

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

9/22/2016

2. Department

Employment Development Department

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

Information Technology Branch

4. CEA Position Title

Chief, Application Services Division

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

Under the general direction of the Deputy Director, Information Technology Branch (ITB), the Chief, Application Services Division (ASD), plans, organizes, directs, and evaluates the activities of over 110 staff. The Division Chief is responsible for policy development and the development and implementation of major Employment Development Department (EDD) IT application integration projects.

6. Reports to: (Class Title/Level)

Deputy Director, Information Technology Branch (CEA C)

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.

Under the general direction of the Deputy Director, Information Technology Branch (ITB), the Chief, Application Services Division (ASD), plans, organizes, directs, and evaluates the activities of over 110 staff. The Division Chief is responsible for policy development, and the development and implementation of major Employment Development Department (EDD) IT application integration projects. The Division Chief is responsible for formulating policy and adopting processes related to application development and maintenance.

Functions of the Division are carried out through management of application and project portfolios. The application portfolio is managed to provide maintenance services that keep applications operating to their original business function, repair errors, and upgrade code to current approved standards of language, operating and database versions through non-negotiable resources. Negotiable resources provide continuous improvement to systems in the application portfolio. The project portfolio is managed to deliver projects on time, within budget, and to the approved scope of the project.

The Division Chief:

Participates in the Department's IT Governance Council. The council is responsible for: (1) evaluating, approving, and monitoring IT projects and (2) recommending approval or disapproval of IT policy and/or architecture direction and the overall use of IT resources. The Division Chief is responsible for representing the needs of ASD, but keeping the needs of the Enterprise as the primary advisor in the policy and decision making process.

Coordinates with the Application Services Division, Production Services Division, Product Development Division, and the Technology Governance Division, to migrate newly developed programs into full production.

Contributes toward the growth of the IT Branch into a customer-focused service organization by following Branch cultural principles, and by providing constructive feedback to others within the Branch regarding the application of those principles.

Recommends, develops, and implements IT policy for the design, development and ongoing maintenance of the major automated Departmental service delivery systems.

Plans, organizes, and directs the development and implementation of EDD's application development and application support activities, which includes the development and implementation of sensitive and complex IT policies and procedures that support all of the Department's major programs - Unemployment Insurance, Disability Insurance, Tax Collection, and Workforce Services. Ensures cohesive and timely project implementation and continually evaluates processes for future policy and procedural revisions.

In partnership with the other ITB Divisions, plans, develops, and implements IT solutions for the Department. The ASD has principal responsibility with the program organization for project implementation until the system is stable.

Plans, organizes, and directs the maintenance and enhancement efforts of the Department's mission critical systems via the Applications Portfolio, including the necessary cost and resource information to help EDD programs manage their IT investments.

Ensures ASD staff participation in the development, adherence, and modification of the Department's Enterprise Architecture (EA) and keeps the EA evolving for the purpose of the ITB's succession planning direction.

Ensures that his/her Senior Management Team follow the ITB Cultural Principals by completing an Individual Development Plan or Leadership Development Plan annually for each direct report.

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: The EDD's mission is to enhance California's economic growth and prosperity by collaboratively delivering valuable and innovative services to meet the evolving needs of employers, workers, and job seekers. The EDD connects employers with job seekers, administers the Unemployment Insurance, Disability Insurance, and Paid Family Leave programs, and provides employment and training programs under the federal Workforce Innovation and Opportunity Act. Additionally, the EDD collects various employment payroll taxes including the personal income tax, and collects and provides comprehensive economic, occupational, and socio-demographic labor market information concerning California's workforce.

The Information Technology Branch (ITB) plays a supporting role in achieving the Department's mission. The ITB is responsible for developing and delivering services that meet the evolving needs of employers, workers and job seekers by recommending and implementing information technology solutions to support the Department's customer base.

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.

The EDD is returning to its previous reporting structure that utilized CEAs versus the current structure that utilizes DPM IVs. The use of CEAs would provide additional flexibility to improve the Department's ability to recruit and retain candidates with a skill set commensurate with the complexity of EDD's IT systems.

While the positions would maintain the same areas of responsibility and supervise the same staff as they do currently, the ITB governance council responsibility will shift back to the CEAs.

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.

The Chief over the Application Services Division is responsible for formulating policies for the design, development and ongoing maintenance of the major Enterprise Information Technology Systems. The sections that are under the direct management of the ASD Chief include:

Website and Web Application Design and Support

The development and implementation of the Internet Website Development and Content Management Policy which sets standards that promote consistency, proper development, and management of the Employment Development Department's Internet assets. Establish and implement polices which meet the California Department of Technology templates, the Statewide Information Management Manual (SIMM), and the State Administrative Manual (SAM). All state entities/agencies are responsible for ensuring that their agency/department's public websites meets the standards for achieving universal web accessibility and must comply with applicable Digital Accessibility Laws as described in SIMM Section 25.

SharePoint Automation, Operations and Support

The development and implementation of SharePoint polices regarding the maintenance, operations, business process automation, using the Department's SharePoint collaboration tool and intranet which meet EDD's strategic goals and objectives. Establishes polices ensuring the security of the information and automation which can be supported and maintained in current and future SharePoint versions.

Legacy Applications Support

The development and implementation of policies for legacy applications support, legacy convergence and to retain and recruit legacy information technology staff which meet the EDD's and the State's strategic goals and objectives. Establish and implement policies for the convergence of legacy systems with targeted technology and establish staff recruitment, retention and succession polices to recruit and train legacy information technology staff qualified to support EDD's mainframe legacy applications.

Mobile Applications and Identity Management Application Design and Support

The development and implementation of Mobile Applications and Identity Management (IdM) Application policies which meet the EDD's and the State's strategic goals and objectives. Establish Mobile Application polices enforcing a standard look and feel, architecture and design. Establish IdM application architecture and design polices and policies for applications integrating with IdM.

Solution Architecture

The development and implementation of N-tier applications policies which meet the EDD's and the State's strategic goals and objectives. Responsible for developing and enforcing .NET, Agile development, N-Tier application design and architecture, Team Foundation Server (TFS), and the integration of TFS and HP Application Lifecycle Management policies. TFS is a Microsoft product that provides source code management, project reporting, work item tracking and tractability, automated builds, unit test management for the entire application life cycle.

C. ROLE IN POLICY INFLUENCE (continued)

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

As a member of EDD's Executive Staff and the ITB Executive Team, the incumbent participates in executive-level policy and decision-making regarding the direction and effective application of IT to meet EDD's business goals and objectives. Due to the highly sensitive, critical nature of EDD's statewide programs, the policies and decisions made have a significant economic and social impact on the citizens of California and the more than 3.3 million active employers in the State. The level of service provided by EDD is politically sensitive to the Legislature, U.S. Department of Labor, employers, various community-based organizations, members of the general public, and the media.

The incumbent works with other ITB Divisions and other EDD programs to ensure cohesive and timely application development project implementation and continually evaluates processes for future policy and procedural revisions.

The incumbent formulates policies for the design, development, and ongoing maintenance of the major automated Departmental service delivery systems.

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

The CEA will be doing both. The information technology field is a fast changing, quickly developing area. Creating new policy that covers change in technology is a key component of the position. In the previous decade, applications that were on a personal computer are now accessible on a wide range of devices. New policy had to be created to maintain and test these new systems, and to ensure data was secure. Existing policies may hinder development and need to be changed or removed altogether, and often these policies require the CEA to work collaboratively with executive staff in program and other IT areas of expertise.