Thoughts from the Director

By Carlos Ramos

Change is inevitable and, in my opinion, change is opportunity. Technology presents us with change each day and successfully implementing those changes tend to make us more successful in our individual business endeavors. Here at CalTech, we embrace change to provide IT solutions that enable the effective and efficient delivery of government services to the people of California.

Similarly, you’ve probably noticed CalTech has made some changes recently and that more are anticipated. In fact, as you’ll see, we’ve made a few changes to this newsletter. My goal is to provide you with information on the entire Department; the services we offer, the initiatives we’ve launched and the policies we’ve implemented.

Thus, in order to focus on all of the services CalTech offers, not just those through OTech, our Customer Delivery Division (CDD) now reports directly to me. This will allow our CDD team to better serve customers’ needs in the areas of project management, and consulting and planning.

Also, our California Project Management Office (CA-PMO) is beginning to take shape. Tamara Armstrong, formerly with the Fi$cal project, is now onboard as the Executive Director. With her leadership, the CA-PMO will provide project management services to customers needing assistance in implementing successful IT projects.

Finally, the California Information Security Office has established its pilot of the Security Audit Program to validate state department’s compliance with California’s security requirements. In less than a year, this program has been developed, staffed, evaluated and is currently engaged on audits with four departments.

Now for a teaser alert: If you rely on your mobile phone as much as I do, check back in with us May 5, 2015. We’ll be making a major announcement on social media channels. I’m excited to share what we’ve been working on.
Announcing CA Project Management Office Leaders

We are excited to announce the California Project Management Office (CA-PMO) leadership team. This office will provide project management services to state agencies managing IT projects. The CA-PMO will also work to develop a project management framework, standardize project templates, project tools, and a training curriculum and standards that all agencies can leverage.

Tamara Armstrong will lead the CA-PMO in the role of Executive Director. Tamara may be familiar to many, as she has been the Project Director for the FI$Cal project since 2011. Before that she was the State Controller’s Office Partner Business Executive dedicated to the FI$Cal project. Tamara’s career in State government has included key positions such as the Chief Information Security Officer at the Department of Child Support Services, IT manager at CalSTRS, and project manager at FTB. Tamara will be an excellent addition to the CalTech Executive team, and we look forward to her joining the CA-PMO on April 20, 2015.

Louise Amegin will join Tamara at the CA-PMO as the Assistant Director. Louise brings a wealth of experience as a leader and over 25 years of project management knowledge and experience. She has worked in both the public and private sector, in multiple departments and programs. Louise’s expertise in project management, performance management, change management, IT transformation and knowledge of procurement processes will be instrumental for effectively working with project teams, program executives and control agencies to achieve the CA-PMO vision. Louise also currently co-chairs the Performance Management Council, which is a self-chartered group of government and academic leaders who meet regularly to share best practices and provide expert guidance on project management, strategic planning, performance evaluation, metrics, as well as, techniques.

Organizational Change at CalTech

In a continuous effort to improve overall customer service at CalTech, some exciting organizational changes have been made. The Customer Delivery Division (CDD) was formerly comprised of the Account Management and Project Management branches, and reported to the OTech Assistant Chief. A recent organizational change was made to give customers the added convenience of a single point of contact on an enterprise level, for all CalTech services, not just data center services. Customers can now contact their Account Lead for any and all services (from data center services, to policy related questions, as well as project oversight activities and beyond). With this organizational change, Rolundia Mitchell, CDD Deputy Director, and the Account Management Branch, under the leadership of Julie Jensen, now report to the CalTech Chief Deputy Director of Operations. Since the Project Management Branch (PMB) offers project management consulting services for projects being hosted at OTech, PMB will remain within OTech. Under the leadership of Kami Dudley, PMB now reports to the OTech Assistant Chief. We believe these changes will enhance the customer experience.
Update on CalCloud Services

The California Cloud Initiative (CalCloud) is a portfolio of cloud services. Some of the services include Infrastructure as a Service (IaaS), Email, Service Management and Portfolio Management. Following is an update on some of our CalCloud services.

California Email Services (CES) 2 Procurement

By Marnell Voss, Statewide Technology Procurement Division Deputy Director

CES is CalTech’s CalCloud email solution. With the help of our customers in defining business requirements for the next CES contract, we were able to release an Invitation for Bid (IFB) early this year. Since we are still in the early stages of the procurement process, we can’t disclose much due to confidentiality requirements. However, we can report that we received the bids on March 2, 2015. The IFB evaluation team, comprised of representatives selected by the State’s Agency Information Officers, began reviewing the bids on March 3, 2015. We will keep you updated as we progress through this journey.

