

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

**A. GENERAL INFORMATION**

1. Date

8/24/2016

2. Department

Commission on Teacher Credentialing

3. Organizational Placement (Division/Branch/Office Name)

Administrative Services Division (ETSS)

4. CEA Position Title

Chief Information Officer

5. Summary of proposed position description and how it relates to the program's mission or purpose. (2-3 sentences)

The Commission on Teacher Credentialing (CTC) requests use of a CEA A position for its Chief Information Officer/Manager of the Enterprise Technology Services Section.

This position will be responsible for information security, network and server support, IT help desk and desktop support, web publishing, web applications, telecommunications, IT procurement and the applications manager and his applications staff. This position will also be the project director for all IT projects. This position will be the visionary for IT projects and purchases. As a manager this position provides staff supervision, administrative activities, and other miscellaneous activities. This position will be responsible for all of CTC's IT and is responsible for complying with all State SAM and SIMM regulations, and providing reports to the control agencies. The proposed CEA position will provide high-level policy design and oversight, overseeing CTC's IT operations and a complex IT environment of systems and personnel, providing crucial support and strategic direction needed to meet CTC's mission, goals and objectives. This position will be under the general direction of the Administrative Services Division Director (CEA B).

6. Reports to: (Class Title/Level)

CEA B, Director, Administrative Services

7. Relationship with Department Director (Select one)

- Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain):

8. Organizational Level (Select one)

- 1st
- 2nd
- 3rd
- 4th
- 5th (mega departments only - 17,001+ allocated positions)

## B. SUMMARY OF REQUEST

### 9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

This position will be CTC's Chief Information Officer and be responsible for managing and overseeing all of the Enterprise Technology Services Section(ETSS). This position is responsible for the following units: information security, IT purchasing, imaging and telecommunications, enterprise network (which includes server support and the IT help desk and desktop support), web systems and application, business analysis, operations and testing, and the Enterprise Applications Unit( EAU). EAU includes the enterprise web application support section, database administration section, data and dashboard support section and the statewide online support and analyst section.

This position will also be the project director for all IT projects. This position will be the visionary for IT projects and purchases. As a manager this position provides staff supervision, administrative activities, and other miscellaneous activities. This position will be responsible for all of CTC's IT and is responsible for complying with all State SAM and SIMM regulations, and providing reports to the control agencies. The proposed CEA position will provide high-level policy design and oversight, overseeing CTC's IT operations and a complex IT environment of systems and personnel, providing crucial support and strategic direction needed to meet CTC's mission, goals and objectives.

This position is responsible for ensuring that CTC's mission and objectives are met and supported. This means that systems like the mission critical enterprise wide credentialing automation system are available and running 99.9% of the time, which means virtually almost no down time. This system houses all of the credentialing data and disciplinary data on educators. The data is also available through the web via our CTC Online system, which this position is also responsible for. This position is also responsible to keep all of the Personable Identifiable Information (PII) secure and free from any data breaches.

The CIO must have an in depth understanding of all of CTC's business and IT systems in order to ensure that the systems meet the business mission and objectives, as well as stay stable and secure.

The CEA will lead the Commission's Information Technology Steering Committee (ITSC). The ITSC serves as an advisory board of the IT Section and a forum to create and monitor the Commission's IT goals. The ITSC provides guidance regarding business needs and delivery of technology services to best support Commission's mission and programs. The ITSC receives input from Commission's management to guide its operations and the delivery of IT services. The CEA will also serve as the principal IT liaison between other state, federal, and local agencies, as well as the general public, on major systems affecting CTC's stakeholders.

**B. SUMMARY OF REQUEST (continued)**

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- Program is directly related to department's primary mission and is critical to achieving the department's goals.
- Program is indirectly related to department's primary mission.
- Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: This position is mission critical to CTC, since this position is responsible for all CTC data systems and applications. Without this position overseeing information technology CTC would be at risk for not providing the technology necessary to meet the internal needs of the agency and the public needs of the over 300,000 teachers the agency credentials and interacts with each year.

**B. SUMMARY OF REQUEST (continued)**

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

Over time the Commission has increased its IT needs and support through several new complex applications, including:

- The Teacher Credentialing Service Improvement Project (TCSIP) - a highly complex highly modified customer relationship management system;
- The Credentialing Web Interface Project (CWIP) - a web facing application with over 1200 users and millions of public and confidential documents; and
- The Streamline and Strengthen the Accreditation Process (SSAP) project which has five IT projects within it and requires more expertise and staff to support. The SSAP project creates a mechanism for continuous improvement in the business program areas using data and data dashboards to make policy decisions. The CEA will be responsible for collecting, analyzing and reporting on data to make policy decisions. This position is critical in order for the ongoing success of the systems that was built by the SSAP project for using this data to make highly informed major policy decisions based on factual data quickly and efficiently.

