Finance and Administration Committee

Agenda Item 4d

September 20, 2016

Item Name: Quarterly Chief Information Officer IT Report

Program: Administration

Item Type: Information Consent

Executive Summary

ITSB is developing an IT Services Model that covers the entire range of necessary enterprise IT services for all of CalPERS. The IT Services Model includes Pension & Health services, Business Intelligence services (Analytics), Enterprise Resource Planning (ERP) services (Financials and Human Resources), Enterprise Content Management services, Security services and Disaster Resiliency services. This is a report on the development and implementation of these enterprise IT services.

Strategic Plan

All of these IT Services are direct enablers to the CalPERS 2012-2017 Strategic Plan and their enterprise classification creates a one-to-many benefit model where a single IT Service often satisfies multiple CalPERS Strategic Plan goals and objectives.

Goal A – Improve long-term pension and health benefit sustainability

ERP Financials are the way we measure all of our costs across all of our services and offers the necessary insights to CalPERS pension and health benefit performance. Business Intelligence provides the granular information that will benefit each public agency and our constituents with the latest trends and statistics that affect our benefit program sustainability.

Goal B – Cultivate a high-performing, risk-intelligent and innovative organization

Business Intelligence is a key strategic initiative under this goal, including Risk Intelligence. Pension & Health applications (my|CalPERS, Member Self-Service and Contact Center) are key customer service delivery vehicles that are going through significant improvement in order to meet this goal. ERP and Enterprise Content Management services are major contributions to increasing staff talent, efficiency and effectiveness in support of this goal.

Attachments
Attachment 1 – The attached matrix provides a status of various activities occurring within the Information Technology Services Branch.

_____
LIANA BAILEY-CRIMMINS
Chief Information Officer
Information Technology Services Branch

_____
DOUGLAS HOFFNER
Interim Chief Executive Officer