CalCloud IaaS Offering

By Neeraj Chauhan, CalCloud Project Director

CalCloud-IaaS has been live for nearly eight months and continues to experience growth; both in terms of customer base as well as services offered. Departments such as the State Controller’s Office and the Department of Food and Agriculture have production environments residing within CalCloud-IaaS while many more continue to onboard for testing and development. Recently we on-boarded our first local government agency, the City of Rohnert Park, and we continue to discuss CalCloud-IaaS opportunities with many other city, county, and local governments. CalCloud-IaaS plans to roll out its’ newest service offering, CalCloud-AIX, in Fall to late 2015, to complement the current OS offerings of CalCloud-Windows and CalCloud-Linux. Installation of the AIX hardware has been completed at both the Rancho Cordova Data Center as well as the CalCloud Disaster Recovery site in Vacaville, California. Planning efforts are underway with the Department of Child Support Services to be our first AIX customer.

New CalCloud Service Offering: Remedy onDemand

By Mike Fogarty, Operations Support Manager

CalCloud Remedy onDemand was recently launched as a new Vender Hosted Subscription Service (VHSS) offering. Customers can buy this service with or without OTech Remedy system management. Under the VHSS offering of Remedy onDemand, the hardware and software is supported by the vendor and resides at the vendor facility; no installation or support is required by OTech or the customer. Implementation and training services are available for an additional cost.

If your department is interested in obtaining any of these CalCloud services, please submit a Service Request. For questions regarding any of these services, please contact your Account Lead.
Pierce’s Disease (PD) is a fatal bacterial disease of grapevines that is spread by certain types of insects, such as leafhoppers. It has been present in California for more than 100 years and in the past has caused sizable losses to vineyards in localized “hotspot” areas of the state. Until recently, it did not pose a severe threat to the majority of regions where grapes are grown. This situation changed dramatically with the arrival of the glassy-winged sharpshooter (GWSS). Because of this insect, vineyards in traditionally safe growing regions are now at risk from the disease. Considering only grapes, the disease now threatens a crop production value of $4.45 billion and associated economic activity within California in excess of $61.5 billion. There is currently no known cure for PD, which is why CA Department of Food and Agriculture (CDFA) leads a longstanding, industry-supported program to help growers protect their vines from the disease and fund research to find solutions.

In 2014, CDFA’s Information Technology (IT) team was asked to modernize the platform that would enable the PD research community to share best practices, available grants, symposium proceedings and resources through a website application. Over a course of several months, the team developed and launched the new site on California’s new CalCloud Infrastructure environment.

Traditionally, CDFA IT would have to purchase equipment and software licensing to launch a new application website. Now, CDFA IT can issue a service request and get approval to proceed within the CalCloud software and launch a new virtual instance to their specifications. CalCloud Infrastructure is the future of managing server environments entrusting cloud deployment software to take care of the details. By allowing IT to focus on delivering business solutions, CDFA can bring developer speed to drive business value. The PiercesDisease.Org website is now online with CalCloud Infrastructure.

New Service Request System for Accessing CalTech Services

By Ellen Ishimoto, OTech Assistant Chief

CalTech’s Service Request Fulfillment (SRF) project will transition the customer service request process from the Customer Service System (CSS) to the BMC Remedy on Demand System. This evolution is well underway and we are happy to report the wonderful progress that has been made! To fulfill this mission, CalTech partnered with BMC and an External Customer Advisory team.

The SRF Project is using an iterative approach to develop and offer new service request (SR) types and increased functionality. This approach allows CalTech to re-engineer service fulfillment processes and fully utilize Remedy’s automated workflow capabilities.

CalTech is now using Remedy to create and process internal Service Requests. Later this spring we will pilot the new process with an external customer, and will fully deploy the system to the remaining customers after the pilot.

Training classes will be provided prior to the implementation. The new process will provide a significantly improved customer experience. We are excited about the improvements and hope you will be too! If you would like to know more about this effort or have questions or comments, please direct them to CIOSRM@state.ca.gov.
CalTech customers can now obtain Cyber Security Services provided by the CA Military Department’s Computer Network Defense (CND) team via the CalTech Service Catalog. The CND team offers assistance in developing comprehensive cyber security strategies to meet the specific business needs of government and critical infrastructure providers. The CND conducts an assessment of a customer’s network to help identify the overall security risk and improve compliance with the various security regulatory requirements imposed on agencies. Service categories include:

- Pre-incident cyber security services, such as: Vulnerability Assessments, Firewall Configuration and Compliance Analysis, Web Site Cross-Site Scripting and SQL Injection Analysis, Baseline System Hardening Analysis, and other cyber risk mitigation services.
- Cyber security project analysis and vulnerability assessment for government projects, and
- Cyber security coordination, information sharing, and knowledge transfer between government agencies, academia, and critical infrastructure providers.

