

CHIEF INFORMATION OFFICER MATRIX  
INFORMATION TECHNOLOGY SERVICES BRANCH  
February 2016

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 5.6 (Completed - 12/5/15)</p>	<p><b><u>Business Optimization</u></b></p> <ul style="list-style-type: none"> <li>Release 5.6 implemented 12/5/15 and included the following functionality: <ul style="list-style-type: none"> <li>Replacement Benefit Plan Calculations/Billing</li> <li>Enhance Internal Revenue Code IRC 415(b) calculations and billing, as well as allocations of replacement benefit plans to participating employers</li> <li>System, Financial, and Actuarial Reconciliation</li> <li>Streamline the automated reconciliation of member activity across CalPERS financial systems</li> <li>90-Day Period for Interest Payments</li> <li>Establish 90-day processing window prior to calculating potential interest payments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Establish a collaborative vendor partnership in order to deliver value in support of functional optimization initiatives for the my CalPERS system and infrastructure environment</li> <li>Expedition and improvement of services to all CalPERS customers, internal and external</li> <li>Continuous progress, quality, and performance measurement of functional optimization activities against success goals</li> </ul>

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		<p>100%</p> <p>Release 5.7 (Completed - 1/23/16)</p>	<ul style="list-style-type: none"> <li>○ Risk Pool Activity Report <ul style="list-style-type: none"> <li><i>Provide Risk Pool Financial Activity detail for Participant</i></li> <li><i>Record Maintenance changes</i></li> </ul> </li> <li>• Release 5.7 implemented 1/23/16 and included the following functionality: <ul style="list-style-type: none"> <li>○ Interest Payments <ul style="list-style-type: none"> <li><i>Create the capability to calculate and issue interest payments to members for refunds</i></li> </ul> </li> <li>○ Redesign Medicare Processes <ul style="list-style-type: none"> <li><i>Streamline the automated enrollment of eligible members in Medicare programs</i></li> </ul> </li> <li>○ Replacement Benefit Plan COLA Reporting <ul style="list-style-type: none"> <li><i>Enhance Internal Revenue Code IRC 415(b) Cost of Living Adjustments (COLA) reporting for replacement benefit plans</i></li> </ul> </li> </ul> </li> </ul>	
		<p>80%</p> <p>Release 5.8 (On Target – Due 3/12/16)</p>	<ul style="list-style-type: none"> <li>• Release 5.8 (Enhance Cost of Living Adjustment allocations for Internal Revenue Code 415(b) processing; Streamline Final Compensation Calculation; and Consolidate Participant Notes) on</li> </ul>	

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			target for implementation 3/12/16	
		40% Release TBD (On Target – Due 6/30/16)	<u>Technical Optimization</u> <ul style="list-style-type: none"> <li>• Reports Backlog Analysis completed 12/31/15</li> <li>• Revised completion of Reports Optimization Analysis to 2/19/16; date extended a month for additional stakeholder interviews</li> </ul>	
		20% Release TBD (On Target – Due 6/30/16)	<ul style="list-style-type: none"> <li>• Analysis of types and frequency of use of CalPERS business rules in my CalPERS launched on 11/2/15; anticipated completion 6/30/16</li> <li>• Development of a Custom Java Rules (CJR) Engine to replace IBM Rules Engine product began on 10/1/15; target date for first five (5) rule sets is 3/31/16</li> </ul>	
		40% SQAM RFP (Behind schedule – Due 12/31/15 3/31/16)	<ul style="list-style-type: none"> <li>• Request for Proposal (RFP) for Software Quality Assurance and Measurement (SQAM) tool and contracts review completed 1/8/16</li> <li>• Legal review in progress; anticipated completion 3/1/16</li> <li>• External release date for SQAM RFP targeted for 3/31/16</li> </ul>	

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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&amp;O activities, as well as all activities in support of the Functional Optimization project.</i>	Process and Tools Optimization (PTO)	50%  Analysis Enhancements (On Target - Due 6/30/16)   50%  FY 15-16 Objectives (On Target - Due 6/30/16)	<ul style="list-style-type: none"> <li>Analysis phase for Release 5.8 implemented 1/15/16</li> <li>Analysis phase lessons learned in progress; anticipated completion 3/12/16</li> </ul> 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"> <li>Improve quality of my CalPERS changes and enhancements</li> <li>Improve productivity of my CalPERS resources</li> <li>Improve utilization of tools for tracking progress and performance</li> <li>Increase communications across ITSB in support of M&amp;O activities</li> </ul>
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)   Technical Recovery Plan (TRP) Update	92%  (Behind Schedule - Due 12/31/15)   100%  (On Target – Due 1/15/16)	<ul style="list-style-type: none"> <li>RFP Phase 1 was released on December 10, 2015</li> <li>Received responses for RFP Phase 1- under review by OSSD and ITSB</li> </ul> <ul style="list-style-type: none"> <li>Annual update of TRP was completed on time and submitted to the California Information Security Office</li> </ul>	<ul style="list-style-type: none"> <li>Minimize business disruption and downtime</li> <li>Minimize financial impact</li> <li>Vital Records and information assets preservation</li> <li>Improve recovery capabilities for all critical systems</li> </ul>

