

**ASSISTANT EXECUTIVE OFFICER MATRIX
INFORMATION TECHNOLOGY SERVICES BRANCH
February 20, 2013**

Board Assignment Status

Assignment Date	Request / Subject	Due Date	Status / Completed Date
Item of Interest	Status / Completed Date		
Pension and Health Services	<p>My CalPERS – The second milestone toward Final System Acceptance was met in December. Over the next three months, we will be closely monitoring and ensuring all criteria for the third and final milestone is met. The planned date for Final System Acceptance is March 31, 2013. Changes to my CalPERS for pension reform went into production on January 5, 2013. The changes included enrollment for new members, payroll processing changes for new members, and retirement formula updates. Over the next couple of months, additional pension reform changes will be made including implementation of pensionable compensation caps and new cost factors for service credit purchases for new members.</p> <p>MSS – The member self service team successfully launched CalPERS on-line retirement application on schedule on January 27, 2013, along with other new features, providing another alternative for our members to plan for and initiate this important life event. We look forward to building on this foundation to offer our members the capability to perform even more transactions on-line in the future. Other functionality in this release included Change Health Dependent, Add or Modify Direct Deposit, and additional enhancements to the Retirement Estimate Calculator.</p> <p>Contact Center Upgrade – Phase 2 – Phase 2 upgrade remains on schedule for March 2013 completion. Customer service agent skillset profiles and skill level requirements have been completed. Provisioning of new production and development environments to support agent skills based routing and enhanced reporting capability has been completed. The system technical design specification is currently in the final review process. A high level presentation from Genesys on the new enhanced reporting capabilities was provided to CalPERS staff.</p> <p>VoIP Update – All VoIP feature and functionality testing for the Pilot phase has been successfully validated and the Pilot project has officially closed. Phase 1 of the Enterprise migration targets the remaining remote regional offices (San Jose, Fresno, San Bernardino, Glendale, and Orange County). Target completion of Phase 1 has moved from January to February 2013, due to budget funding delays.</p>		

<p>CalPERS Business Intelligence</p>	<p>During the 2011-2012 Fiscal Year, CalPERS successfully executed a project that built an enterprise Business Intelligence program. As part of this accomplishment, CalPERS developed a roadmap that guides actions in the coming years. Now that the Business Intelligence program is established, it intends to support needs across CalPERS enterprise, however during the 2012-2013 Fiscal Year, we are primarily supporting CalPERS Business Plan Objective 7.6.</p> <p>CalPERS 2012-2014 Business Plan Objective 7.6 (originally 2.1.B) – The Objective 7.6 project team identified three tactical objectives and one strategic objective by prioritizing requests submitted by the partnered business divisions (Benefits Services, Customer Account Services, and Customer Service & Outreach). The objectives are defined as follows:</p> <ul style="list-style-type: none"> • Strategic Objective – Member Life Cycle Interactions: A complete view of member interactions during the benefit accumulation and distribution phases to forecast and trend key performance indicators across various member demographics. (Delivery: 4th Quarter) • Tactical Objective 1 – Workflow Analytics: An operational/historical view into workflow levels for process improvement, efficiency, and trend analysis. (Delivery: 3rd Quarter) • Tactical Objective 2 – Customer Contact Analytics: Business insight into common customer inquiries across various communication channels. (Delivery: 3rd Quarter) • Tactical Objective 3 – Member Analytics: An in-depth analysis of member characteristics over time to establish historical patterns and forecast future trends. (Delivery: 3rd Quarter) <p>Objective Progress – Requirements for key data marts that address the tactical objectives have been completed. Initial drafts of data models have been delivered. Key Performance Indicators (KPI) were developed, along with the associated baselines and targets. On-going refinement of the data models and design of the data transfer mechanics is currently underway. The solution to address the tactical objectives is on target to be delivered by the end of March. This solution is intended to address at least 80% of the identified analytical questions posed by key business experts.</p> <p>CalPERS Business Program Support – Separate from the Business Objective work, the Business Intelligence program continues to support key business needs by responding to daily incoming requests. In the current quarter, the Business Intelligence team will assist the implementation of Pension Reform by developing identified reports.</p> <p>Existing Workload & Capacity – The current Business Intelligence program was originally created by redirecting existing ITSB staff and funds. During the 12/13 fiscal year, three additional positions were added as part of sustaining my CalPERS. Currently all staff and consultants are working to deliver Business Objective 7.6. As time is available, staff addresses incoming day-to-day business requests. While availability varies, an approximate percentage of time spent on day-to-day business requests is 25% across the Business Intelligence program. Due to a high rate of incoming day-to-day requests, limited capacity within the Business Intelligence team and a priority on delivering Business Objective 7.6, a backlog of requests is building.</p>
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<p>Enterprise Resource Planning (Financials, Human Resources, Procurement, etc.)</p>	<p>CalPERS Administrative Functions rely on a solid Enterprise Resource Planning (ERP) solution. Last year, our Enterprise Resource Planning (ERP) Governance Team looked at several viable options for providing an ERP foundation for CalPERS. After consideration of the options, the Team determined that continuing to build upon the PeopleSoft ERP solution in place today provides the best value for CalPERS. With the strategic direction set, the Team has built an ERP roadmap and started an ERP Program that is aligned with our Enterprise needs.</p> <p>Current and key initiatives in support for the ERP Program are detailed below.</p> <ul style="list-style-type: none"> • PeopleSoft Time & Labor Implementation – This initiative is currently underway and is designed to move towards more efficient and effective operations within Human Resources by implementing the Time and Labor HCM module which will allow the paperless automation of monthly timesheet creation, submission, review and approval. We have received written approval from SCO to use the CLAS interface for sending/receiving leave usage and leave balance information. The Time & Labor implementation will be completed in three phases: Phase 1 will roll-out to a pilot group of users in May 2013; Phase 2 will follow the initial pilot with a focus on stabilization accomplished through iterative releases; Phase 3 will roll-out to the remaining enterprise in November 2013. • PeopleSoft Financials 9.1 Upgrade – This initiative is currently underway. The current version of PeopleSoft Financials, version 8.8, is no-longer supported by Oracle. The objective of this initiative is to upgrade PeopleSoft Financials to the most-current, supported version of Financials, version 9.1. This upgrade will provide us with a stable, supported platform that will allow us to implement future financial ERP initiatives. The development team continues work on the “initial pass” phase of the upgrade, while the functional area continues to perform system testing. During early February, the technical team will begin the first “test move to production” as the functional team continues in their testing efforts. Implementation is scheduled for June, 2013.
<p>Enterprise Content Management</p>	<p>The ECM Project Steering Committee approved a new deployment target for mid-February 2013, allowing adequate time to provide demos to executive staff. The site structure is now complete and the migration of content is near completion. Training of the pilot group is complete, providing the skills to support the new Intranet site structure, functionality, and Information Architecture to support streamlined content management for CalPERS staff. Phase 1 delivers a new look and feel, a dynamic and engaging home page, a plan for governance of the new site, the infrastructure for content management and business automation, and a new information architecture that emphasis task focused structure rather than reflecting the organization structure. Content from the Human Resources Division, Office of Public Affairs and the Information Technology Services Branch will be presented in a functionally-based navigation system. The initial launch will provide robust search capabilities, including an integrated search with the existing Insider content, allowing staff to easily find content as we continue to bring other divisions into the new intranet environment.</p>

