

CHIEF INFORMATION OFFICER MATRIX
INFORMATION TECHNOLOGY SERVICES BRANCH
October 20, 2015

Board Assignment Status

Program Name	Project Name	%	Major Accomplishments (This Reporting Period)	Business Benefit
<p>my CalPERS</p> <p><i>Description: The my CalPERS Functional Optimization Project is an effort to develop and implement prioritized functional optimization initiatives in support of the my CalPERS platform and infrastructure environment. These optimizations will be in addition to the existing maintenance and operation needs of the my CalPERS system. A partner vendor will work collaboratively with key CalPERS staff in the definition, development, and delivery of these optimizations.</i></p>	Functional Optimization	<p>100%</p> <p>Release 5.1 (Completed - 4/19/15)</p>	<p><u>Business Optimization (BO)</u></p> <ul style="list-style-type: none"> Release 5.1 implemented 4/19/15 which included the following functionalities: <ul style="list-style-type: none"> 1959 Survivor Risk Pools Automatic deposit of 1959 Survivor Employee contributions into the parent risk pools rather than the child risk pools Rate Plan Risk Pool Screen Allows maintenance of rate plan to risk pool associations by ACTO rather than requiring IT intervention Refine Health Forms High priority and complex health forms were refined to improve understanding of form language and insure appropriate text generated given trigger events Vendor Bank File Automation 	<ul style="list-style-type: none"> Establish a collaborative vendor partnership in order to deliver value in support of functional optimization initiatives for the my CalPERS system and infrastructure environment Expedition and improvement of services to all CalPERS customers, internal and external Continuous progress, quality, and performance measurement of functional optimization activities against success goals

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		100% Release 5.3 (Completed - 7/19/15)	<p>Automating the returned warrant and notice of change process between vendor bank and my CalPERs</p> <ul style="list-style-type: none"> • Release 5.3 implemented on 7/19/15 which included the following functionalities: <ul style="list-style-type: none"> ○ Expand Business Partner Summary Page <p>Enhancement to business partner summary page to provide the most frequently accessed information first and reduce the need to navigate for responses to customer inquiries</p> <ul style="list-style-type: none"> ○ Carrier Plan Setup Part 1 <p>Foundational changes to improve the data structure of health plan data to anticipate changes needed for Single Payer Medicare</p> <ul style="list-style-type: none"> ○ Disability Retirement Complete Package <p>Automate the disability retirement application process, especially the processes occurring due to cancellation</p> <ul style="list-style-type: none"> ○ Vendor Bank File Automation 	

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		<p>100%</p> <p>Release 5.4 (Completed - 8/29/15)</p>	<p>Part 2</p> <p>Implementation of automatic receipt of the file transfer from Vendor Bank, supporting the automated warrant returns</p> <ul style="list-style-type: none"> ○ Vendor Bank File Automation Part 3 <p>Implementing additional reporting required by Program, supporting the automated warrant returns</p> <ul style="list-style-type: none"> • Release 5.4 implemented 8/29/15 which included the following functionalities: <ul style="list-style-type: none"> ○ Enhance Participant Record Maintenance <p>Screens enhanced to allow online record corrections and reduce the dependence on individual Production Change Requests (PCRs) to correct member data</p> <ul style="list-style-type: none"> ○ Carrier Plan Setup Part 2 <p>System changes eliminate the creation of duplicate health plan data within the system allowing for more descriptive plan names</p>	

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			<p>on health benefit information</p> <p>Improvements in health plan data structure supports the CalPERS transition to a Single Payer Medicare Health Plan</p> <ul style="list-style-type: none"> ○ Expand Participant Summary Page <p>Enhancements to provide the most frequently accessed information first and reduce the need to navigate into the program area pages for responses to customer inquiries</p>	
		<p>80%</p> <p>Release 5.5 (On Target - Due 10/17/15)</p>	<ul style="list-style-type: none"> • Release 5.5 (Disability Retirement and Participant Summary enhancements) on target for implementation 10/17/15- testing is in progress 	
		<p>50%</p> <p>Release 5.5.1 (On Target - Due 11/7/15)</p>	<ul style="list-style-type: none"> • Release 5.5.1 (Health Open Enrollment adjustments) on target for implementation 11/7/15 	

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		100% Release 5.1.1 (Completed - 5/10/15)	<u>Technical Optimization (TO)</u> <ul style="list-style-type: none"> TO initiative to streamline workflow automation implemented 5/10/15 Preliminary analysis to identify data reporting gap phases completed 5/1/15 	
		30% Release 5.6 (On Target - Due 12/5/15)	<ul style="list-style-type: none"> Release 5.6 (Interest Payments, Internal Revenue Code 415, and Actuarial Reconciliation enhancements) is on target for implementation 12/6/15 Analysis for Reports Optimization deferred to align with program area initiatives; start date to be determined by 10/30/15 	
		20% SQAM RFP (On Target - Due 12/31/15)	<ul style="list-style-type: none"> Request for Proposal (RFP) for Software Quality Assurance and Measurement (SQAM) tool and evaluation of myCalPERS is on target for internal review by 10/15/15 External release date to be determined by 10/30/15 	