In collaboration with CalTech, the CA Military Department will continue the effort to educate customers on cyber security and vulnerability assessment service. If you are interested in signing up for the service, please contact either your Account Lead, the CND directly at (916) 369-5003, or view posted information on the CalTech Service Catalog and at the Military Department - Computer Network Defense page. We would love to serve your security needs through this exciting new service offering!

CA Web Publishing Service Enters Pilot
By David Escobar, Web Services Section Manager

OTech is excited to enter the pilot phase for the CA Web Publishing Service. Discussions with the first two pilot customers are underway to plan the migration of their websites to the service. The pilot phase will last approximately two months.

Since our last newsletter update, significant progress has been made on key components of this future service. A vital feature of the service is the seamless adoption of the latest release of the State web template, which has been developed in parallel with CA Web Publishing. This allows us to include the new State web template into the service from the onset.

Content templates, customized for State publishing requirements, are integrated with the new State template that leverages the industry’s leading web technologies. This means your website will be highly responsive with a “mobile first” design that is both aesthetically pleasing and simple to use. All content will have semantic markup assigned. This assignment will allow search services to provide highlighted search results for your content. Additionally, this semantic markup will greatly enhance the ability of services like Siri, Google Now, and Cortana to leverage your web content when responding to questions of mobile users.

We continue to fine tune the CA Web Publishing system and its related support processes. A customer forum will be held April 29th, 9 a.m.-11 a.m. at the Lottery Commission Building.
The number of Commercial-off-the-shelf (COTS) software options has increased exponentially in recent years. A sister of COTS, the “SaaS” or Software-as-a-Service where the commercial solutions are made available over the web, with no hosting or installation required, has made these solutions even easier to implement technically. With the increased COTS and SaaS solutions available to quickly and efficiently meet the business needs of the State, the Department of Technology is working on new policy guidance which will allow state entities to acquire these services under certain circumstances, without completing the IT Project Stage Gate Process (previously known as the Feasibility Study Report (FSR)). For the approval of COTS and SaaS solutions to be delegated to state entities, it must meet a list of predefined criteria, which may include, but not limited to, the following conditions:

- The software is a COTS or SaaS solution delivered via the Cloud or via local hosting, and requires no installation of new hardware
- The software licenses or consulting service will be acquired through a leveraged purchasing agreement (e.g., CMAS or MSA) managed by DGS or through one of the Department of Technology’s master contracts
- No BCP is required to pay for the project consulting services or software license
- The total cost of the project is within the department’s existing delegated cost threshold (DCT) approved by CalTech
- The software has a single purpose use, is not mission critical, and used for internal purposes only
- The software will not exchange confidential or sensitive data with other systems (limited amount of File Transfer Protocol (data transfer) will be allowed as an exception)
- No significant data migration will be required to effectively use the software for its intended purpose

The policy guidance is forthcoming and will include a notification process to CalTech, prior to project initiation, and a declaration from the AIO and CIO that the project meets all of the specified conditions. Prior CalTech approval will not be required, but CalTech will maintain the information to monitor the extent and frequency of the use of the selected software. This information will in turn help other state entities which may have a need for a similar COTS or SaaS Solution.
The mission of the newly established Consulting and Planning Division (CPD) is to help technology projects be successful. The division focuses on areas of project management that California departments have found most challenging.

Our state staff have decades of experience in their respective disciplines related to California technology projects. They have a view into California's enterprise-wide issues, as well as industry best practices, and will provide hands-on assistance and mentorship to project teams. We can review your requirements before they are published, develop a data cleansing and migration plan, establish test procedures, and more. While proactive problem avoidance is the goal, our consultants will also assist projects to identify and implement best-option solutions to challenges that arise.

To discuss acquiring these services, please call Mary Winkley, CPD Director, at (916) 403-9614. She will meet with you to discuss the services her division can provide to assist with your project. You merely need to submit a Service Request to initiate the services. There is no time consuming procurement or Interagency Agreement paperwork, so you receive services quickly!

