

CHIEF INFORMATION OFFICER MATRIX
INFORMATION TECHNOLOGY SERVICES BRANCH
September 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>60% On Target 12/30/17</p>	<p><u>Business Optimization</u></p> <ul style="list-style-type: none"> • Completed three releases. Highlights include: <ul style="list-style-type: none"> ○ Online health statements – members can now access health statements online, providing cost avoidance through member self-service ○ Enhance Tracking of Accounts Receivable – establish employer capability for identifying and correcting payroll and appointment discrepancies, providing cost avoidance through employer self-service ○ Final Compensation/Automated Compensation Review – recalculate final compensation pay rate without manual overrides for incorrect payroll postings, achieving operation efficiencies 	<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

*Technology projects that are in support of and/or mitigating “Top Risks” listed on the Enterprise Risk Management Committee (ERMC) dashboard

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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 Maintenance and Operations (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>100% Completed 6/30/16</p>	<ul style="list-style-type: none"> • Implemented several process and tools optimizations. Highlights include: <ul style="list-style-type: none"> ○ Cost Benefit Analysis – Quantify anticipated benefits for major enhancements, improved return on change investments ○ Responsibilities Matrix – Clarify blended team roles and responsibilities to avoid duplication and eliminate gaps, risk mitigation through clear accountabilities ○ User Acceptance Test – validate production value through advanced user testing, operational efficiencies through proven value ○ End to End Test Phase – trace the impact of enhancements on member’s and employer’s lifecycle events, proactive community outreach • Completed project on 6/30/16 	<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>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 cybersecurity threats. This program includes establishing priorities, yearly initiatives, and implementing cost effective cybersecurity defenses.</i></p>	<p>* Enterprise Identity System-Wave 2</p>	<p>100% Completed 6/30/16</p>	<ul style="list-style-type: none"> Implemented a secure self-service portal that allows CalPERS staff to reset their network password 	<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 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)	* Enterprise Identity System-Wave 3	30% On Target Due 6/30/17	<ul style="list-style-type: none"> Operationalized the Identity Access Management (IAM) program, which ensures staff have access to resources with the appropriate permissions 	<ul style="list-style-type: none"> Reduce costs by centralizing IAM across the Enterprise Increase the efficacy of access certification and compliance efforts for risk management Reduce IAM system complexity and increase overall solution sustainability Increase accuracy of user access requests Improve timeliness of authorized access to systems and data Improve identity lifecycle workload and process efficiencies
Security Roadmap Program (SRP)	* Security Information and Event Management (SIEM) – Phase 2	100% Completed 6/30/16	<ul style="list-style-type: none"> Implemented a centralized monitoring solution that detects malicious activity 	<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>100% Completed 6/30/16</p>	<ul style="list-style-type: none"> Automated the 2015/16 CalPERS Annual Financial Report (CAFR) extract to improve consistency and accuracy of delivery 	<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 (CSS)</p>	<p>100% Completed 6/30/16</p>	<ul style="list-style-type: none"> Delivered June Customer Survey data to CSS in support of the Customer Satisfaction Initiative, providing insight to overall customer service delivery 	<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>Customer Service Measures</p> <p>Owned by the Customer Service and Support branch (CSS)</p>	<p>45% On Hold 6/30/16 New due date pending CSS feedback</p>	<ul style="list-style-type: none"> Project on hold pending CSS realignment decisions; CSS requested a hold as business realignment could affect the path forward for CSS metric development 	<ul style="list-style-type: none"> Develops CSS metrics to inform Operational decisions Enhances reporting efficiencies by providing self-service data access

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<p>ITSB</p> <p><i>Description: Replace the Oracle Engineered System which reaches end of life in June 2016. Migrate critical business applications of PeopleSoft Financials, Business Intelligence & my CalPERS Identity and Access Management Systems.</i></p>	<p>Infrastructure Modernization (IME)</p>	<p>10% On Target 6/30/17</p>	<ul style="list-style-type: none"> • Built the new hardware environment • Documented migration procedures utilizing vendor expertise 	<ul style="list-style-type: none"> • Minimizes business disruption and downtime • Minimizes financial impact • Reduces hardware, software licensing & administrative costs

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