovation, Enterprise Risk Management, Enterprise Strategy and Performance and others. • CalPERS Business Program Support – Research using CalPERS data has become a key aspect of work in many program areas. As the organization requires analytical research, the Business Intelligence program supports those needs. In particular, CalPERS new Thought Leadership organization often responds to Executive needs, Public Records Act requests, and Legislative Hearings. In turn, Thought Leadership relies upon business intelligence to support them. In addition, as CalPERS Auditors transition to performing more audits on CalPERS employers, they will rely upon business intelligence to determine priorities. Last, the Business Intelligence program has begun delivering data focused aspects of CalPERS Comprehensive Annual Financial Report (CAFR). • Foundational Business Intelligence Efforts – In order to support the varied needs of the enterprise, the Business Intelligence program is reliant upon building strength in governing activities, business process, centralization of data/information, knowledge of CalPERS business and analytical technology. Currently, CalPERS is working to inaugurate its first business intelligence governance bodies and processes. |

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| IT Security Roadmap | <p>The Security Roadmap Program is an ongoing effort that will ensure CalPERS technology remains secure against the constantly changing landscape of threats. This Program includes prioritized yearly initiatives and deliverables focused on implementing the latest preventative measures.</p> <p>The initial phase of the Security Roadmap Program is underway and addresses improvements related to improving several aspects of CalPERS information technology infrastructure. 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. And, solutions will be implemented to prevent against sensitive/secure/private data getting into the wrong hands. The projected cost of this phase is \$4.8M</p> <p>Our Program Manager and three Project Managers have been hired. We are progressing well in hiring the new state staff. We held our CalPERS Security Roadmap Program Kick Off meeting on July 30,2012 and are working diligently to get our six project charters finalized by September 30, 2012.</p> |
| Enterprise Resource Planning (Financials, Human Resources, Procurement, etc.) | <p>CalPERS Administrative Functions rely on a solid Enterprise Resource Planning (ERP) solution. Last year, our Enterprise Resource Planning (ERP) 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 has built an ERP roadmap and started an ERP Program, that is aligned with our Enterprise needs.</p> <p>Three current and key initiatives in support for the ERP Program 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. Fourth quarter accomplishments include finalizing the development and testing for the HCM upgrade. The Time and Labor module has been moved to Phase II to align with CalPERS planned integration with SCO-MyCalPAYS in March 2013. • 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 Vendor/solution has been selected and implementation is planned for 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 contract has been signed with our selected vendor/solution and implementation planning is underway. |

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| Enterprise Content Management | <p>The Enterprise Content Management (ECM) project is currently finalizing the enterprise Information Architecture (Content Taxonomy). Upon completion, the project team will collaborate with the CalPERS UX team to conduct usability testing validating the designed information architecture. In parallel with these activities, the project team will begin facilitating the development of the governance policy, procedures, and organizational structures needed to support the continued development and maintenance of the new Intranet.</p> |
| Disaster Resiliency | <p>The Engineering and eMail teams are in the middle of building out the lab environment for Exchange (eMail), and a purchase order has been submitted to procure the necessary hardware to build out the infrastructure at our Emergency Operations Center (EOC) in Rancho Cordova. The project plan currently calls for eMail failover testing in the lab to run from late September to early November, and failover testing from Production to the EOC, shortly after, to prepare for the next Lincoln Plaza system-wide power down event in January, 2013.</p> <p>Two additional disaster recovery (DR) tests will be conducted this year with our DR business partners, EMC/SunGard. The first test on August 28-29, will be primarily an EMC/SunGard effort with limited validators from CalPERS, and is focused on EMC to exercise their equipment in New Jersey. The October DR test builds on previous DR tests, and will include recovery of PSR infrastructure. The DR team is working with EMC/SunGard to further the scope of the event and to mature the run-books used by EMC to bring our critical systems on-line.</p> |
| Contact Center Upgrade | <p>VoIP Update The team is still working with our VoIP integration vendor, finalizing the final deliverable for the Pilot phase, the Enterprise wide deployment plan. The project will be presenting this plan to ITSB management for approval, priority, funding and scheduling in early September. On September 15th, 100 staff will be moving into 400 R St, and all staff will be receiving VoIP phones. All equipment to support this move was funded by OSSD and has been received. ITSB will be installing network switches & infrastructure starting the week of August 27th. We are working with OSSD Space Planning and other IT staff on this effort.</p> <p>Contact Center Upgrade - Phase I The Production system environment is built. The integration vendor has provided as-built documentation and is using it to provide knowledge transfer to ITSB support staff. Interactive Voice Response (IVR) application development has two primary areas of work; call flow and code migration from the old platform. Call flow design is complete and a draft of the document is in the review/approval process. Application development/migration is underway and code reviews are being scheduled with ITSB senior developers. Genesys has completed the on-site discovery phase of the Call Center Business Process Review and Enhancement Opportunities study. Genesys call center experts met with CalPERS Call Center managers and staff, and is preparing a report that will be delivered in early September. Cutover to the new Genesys platform and IVR is still targeting late November.</p> |