



Finance and Administration Committee Agenda Item 5d

February 14, 2017

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, Enterprise Resource Planning (ERP) services (Financials and Human Resources), Enterprise Content Management services, Security services and Disaster Resiliency services.

The Business Intelligence activities of Customer Service Measures and Pension Data Mart have been removed from this CIO Report. The Business Intelligence program launched in Fiscal Year 2011-2012 has become a core IT business function, providing on-going real-time metrics, analytics, and self-service dashboards to program areas throughout the enterprise. Current Business Intelligence customers include many branches within Customer Services and Supports (CSS), Benefit Programs Policy and Planning (BPPP), Financial Office (FINO) and the General Counsel Office (GSO). As Business Intelligence has become an operational and on-going program, we decided to remove it from the report.

This report addresses the development and implementation of IT services specified in the Formal Budget Request process that have external and enterprise focus and milestone dates.

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.

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

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.

BUDGET AND FISCAL IMPACTS

N/A

BENEFITS/RISKS

Each approved IT project has a separate list of benefits and risks.

Attachments

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

RON HURLE

Acting Chief Information Officer
Information Technology Services Branch

DOUGLAS HOFFNER

Deputy Executive Officer
Operations and Technology