Due to the implementation of these projects, highly developed senior level staff and an applications manager are required to support these systems. These systems house personal identifiable information and keeping them secure is of the up-most importance. This position oversees all of IT and is the responsible to ensuring these application systems stay secure.

This position now oversees 19 staff and currently 14 contractors, and information security, telecommunications, and CTC's IT project director have been added to the CIO's responsibility.

### **C. ROLE IN POLICY INFLUENCE**

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

This position is responsible for supporting all of CTC's primary business functions on Information Technology (IT). All of CTC's business functions require IT to build, maintain and support the systems for them.

1. One major example is that the Commission's credentialing system is a 70% paperless system for applications, and a 100% paperless solution for renewals of credentials. This means that the Commission's primary business of granting and renewing credentials is completely dependent on IT.

2. CTC's Division of Professional Practices uses an extensive IT system to manage, track and keep official records of all disciplinary actions of Educators.

3. CTC's Professional Services Division (PSD) is responsible for accreditation of educator programs, and IT is currently building a system for an approved project to Streamline and Strengthen the Accreditation Process (SSAP). This new IT system will greatly improve the efficiency in reviewing Institutes of Higher Education Accreditation programs.

4. The SSAP project creates a mechanism for continuous improvement in the business program areas using data and data dashboards to make policy decisions. As the project director and the director of IT the CEA will be responsible for collecting, analyzing and reporting on data to make policy decisions. This position is critical in order for the ongoing success of the systems that was built by the SSAP project for using this data to make highly informed major policy decisions based on factual data quickly and efficiently.

5. The CEA will be responsible for the development, establishment, and administration of all technology-related policy for Commission.

**C. ROLE IN POLICY INFLUENCE (continued)**

**13. What is the CEA position's scope and nature of decision-making authority?**

This position is the IT visionary for CTC and directs all IT plans for supporting current and future business mission, goals and objectives. This position approves all IT purchases and contracts. This position is one of the approvals needed for all IT related feasibility study reports, budget change proposals.

This position approves all IT documents required by control agencies such as the Risk Management and Privacy Program Compliance Certification (SIMM 5330-B).

This position is responsible for information security, IT purchasing, the imaging and telecommunications unit, the enterprise network unit (which includes server support and the IT help desk and desktop support), the web systems and application unit, the business analysis, operations and testing unit, and the Enterprise Applications Unit (EAU). EAU includes the enterprise web application support section, database administration section, data and dashboard support section and statewide online support and analyst section.

This position will also be the project director for all IT projects. This position will be the visionary for IT projects and purchases. As a manager this position provides staff supervision, administrative activities, and other miscellaneous activities. This position will be responsible for all of CTC's IT and is responsible for complying with all State SAM and SIMM regulations, and providing reports to the control agencies. The proposed CEA position will provide high-level policy design and oversight, overseeing CTC's IT operations and a complex IT environment of systems and personnel, providing crucial support and strategic direction needed to meet CTC's mission, goals and objectives.

**14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?**

The CEA will be responsible for the development, establishment, and administration of all technology-related policy for the Commission.

This CEA position is responsible for following, implementation and adherence to and interpreting State IT policy standards, instructions, and guidelines, SAM and SIMM policies and developing and maintaining department IT and IT security policies necessary to adhere to SAM and SIMM, Technology Letters, the State's IT Strategic Plan, IT-related Executive Orders, IT-related Budget Letters, IT related management memos, and related memorandums.

The CEA will oversee the creation and implementation of the IT strategic plan, ensuring the plan is consistent with statewide direction for IT, aligned with statewide policies in SAM and the SIMM, aligned with department and agency business strategies, responsive to all IT threats and weaknesses, adaptable to new technology and practices, and supportive of current and planned IT infrastructure.

Directs the development of IT project planning documents, including project charters and project governance processes for IT projects and related efforts. In developing IT projects, the CEA will ensure that IT investments drive program efficiency and effectiveness and improve the quality of government services, facilitate improvements to internal business processes, link IT investments to department priorities and business direction, enhance and promote enterprise data sharing, and provide the alignment of IT investments with enterprise architecture, consistent with the State's Project Management Body of Knowledge (PMBOK) manual.

The CEA will design, oversee, and ensure proper implementation and testing of the Commission's IT infrastructure and security systems. The CEA will oversee the Technology Recovery Plan, which articulates how Commission will recover if major IT systems are lost. The CEA will arrange testing and evaluation services, and ensure IT and the senior executive members of the Technology Recovery Plan team are able to meet their obligations when major systems are lost. Similarly, the CEA will oversee training and implement findings under AB 670, the recently-enacted measure requiring in-depth IT system security testing triennially. The CEA will also ensure that the confidential, sensitive, and personal identifying information is encrypted in accordance with SAM 5350.1 and SIMM 5305-A, and at the necessary level of encryption.