

CHIEF INFORMATION OFFICER MATRIX
INFORMATION TECHNOLOGY SERVICES BRANCH
April 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>	<p>Functional Optimization</p>	<p>100%</p> <p>Release 5.8 (Completed – 3/12/16)</p>	<p><u>Business Optimization</u></p> <ul style="list-style-type: none"> • Release 5.8 implemented 3/12/16 and included the following functionality: <ul style="list-style-type: none"> ○ Interest Payments <p><i>Complete preparations for calculation and issue of interest payments to members for refund (regulation is effective 4/1/16)</i></p> ○ Replacement Benefit Plan COLA <p><i>Enhance Internal Revenue Code IRC 415(b) calculations and billing to streamline Cost of Living Adjustment (COLA) additions to contribution amounts</i></p> <ul style="list-style-type: none"> ○ Medicare Redesign Refinements <p><i>Provide comprehensive notice information to members during Medicare enrollment process</i></p>	<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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<p>my CalPERS</p> <p><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></p>	<p>Process and Tools Optimization (PTO)</p>	<p>50%</p> <p>Analysis Enhancements (On Target - Due 6/30/16)</p> <p>70%</p> <p>FY 15-16 Objectives (On Target - Due 6/30/16)</p>	<ul style="list-style-type: none"> First Analysis phase for small enhancements completed 3/12/16 Lessons learned in progress; anticipated completion 4/15/16 (target date extended to include post-implementation feedback) Process refinements targeted for 6/30/16 <ul style="list-style-type: none"> 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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<p>Disaster Resiliency</p> <p><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></p>	<p>Backup, Restoration, Archiving, and Disaster Recovery Services Request for Proposal (RFP)</p> <p>Disaster Recovery Exercise (my CalPERS)</p>	<p>94%</p> <p>(Behind Schedule - Due 12/31/15 6/30/16)</p> <p>40%</p> <p>(Behind Schedule – Due 2/29/16 5/15/16)</p>	<ul style="list-style-type: none"> • Responses completed to proposers' questions received and pending Legal review • Addendum posted for clarifications • Received request for Confidential Discussion; will schedule accordingly • RFP Phase 2 proposal submission due on 4/19/2016 • Progress towards implementation of a refined strategy for restoring my CalPERS critical systems is currently underway 	<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
<p>Security Roadmap Program (SRP)</p> <p><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></p>	<p>* Enterprise Identity System-Wave 2</p>	<p>45%</p> <p>(On Target - Due 12/31/16)</p>	<ul style="list-style-type: none"> • Completed the implementation of a capability that will securely enable CalPERS staff to access Internet based systems (The Spark, etc.) without entering another UserID and password • Designed and conducted a Proof Of Concept (POC) for the Self-Service Password Reset capability • Created the charter for the Identity Access Management (IAM) Steering Committee that will oversee the usage and future enhancements to the CalPERS IAM solution; this will enable the UserID and password access to CalPERS systems to operate and mature in an orderly fashion that 	<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 • 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

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<p>Security Roadmap Program (SRP)</p>	<p>* Security Information and Event Management (SIEM) – Phase 2</p>	<p>75%</p> <p>(On Target - Due 6/30/16)</p>	<ul style="list-style-type: none"> Completed the implementation of an advanced detection and response solution that will identify sophisticated hacking activity and provide an immediate response Created methods to validate the completeness and integrity of the new proposed system of record prior to migration 	<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

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<p>Business Intelligence (BI)</p> <p><i>Description: During the 2011-2012 Fiscal Year, CalPERS successfully executed a project that built an enterprise Business Intelligence program. The BI Program responds 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></p>	<p>Financial Office Strategic Transformation</p> <p>Owned by Financial Office</p>	<p>95% (Data Retrieval and Mapping Analysis phase)</p> <p>(On Target - Due 6/30/16)</p>	<ul style="list-style-type: none"> Received final draft of business documentation from project team Documented rules for calculating metrics 	<ul style="list-style-type: none"> Develops and implements improved processes and data integrity Provides accurate self-service management financial reports
<p>Business Intelligence (BI)</p>	<p>Service Delivery Transformation</p> <p>Owned by Customer Service & Support</p>	<p>60%</p> <p>(On Target - Due 6/30/16)</p>	<ul style="list-style-type: none"> Provided updated survey populations and results of February surveys to support the Full Voice of the Customer Satisfaction Initiative Provided ongoing metrics in February via 17 data and Public Record Act requests 	<ul style="list-style-type: none"> Enhances business processes to achieve high-quality, timely, effective and efficient customer service delivery to members and employers
<p>Business Intelligence (BI)</p>	<p>Interaction Trend Dashboards</p> <p>Owned by the Customer Service and Outreach Division (CSOD)</p>	<p>100%</p> <p>(Completed – 3/30/2016)</p>	<ul style="list-style-type: none"> Revised and improved dashboards based on customer (CSOD) feedback and testing Drafted Phase I Dashboards 	<ul style="list-style-type: none"> Develops dashboards for CSOD to better manage Call Center and Regional Office operations Enhances CSOD service delivery by providing data to inform staffing and training decisions Provides direct access and analysis of Operational data that was otherwise unavailable or difficult to access

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