

**ASSISTANT EXECUTIVE OFFICER MATRIX  
INFORMATION TECHNOLOGY SERVICES BRANCH  
April 17, 2013**

**Board Assignment Status**

Assignment Date	Request / Subject	Due Date	Status / Completed Date
Item of Interest	Status / Completed Date		
Pension and Health Services	<p><b>My CalPERS</b> – The second milestone toward Final System Acceptance was met in December. The third milestone in Final System Acceptance was evaluated and accepted in March. The evaluation ensured all criteria and original project scope have been met. The contract with Accenture specifies several additional criteria to complete the Final System Acceptance. Those additional criteria are under review now. Subsequent to Final System Acceptance, Maintenance and Operations work, enhancements, and knowledge transfer will continue with CalPERS targeting full ownership of all maintenance activities in 2014.</p> <p><b>MSS</b> – The on-line retirement and direct deposit functionality launched in January 2013 and the team is working with Public Affairs to identify opportunities to begin to market the new self-service functionality. The next major function planned is on-line beneficiary designation, and is targeted for the summer.</p> <p><b>Contact Center Upgrade</b> – Phase 2 rollout originally scheduled for March 18, 2013 was cancelled due to a third party software integration issue. The project team has resolved the integration issue and completed both system testing and User Acceptance testing. The new rollout date is targeted for April 8, 2013.</p> <p><b>VoIP Update</b> – ITSB successfully implemented VoIP Phase I in the regional offices in San Jose, Fresno, San Bernardino, Glendale, and Orange County in February 2013. Phase II planning is in progress and will include all staff on the 3rd Floor of Lincoln Plaza West Building. The Target implementation date will start in May 2013.</p>		