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	Disaster Recovery Exercise (my CalPERS)	10%  (Behind Schedule - Due <del>2/29/16</del> New Date TBD)	<ul style="list-style-type: none"> <li>The Disaster Recovery Exercise has been postponed; ITSB and business partners are working to reschedule</li> </ul>	
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)	100%  (Completed – Due <del>12/31/14</del> 10/31/15)	<ul style="list-style-type: none"> <li>Rollout of network access control software is complete for Walnut Creek Regional Office and West Sacramento</li> <li>All items in-scope for the project have been completed</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Reduces manual processes by adding capability to automatically grant guest access and dynamic user provisioning (conference rooms)</li> <li>Improves network resiliency by increasing CalPERS monitoring capability and creating more reliable endpoint enforcement capabilities</li> </ul>

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Security Roadmap Program (SRP)	* Enterprise Identity System(s) - Wave 2	40%  (On Target - Due 12/31/16)	<ul style="list-style-type: none"> <li>• Approved updated Technical Architecture Plan by the Architecture Review Board</li> <li>• Completed production environment for Internal and Federated Single Sign On (SSO) implementations</li> <li>• Completed production Federated SSO with pilot service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Reduces risks by increasing security of informational assets for members, business partners, and internal staff</li> <li>• Consolidates system identity profiles to provide more robust, enterprise level access controls</li> <li>• Increases business process efficiencies for managing user access and privileges</li> <li>• 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</li> <li>• Increased staff productivity and IT quality of service to business through self-service password reset functionality</li> <li>• Increased performance, security, and accuracy of staff identity related data across the organization through the redesign of Active Directory redesign</li> </ul>

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Security Roadmap Program (SRP)	* Security Information and Event Management – Phase 2	65%  (On Target - Due 6/30/16)	<ul style="list-style-type: none"> <li>Activated the Enterprise Security Management function</li> <li>Completed the 1st phase of Security Information Event Management reports</li> <li>Initiated the addition of improved threat intelligence, advanced detection, and immediate threat response to the Security Information Event Management solution</li> </ul>	<ul style="list-style-type: none"> <li>Improve CalPERS regulatory compliance by reviewing existing process, library of reports, conducting gap analysis, and architecting solution to meet outstanding needs</li> <li>Introduce greater efficiencies in the CalPERS security information environment</li> <li>Improve security response measures to reduce the risk that compromised systems result in data loss or inappropriate access to data</li> </ul>
Security Roadmap Program (SRP)	* Two-Factor Authentication	100%  (Completed -12/31/15)	<ul style="list-style-type: none"> <li>Completed review of Deliverable to identify and document CalPERS' systems requiring two-factor authentication</li> <li>Collected remaining Business unit scope requirements</li> <li>Submitted documents for final approval</li> <li>Completed two-factor solution design recommendations</li> <li>All items in-scope for the project have been completed</li> </ul>	<ul style="list-style-type: none"> <li>Reduce risk by providing higher levels of Information Security assurance on information assets and resources</li> <li>Increases compliance with industry standards and practices Develops an architecture plan to maximize effectiveness and risk reduction for utilization of two-factor authentication technologies</li> </ul>
Business Intelligence (BI)  <i>Description: During the 2011-2012 Fiscal Year, CalPERS successfully executed a project that built an enterprise Business Intelligence program. The BI Program responds</i>	End-to-End Business Intelligence  Owned by Retirement	100%  Technical Assessment (Completed -12/31/15)	<ul style="list-style-type: none"> <li>Completed all deliverables; action plans developed for three alternative Business Intelligence strategies</li> </ul>	Enhances end-to-end services through the use of business intelligence by enhancing enterprise research, innovation and organizational performance

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<i>to daily, operational requests supporting CalPERS business. In addition, the 2013-2015 Business Plan contains three business objectives that are specifically leveraging BI and are part of Strategic Goal B – Cultivate a high performing, risk intelligent and innovative organization.</i>	Research & Planning Division			
Business Intelligence (BI)	Financial Office Strategic Transformation  Owned by Financial Office	92% (Data Retrieval and Mapping Analysis phase)  (On Target - Due 6/30/16)	<ul style="list-style-type: none"> <li>Prepared approach for publishing data as an on-demand service/report</li> </ul>	<ul style="list-style-type: none"> <li>Develops and implements improved processes and data integrity</li> <li>Provides accurate self-service management financial reports</li> </ul>
Business Intelligence (BI)	Service Delivery Transformation  Owned by Customer Service & Support	50%  (On Target - Due 6/30/16)	<ul style="list-style-type: none"> <li>Provided updated survey populations and results of December surveys to support the Full Voice of the Customer Satisfaction Initiative</li> <li>Provided ongoing metrics in December via 12 data and Public Record Act requests</li> </ul>	<ul style="list-style-type: none"> <li>Enhances business processes to achieve high-quality, timely, effective and efficient customer service delivery to members and employers</li> </ul>
Business Intelligence (BI)	Strategic Measures Project (SMP)  Owned by Enterprise Strategy & Performance Division (ESPD)	100%  (Completed - 12/1/15)	<ul style="list-style-type: none"> <li>All dashboards completed on schedule and presented to the Board in December</li> </ul>	<ul style="list-style-type: none"> <li>Develops and implements strategic measures that utilize business intelligence tools</li> <li>Evaluates enterprise results and assesses effectiveness of the CalPERS 2012-2017 Strategic Plan</li> <li>Assists with the long-term strategic decision making and planning process</li> </ul>

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