

**ASSISTANT EXECUTIVE OFFICER MATRIX  
INFORMATION TECHNOLOGY SERVICES BRANCH  
October 15, 2012**

**Board Assignment Status**

Assignment Date	Request / Subject	Due Date	Status / Completed Date

Item of Interest	Status / Completed Date
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> <p><b>CalPERS 2012-2014 Business Plan Objective 2.1.B</b> – The Objective 2.1.B project team identified three tactical objectives and one strategic objective by prioritizing requests submitted by the partnered business divisions (Benefits Services, Customer Account Services, and Customer Service &amp; Outreach). The objectives are defined as follows.</p> <p><b>Strategic Objective – Member Life Cycle Interactions:</b> A complete view of member interactions during the benefit accumulation and distribution phases to forecast and trend key performance indicators across various member demographics.</p> <p><b>Tactical Objective 1</b> – Workflow Analytics: An operational/historical view into workflow levels for process improvement, efficiency, and trend analysis.</p> <p><b>Tactical Objective 2</b> – Customer Contact Analytics: Business insight into common customer inquiries across various communication channels.</p> <p><b>Tactical Objective 3</b> – Member Analytics: An in-depth analysis of member characteristics over time to establish historical patterns and forecast future trends.</p> <p><b>CalPERS Business Program Support</b> – The Business Intelligence program has continued supporting key business needs. It continues to aid in the response to Public Records Act requests that require querying CalPERS data. In addition, the Business Intelligence program delivered portions of the Comprehensive Annual Financial Report (CAFR) in support of the Actuarial Office during this quarter.</p>

<p>IT Security Roadmap</p>	<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>Several Security Roadmap Program Major Milestones Achieved in September:</p> <ul style="list-style-type: none"> <li>• Program Plan Framework Created</li> <li>• Program Kick-Off</li> <li>• Resourced &amp; On Boarded PMs</li> <li>• Identified resources for projects, and developed Project Teams</li> <li>• Program Charter Created &amp; Signed</li> <li>• Project Charter(s) Created &amp; Signed</li> <li>• Program Plans Created (Risk &amp; Issue Management Plan, Communications Management Plan, Cost Management Plan, Change Management Plan)</li> <li>• Baseline for projects created in Primavera</li> <li>• Created Tasks Force for Policy Adoption Process, Security Testing Requirements, Security Architecture (Topology Map)</li> <li>• Program Steering Committee Kick-Off</li> </ul>
<p>Enterprise Resource Planning (Financials, Human Resources, Procurement, etc.)</p>	<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> <p><b>PeopleSoft Human Capital Management (HCM) Upgrade</b> – The first phase of this initiative has successfully completed and went live on 9/30/12. On Monday October 1st, all CalPERS employees received access to the HCM Portal via single sign-on, which appeared as an icon on their desktop. They are able to view their biographical information and edit their emergency contacts directly on the HCM Portal. A company directory is also available on the HCM portal and they are able to view photos, reporting relationships, and organization information of other CalPERS staff. The employee photos on the company directory will display badge photos that are taken by Colliers International. In the coming weeks, Human Resources will work to upload photos of regional office staff. This second part of this initiative, currently underway, is designed to move towards more efficient and effective operations within Human Resources by implementing the Time and Labor HCM module which will allow the paperless automation of monthly timesheet creation, submission, review and approval. The Time and Labor module is currently being planned for delivery by 6/30/13.</p> <p><b>Automation of HR Recruitment</b> – This initiative has successfully completed and went live on 9/20/12. As you recall this solution is designed to significantly reduce the overall candidate selection timeline by implementing 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 provides flexible and customizable workflows, and extensive reporting capabilities to reduce time to establish eligibility, reduce time to fill, and increase efficiencies.</p> <p><b>Personal Trading Policy Procurement</b> – 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 and targeted for 12/1/12.</p>

<p>Enterprise Content Management</p>	<p>The ECM Project is progressing towards target the deployment of Phase 1 at the end of November – early December 2012. The project team is currently focused on the following major activities: completing the Usability Testing on the proposed Information Architecture; meeting with staff from PAOF, HRSD, and ITSB to finalize content and functionality of new intranet sites, pages, document libraries, etc.; and developing the new intranet Visual Design that incorporates the results of the CalPERS Branding Initiative.</p>
<p>Disaster Resiliency</p>	<p>The Exchange email team completed building the lab environment to fully test email failover as per Microsoft's documented procedures. A preliminary test of a switchover has been conducted with positive results. Additional Lab tests are scheduled in October. Before failover tests can be conducted, ITSB must first build out more Exchange mailbox infrastructure at the Emergency Operation Center (EOC) to mitigate fault tolerance risks there. Hardware has been purchased for the EOC and is in process of setup. EOC cut over tests are targeted to complete in January.</p> <p>Planning is being finalized for the second of two disaster recovery (DR) tests this year. The DR team is working with Unix Linux Server Unit, Enterprise Server Application Support Unit, Enterprise Network Services, Pension System Resumption , &amp; Database Administration to assure Runbooks are submitted and reviewed on time and in the correct format. The DR team is working with EMC/SunGard to finalize scope of the event, reviewing runbooks, mitigating equipment and technical challenges, and finalizing the communication plan. The DR test is targeted for the last week in October.</p>
<p>Contact Center Upgrade</p>	<p><b>VoIP Update</b></p> <p>VoIP phones were successfully deployed at Lincoln Plaza South to support the relocation of Audit Services (OFAS) and the Retirement Research and Planning Division (RRPD). The Enterprise-wide deployment plan has been completed. A phased expenditure plan for FY2012-2013 was prepared and submitted to ITSB management for review and approval. The project team is recommending migrating the remaining five regional offices (San Jose, Fresno, San Bernardino, Glendale, and Orange County) which will enable phone/video communications between CSOD management located at Lincoln Plaza and all the regional offices.</p> <p><b>Contact Center Upgrade – Phase 1</b></p> <p>Application coding for the new IVR and Softphone has been completed. User Acceptance Testing (UAT) has started and includes call center support teams and call center agents. Softphone training documentation was completed and provided to CSOD staff in preparation for agent training scheduled for the last two weeks in October. The go-live date is scheduled for Tuesday November 13, 2012.</p>