<p>IT Security Roadmap</p>	<p>The Security Roadmap Program (SRP) is an ongoing multi-year effort that will ensure CalPERS technology remains secure against the constantly changing landscape of threats. This Program includes prioritized yearly initiatives and deliverables focused on implementing the latest preventative measures.</p> <p>The initial phase (Phase 1) of the SRP is underway and includes risk mitigations that improve several aspects of CalPERS information security infrastructure. Specifically, CalPERS security policies will be updated to address the most current knowledge on how to protect organizations. CalPERS will improve the ability to secure and manage mobile devices (tablet computers, smartphones, etc). CalPERS will complete the changes necessary to be in compliance with federal computer standards for desktop computers. Technology will be enhanced to prevent the introduction of malicious programs that could infect CalPERS computer systems. And, solutions will be implemented to prevent against sensitive/secure/private data getting into the wrong hands. The projected cost of Phase 1 is \$4.8M. After prolonged resource/skills gaps we have finally turned the corner and are again making progress. A number of our projects are currently in the yellow state (behind), but we are exploring steps to return our projects to green.</p> <p>In December and January the team finalized the procurement for our hardware/software needs in Phase 1, and those products are beginning to be received. There is much work to do, but we are anxious to begin implementing those security measures to decrease the information security vulnerabilities at CalPERS. A comprehensive communication plan is in the works to ensure that none of these security measures impact CalPERS ability to carry on its business activities.</p> <p>We presented our Phase 2 recommendations to the Enterprise Risk Management Committee on November 6th, and the Information Technology Governance Council on December 4th. The projected cost of Phase 2 is \$5.5M. This cost includes continuing 2 Phase 1 efforts, Data Loss Prevention, and Identity Management, both critical to keeping our member's sensitive data secure. We are awaiting the results of the Budget Office FBR reviews.</p>
<p>Disaster Resiliency</p>	<p>Disaster Resiliency: Email Failover Additional email servers are installed at the Emergency Operation Center (EOC) to provide the infrastructure to host email services when CalPERS data center becomes unavailable. Tests and simulations were conducted on January 19th, 2013 to demonstrate that email services can be transferred from CalPERS data center to the EOC in a timely and efficient manner.</p> <p>Disaster Recovery Exercise Our October 2012 DR exercise was cancelled due to storm Sandy that required reallocating SunGard resources to customers who declared actual emergencies. We are currently planning our next DR Exercise scheduled for May 2013. The May exercise will address recovery and validation of key CalPERS systems and a number of emerging technologies.</p>