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my CalPERS <i>Description: The my CalPERS Process and Tools Optimization (PTO) project is a preliminary effort to the Functional Optimization Project. This effort will refine and optimize maintenance and operation activities and tools that support the my CalPERS system. These processes will be used for all future M&O activities, as well as all activities in support of the Functional Optimization project.</i>	Process and Tools Optimization (PTO)	100% FY 14-15 Implementation (Completed - 6/27/15) 100% Develop Roadmap 40% (On Target - Due 6/30/16)	<ul style="list-style-type: none"> Completed pilot Completed roadmap for implementing high-impact Process and Tools Optimization (PTO) FY 15-16 Implementation <ul style="list-style-type: none"> Optimized Change Advisory Board (CAB) approved on 8/27/15; initial meeting scheduled for 10/15/15 Formal Analysis phase for mid-sized enhancements will be introduced by 3/12/16 Project team is on target for meeting its FY 15-16 objectives, which includes: formal User Acceptance Test and Analysis phases, as well as optimized Change Advisory management 	<ul style="list-style-type: none"> Improve quality of my CalPERS changes and enhancements Improve productivity of my CalPERS resources Improve utilization of tools for tracking progress and performance Increase communications across ITSB in support of M&O activities

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Enterprise Content Management (ECM) <i>Description: The ECM project is a multi-year effort that includes content transition activities including training curriculum for content evaluation, user experience, information architecture, CalPERS Brand, Style, and SharePoint. In addition, the project improves the overall user experience and delivers information in an intuitive, searchable format.</i>	Inside CalPERS Content Transition	100% (Completed ahead of schedule - Due 12/31/15)	<ul style="list-style-type: none"> Project Completed 	<ul style="list-style-type: none"> Enhances consistency and quality of enterprise communication Improves operational efficiencies
	Website Usability Initiative	100% (Completed - 6/30/15)	<ul style="list-style-type: none"> Project Completed 	<ul style="list-style-type: none"> Improves customer experience/satisfaction with accessing CalPERS information Lowens operational costs by increasing percentage of customer self-service for informational requests Improves CalPERS Brand image
Disaster Resiliency <i>Description: Annually, the CalPERS Information Technology Services Branch updates the Technical Recovery Plan and conducts a Disaster Recovery Exercise to evaluate and improve our technical recovery readiness.</i>	Backup, Restoration, Archiving, and Disaster Recovery Services Request for Proposal (RFP)	90% (Behind Schedule - Due October)	<ul style="list-style-type: none"> The RFP is under review by the Legal Office 	<ul style="list-style-type: none"> Minimize business disruption and downtime Minimize financial impact Vital Records and information assets preservation Improve recovery capabilities for all critical systems

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	Disaster Recovery Testing	100% (Completed - 8/20/15)	<ul style="list-style-type: none"> ITSB, Investment Office staff, and CalPERS' disaster recovery vendor, EMC, successfully completed a full restoration and validation of the Automated Real Estate Investment System (AREIS) system within 24 hours; well within the target Recovery Time Objective (RTO) of 96 hours 	
Security Roadmap Program (SRP) <i>Description: The SRP is an ongoing multi-year effort that ensures CalPERS technology and information remains secure against the constantly changing landscape of threats. This program includes priorities, yearly initiatives and deliverables, focuses on implementing the latest preventative measures.</i>	* Network Access Control (NAC)	97% (Behind Schedule - Due 12/31/14 10/31/15)	<ul style="list-style-type: none"> Rollout of network access control software is complete for LPW, LPE, LPN, LPS (including INVO) EOC, Walnut Creek Regional Office, and West Sacramento are scheduled for installation on 10/31/15 	<ul style="list-style-type: none"> Reduces network outage and data breach risks by adding the ability to provision or block access to network services, (email, internet, file shares, etc.), based on role and compliance with enterprise security standards, patch levels, etc. Reduces manual processes by adding capability to automatically grant guest access and dynamic user provisioning (conference rooms) Improves network resiliency by increasing CalPERS monitoring capability and creating more reliable endpoint enforcement capabilities

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Security Roadmap Program (SRP)	* Enterprise Identity System(s) - Wave 1	100% (Completed - 6/30/15)	<ul style="list-style-type: none"> • Approved the enhanced enterprise user account governance model • Completed implementation plans • Completed Microsoft expert review 	<ul style="list-style-type: none"> • Reduces risks by increasing security of informational assets for members, business partners, and internal staff • Consolidates system identity profiles to provide more robust, enterprise level access controls • Increases business process efficiencies for managing user access and privileges
	* Enterprise Identity System(s) - Wave 2	10% (On Target - Due 12/31/16)	<ul style="list-style-type: none"> • Successfully completed design of the Technical architecture plan • Completed design of how PeopleSoft (Human Resources) and Active Directory (Enterprise User Account Directory) are going to stay in sync 	<ul style="list-style-type: none"> • Enhanced security of user identities and underlying data by reducing exposure of CalPERS credentials outside of the network through the use of federated single sign-on functionality • Increased staff productivity and IT quality of service to business through self-service password reset functionality • Increased performance, security, and accuracy of staff identity related data across the organization through the redesign of Active Directory redesign