For more information, or to access plans, tools, and training materials developed by our experts, please contact your Account Lead or visit our website at http://www.cio.ca.gov/cpd. We look forward to helping you be successful!
Based on your feedback provided in the 2014 Customer Satisfaction Survey, and our ongoing effort to enhance our services, we have implemented various changes to our services and operations in an effort to improve your overall customer experience. Some of these changes include:

<table>
<thead>
<tr>
<th>Service</th>
<th>Improvement</th>
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<tbody>
<tr>
<td>Stage Gate Process</td>
<td>New guidelines are being developed to allow state entities to acquire COTS or SaaS software solutions under certain circumstances, without completing the IT Project Stage Gate Process (previously the Feasibility Study Report). The policy should be released within the next 60 days. See the full article on Page 6 of this newsletter.</td>
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<tr>
<td>Server Based Computing Services</td>
<td>Implemented a real-time customer feedback process, which will enable the team to address customer issues more quickly. For every 10th incident ticket, the section manager contacts the customer to inquire how the ticket was handled, and implements improvements when necessary.</td>
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<td>Network Services</td>
<td>The Statewide Telecommunications and Network Division (STND) has implemented a Service Request (SR) Governance process, which is designed to more quickly fulfill customer SRs and improve overall customer satisfaction.</td>
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<td>CalTABS</td>
<td>The CalTABS team is working with customers to improve features and reports, and to generate more detailed data for customers’ internal usage. Additional staff have also been assigned to monitor the CIO Billing mailbox to ensure more timely response to customer inquiries.</td>
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<tr>
<td>Communications</td>
<td>To simplify customer communications, the Service Change Notifications are now being sent via Service Desk Bulletins.</td>
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<tr>
<td>Service Requests</td>
<td>Based on customer feedback, customers will soon have the ability to submit all service requests via Remedy, and the Customer Service System will eventually retire. See the full article on Page 4 of this newsletter.</td>
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2014 Customer Satisfaction Survey Improvements

By Rolundia Mitchell, Customer Delivery Division Deputy Director

Based on your feedback provided in the 2014 Customer Satisfaction Survey, and our ongoing effort to enhance our services, we have implemented various changes to our services and operations in an effort to improve your overall customer experience. Some of these changes include:
Upcoming Customer Forums
Look for additional information, meeting invites, or registration opportunities coming soon. Please join the discussion!

<table>
<thead>
<tr>
<th>Forums</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>SQL</td>
<td>May 14, 2015</td>
<td>9 – 11 a.m.</td>
<td>Gold Camp, Isbell Room</td>
</tr>
<tr>
<td>Network</td>
<td>June 17, 2015</td>
<td>9 – 11 a.m.</td>
<td>Training and Education Center Rancho Cordova</td>
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Upcoming Training
CalTech’s Office of Professional Development (OPD) hosts a number of IT training classes, seminars and workforce development opportunities. Upcoming classes include:

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<tr>
<th>Category</th>
<th>Course</th>
<th>Dates</th>
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<tbody>
<tr>
<td>CA-PMM</td>
<td>PM Boot Camp (UC Davis Ext.)</td>
<td>May 18-22</td>
</tr>
<tr>
<td>Management</td>
<td>Management Perspective &amp; Budget</td>
<td>May 4, 7-8</td>
</tr>
<tr>
<td></td>
<td>DB2 Intern. Programming</td>
<td>May 11 – 14</td>
</tr>
<tr>
<td>Leadership</td>
<td>Project Academy</td>
<td>Check Event Calendar</td>
</tr>
<tr>
<td></td>
<td>IT Leadership Academy</td>
<td>9-month Program—see Event Calendar</td>
</tr>
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</table>

Additionally, other training is under development. Training focused on Business Process Modeling and Team Leadership for the Project Manager will be offered soon. Training designated for FY 2015/16 includes Agile/Scrum/ F5, Requirements Management, and Introduction/Overview classes for VMWare, Oracle, RedHat and JAVA. Stay tuned for additional information.

For more information, email training@state.ca.gov or visit our website at cio.ca.gov and search on Training or Workforce Development or Project Academy for presentations, videos and information.

CalTech’s Major Maintenance Schedule
Please see the CalTech Preventative Maintenance Windows Schedule for specific information about when maintenance is scheduled for CalTech services.

Need Help? Have a Question? Contact us…
The Customer Delivery Division is your gateway to CalTech services. If you have questions regarding items in this newsletter or if you need assistance with CalTech services, please contact your Account Lead.