<p>CalPERS Business Intelligence</p>	<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, however during the 2012-2013 Fiscal Year, we are primarily supporting CalPERS Business Plan Objective 7.6.</p> <p>CalPERS 2012-2014 Business Plan Objective 7.6 (originally 2.1.B) – The Objective 7.6 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> <ul style="list-style-type: none"> <li>• Strategic Objective – Member Life Cycle Interactions: A complete view of member interactions during the benefit accumulation and distribution phases to forecast and trend key performance indicators across various member demographics. (Delivery: 4th Quarter)</li> <li>• Tactical Objective 1 – Workflow Analytics: An operational/historical view into workflow levels for process improvement, efficiency, and trend analysis. (Delivery: 3rd Quarter)</li> <li>• Tactical Objective 2 – Customer Contact Analytics: Business insight into common customer inquiries across various communication channels. (Delivery: 3rd Quarter)</li> <li>• Tactical Objective 3 – Member Analytics: An in-depth analysis of member characteristics over time to establish historical patterns and forecast future trends. (Delivery: 3rd Quarter)</li> </ul> <p><b>Objective Progress</b> – All 3rd Quarter activities completed as expected and initial analytical capabilities and reports have been built for the tactical objectives defined above. Transactional data is currently flowing from multiple CalPERS systems (my CalPERS, PeopleSoft, CalPERS Education Center), being transformed into analytical data and subsequently stored in CalPERS data warehouse. The identified Key Performance Indicated (KPI) of addressing 80% of the identified analytical questions posed by key business partners was exceeded and concluded at 85.1%. This translates to 23 of 27 questions/reports being delivered. In addition, recommendations have been made on how to increase this KPI. The objective of the 4th Quarter is to deliver on the Strategic Objective defined above.</p> <p><b>CalPERS Business Program Support</b> – Separate from the Business Objective work, the Business Intelligence program continues to support key business needs by responding to daily incoming requests.</p> <p><b>Existing Workload &amp; Capacity</b> – The current Business Intelligence program was originally created by redirecting existing ITSB staff and funds. During the 12/13 fiscal year, three additional positions were added as part of sustaining my CalPERS. Currently all staff and consultants are working to deliver Business Objective 7.6. As time and capacity is available, staff addresses incoming day-to-day business requests which continue to grow.</p>
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<p>Enterprise Resource Planning (Financials, Human Resources, Procurement, etc.)</p>	<p>PeopleSoft Time &amp; Labor Implementation – This initiative is currently underway and 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 &amp; Labor implementation will be completed in three phases: Phase 1 will roll-out to a pilot group of users in April 2013; Phase 2 will follow the initial pilot with a focus on stabilization accomplished through iterative releases; Phase 3 will roll-out to the remaining enterprise in November 2013. The dry run completed on time and Customer Acceptance Testing (CAT) Cycle A is underway, beginning March 21st as scheduled. To date, the test team has passed close to 75% of the scripts. As defects are identified, the technical team is addressing fixes in order of priority making them available for retest quickly.</p> <p>PeopleSoft Financials 9.1 Upgrade – The current version of PeopleSoft Financials is no-longer supported by Oracle. The objective of this initiative is to upgrade PeopleSoft Financials to the most-current, supported version of Financials. The upgrade will provide CalPERS with a stable, supported platform that will allow implementation of future financials related ERP initiatives. The project team has successfully completed two iterations of upgrading and testing the PeopleSoft Financials’ development environment, which included integration with my CalPERS. Customer Acceptance Testing starts April 5, 2013 and the team will execute Dry Run activities April 19-29, 2013, which is a test run of production implementation tasks. Production implementation is scheduled for the weekend of May 10-12, 2013.</p>
<p>Enterprise Content Management</p>	<p>ECM Phase 1 was completed at the end of March with acceptance of the final project deliverable. Phase 2 planning began in late March with the development of a draft ECM Roadmap which will be presented to stakeholders for review in early April. The Roadmap will define overall timeline and strategy for governance, training, content management, collaboration, technology, security, information architecture and other considerations for long-term enterprise content management. Immediate focus will be to finalize the ECM roadmap, establish a governance body for enterprise content management, implement governance recommendations from Phase 1, define the schedule for Phase 2 activities, incorporate CalPERS business plan objectives related to ECM into the project schedule, and prioritize content migration for remaining divisions.</p>
<p>IT Security Roadmap</p>	<p>The Security Roadmap Program (SRP) is an ongoing multi-year 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 (Phase 1) of the SRP is underway and includes risk mitigations that improve several aspects of CalPERS information security 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 Phase 1 is \$4.8M.</p> <p>In March, the team completed the installation of the first set of security patches to the CalPERS desktop environment and began second set (rollout 2 of 3). We are wrapping up our work on the new security technologies for Data Loss Prevention and Mobile Device Management installed in test environments. We are working diligently to ensure the implementation of our information security enhancements have no impact to CalPERS ability to accomplish its work.</p> <p>The projected cost of Phase 2 is \$5.5M. This cost includes continuing two Phase 1 efforts, Data Loss Prevention, and Identity Management, both critical to keeping our member’s sensitive data secure.</p>

Disaster Resiliency	<p><b>Email Failover</b> Additional email servers have been installed at the Emergency Operation Center (EOC) to provide email services in the event the CalPERS data center becomes unavailable and during Lincoln Plaza Power Downs. Tests and simulations were successfully conducted on January 19th, 2013 and March 7th to demonstrate that email services can be transferred from CalPERS data center to the EOC in a timely and efficient manner both for regular (Outlook and Web) and handheld (Android, Blackberry, and iPhone).</p> <p><b>Disaster Recovery</b> CalPERS' Disaster Recovery team is actively preparing for the May 2013 exercise by conducting weekly meetings with key ITSB stakeholders and scheduling additional technical workshops to help ensure success. The Disaster Recovery Unit is also preparing a comprehensive communication plan that will provide details on areas of responsibility, coverage schedule and issue escalation process. The Exercise will address recovery and validation of Key CalPERS infrastructure components and systems, including My CalPERS.</p>
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