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Security Roadmap Program (SRP)	* Data Loss Prevention (DLP) – Phase 2	100% (Completed – 6/30/15)	<ul style="list-style-type: none"> Completed remaining three production deployments for all users 	<ul style="list-style-type: none"> Reduces the risk of inadvertent or malicious disclosure of sensitive information Reduces the risk of high-profile losses of Personally Identifiable Information (PII) and Personal Health-related Information (PHI) Strengthens CalPERS protection of data by reducing the risk of sensitive data leaving the organization Reduces the risk of inadvertent or malicious disclosure of CalPERS sensitive information through the proper destruction of data stored on electronic media
Security Roadmap Program (SRP)	* Data Loss Prevention (DLP) - Phase 3	90% (Behind Schedule - Due 6/30/15 9/30/15)	<ul style="list-style-type: none"> Completed procedures for monitoring data in motion on our network Completed plans to conduct a pilot for monitoring data while in use 	

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Security Roadmap Program (SRP)	* Security Information and Event Management	100% (Completed - 6/30/15)	<ul style="list-style-type: none"> Completed Architecture Design Completed Integration Approach Strategy 	<ul style="list-style-type: none"> Reduces risk of gaps in security information and events by documenting requirements and business practices Strengthens CalPERS regulatory compliance by selecting and architecting a product solution to meet regulatory requirements Develops architecture plan and integration approach strategy to maximize effectiveness and risk reduction for production security information and events
Security Roadmap Program (SRP)	* Security Information and Event Management – Phase 2	10% (On Target - Due 6/30/16)	<ul style="list-style-type: none"> Developed project schedule, scope, and budget for this fiscal year Completed hardware and software installation 	<ul style="list-style-type: none"> Improve CalPERS regulatory compliance by reviewing existing process, library of reports, conducting gap analysis, and architecting solution to meet outstanding needs Introduce greater efficiencies in the CalPERS security information environment Improve security response measures to reduce the risk that compromised systems result in data loss or inappropriate access to data
Security Roadmap Program (SRP)	* Two-Factor Authentication	7% (Behind Schedule - Due 12/31/15)	<ul style="list-style-type: none"> Conducted IT stakeholder outreach, Business stakeholder outreach to gain awareness of project scope, and secure resource commitments 	<ul style="list-style-type: none"> Reduce risk by providing higher levels of Information Security assurance on information assets and resources Increases compliance with industry

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Business Intelligence (BI)	Financial Office Strategic Transformation Owned by Financial Office	75% (On Target - Due 6/30/16)	<ul style="list-style-type: none"> • Provided Data Retrieval and Mapping Analysis reports for the 2015 Comprehensive Annual Financial Reports (CAFR) • Received approval for all Public Employees' Retirement Fund query data 	<ul style="list-style-type: none"> • Develops and implements improved processes and data integrity • Provides accurate self-service management financial reports
Business Intelligence (BI)	Service Delivery Transformation Owned by Customer Service & Support	100% (Completed - 6/30/15)	<ul style="list-style-type: none"> • Provided final fiscal year monthly consolidated responses and summaries of surveys to support the Full Voice of the Customer Satisfaction initiative • Provided final fiscal year metrics on my CalPERS Member Self Service utilization 	Enhances business processes to achieve high-quality, timely, effective and efficient customer service delivery to members and employers
		25% (On Target - Due 6/30/16)	<ul style="list-style-type: none"> • Provided survey populations to mail and the results of September surveys to support the Full Voice of the Customer Satisfaction Initiative • Provided ongoing metrics on September my CalPERS Member Self Service utilization 	

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Business Intelligence (BI)	Strategic Measures Project (SMP) Owned by Enterprise Strategy & Performance Division (ESPD)	55% (On Target - Due 12/31/15)	<ul style="list-style-type: none"> Obtained approval from the Chief Investment Officer for the Investment Office Strategic Measure Dashboard mockup presented to the Board of Administration on September 15 Deployed Investment Strategic Measure Dashboard to production Enriched the dataset to support the Human Resource Strategic Measures dashboard 	<ul style="list-style-type: none"> Develops and implements strategic measures that utilize business intelligence tools Evaluates enterprise results and assesses effectiveness of the CalPERS 2012-2017 Strategic Plan Assists with the long-term strategic decision making and planning process
Business Intelligence (BI)	Workforce Strategic Plan Implementation Owned by CalPERS Diversity Outreach Program (CDOP)	100% (On Target - Due 10/1/15)	<ul style="list-style-type: none"> Provided Retirement Research and Planning Division with the demographic data of CalPERS membership and employees' ethnicity data to assist producing the Annual Diversity Report 	<ul style="list-style-type: none"> Develops talent management strategies that support diversity and inclusion Analyzes CalPERS workforce's characteristics for workforce planning, reporting purposes, and trend analysis

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