

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

7/12/16

2. Department

California Victim Compensation Board

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

Executive Office

4. CEA Position Title

Deputy Executive Officer

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

The California Victim Compensation Board (Board) proposes to upgrade an existing CEA position from Level A to Level B. After careful consideration and in line with the new strategic plan, the Information Technology Division (ITD) was created. The information technology industry standards are constantly changing, and it is imperative to have the position as part of the executive management team providing the enterprise perspective in order to comply and meet growing IT needs of the Board.

6. Reports to: (Class Title/Level)

Executive Officer

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 serve as the Deputy Executive Officer (DEO) for the California Victim Compensation Board (Board) over the Information Technology Division (ITD). The position oversees all departmental technology planning, development, and implementation including strategic plans, goals, objectives, and operational plans; provide oversight and leadership to department-wide technology projects and initiatives; provide continuing information technology (IT) support services department-wide and to county partners; and oversees departmental technology operations in support of the Board's mission critical programs and systems. The position is responsible for all facets of IT functions and provides the necessary resources and services to meet the Board's mission through appropriate and innovative technology-based business solutions, tools, and services.

The position formulates policy, recommends innovations, and has decision-making authority for increased efficiency and effectiveness related to departmental enterprise and integrated statewide technology initiatives and solutions. The position is responsible for apprising and advising the Executive Officer, Chief Deputy Executive Officer, and Agency Chief Information Officer on highly sensitive, political, and complex technology issues and potential problems. The position provides technology direction and consultation to the Board's executive management team, Information Security and Privacy Officer, IT management team, contractors, and program staff on all facets of IT policy, planning, management, and operations. The incumbent must have a broad understanding of state and federal legislation, Executive Orders, technology policies, and other statutory regulations relating to the State's IT project management and oversight framework, governance, and acquisition; enterprise architecture and data management; infrastructure and network security, disaster recovery, backup and cloud solution, telecommunications, and operational support; website and application development, implementation, and maintenance; as well as Cybersecurity, information security and privacy requirements, standards, and compliance practices.

The position promotes alignment and ensures departmental conformity with Agency and State level Cybersecurity, Enterprise Architecture, and technology portfolio and initiatives. The incumbent collaborates and builds effective partnerships with statewide technology leaders and control agencies and offices including the California Government Operations Agency, California Department of Technology, Department of Finance , Department of General Services , California Information Security Office, and Office of Technology Services.

**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 position has direct responsibility for all IT functions and infrastructure for all Board-wide mission critical programs and systems that house all victims' personal, health, financial, sensitive, and confidential information required to achieve the Board's mission.

The Board provides financial support to victims of violent crimes by reimbursing or paying for the following type of services: medical and mental health care, funeral/burial, crime scene clean up, relocation, and many others. Victims or their advocates apply for assistance through a web application utilizing the Board's most mission critical legacy system named the California Compensation and Restitution System (CaRES) which houses the sensitive and confidential information related to each victim's case. The position is also directly responsible for other mission critical systems and services throughout the Board including the Court Order Debt Program, Restitution and Recovery Program, and Information Security and Privacy Program.

The position must have a broad understanding of all Board programs, regulations and policies that govern the IT systems, security, infrastructure, and operations administered by the Board. The position must ensure all IT systems and operations Board-wide stay in compliance with federal, state, statutory and regulatory requirements while ensuring alignment with the Board's Strategic Plan. The incumbent will manage mission critical assignments that are highly visible, involving complex issues that may be highly confidential, and direct the activities of managers assigned to those projects.

**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.

This position was previously designated as Deputy Executive Officer (DEO) over the Public Affairs and Outreach Division. The Public Affairs and Outreach function is now reporting directly to the Chief Deputy Executive Officer. The Information Technology Division (ITD) was formerly part of the Administration and Finance Division. In alignment with the Board's Strategic Plan, objectives and goals, it was determined that the Board would be better served to create a new ITD that reports directly to the Chief Deputy Executive Officer. This position would also be a part of the Executive Management Team providing an Information Technology enterprise perspective in Board-wide policy decisions in line with the new Strategic Plan. The CEA B position will function as the DEO of the ITD.

In this role, the DEO will be responsible for complying with the numerous federal and state cybersecurity, information security, privacy, and other requirements. Currently in the State legislature, there are multiple legislative bills that will impact IT policies as they relate to cybersecurity, privacy, and notification of breaches. The pending legislation would require IT to revise and develop new policies and procedures in order to comply, as well as modify mission critical IT systems and infrastructure. For example, AB 1841 (Irwin) would require the development of an incident response plan to help prepare for threats to critical infrastructure and reduce the potential impact. AB 2828 (Chau) would require security breach notification to residents of California of unencrypted personal information more timely.

### 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 position will have direct responsibility over all IT policies currently in place, as well as any new IT policies. The position will be responsible for the formulation, implementation, and refinement of policy and exercise decision-making authority for increased efficiency and effectiveness related to statewide and Board IT policies including the IT governance, project management, and oversight framework; Enterprise Architecture, backup and disaster recovery, and cloud solution; as well as website compliance, mobile computing, and on-line access. The incumbent will implement and monitor ITD's action plans and performance measures in support of the Board's Strategic Plan by ensuring alignment with business strategies; implementation of effective risk management and mitigation, and optimization of technology investments with measurable program results.

The position will have direct responsibility and broad understanding of State and Federal legislation, Executive Orders, technology policies, and other statutory regulations. The position will be responsible for communication, partnership and collaboration, and departmental conformity with statewide technology leaders and agencies as required including the Chief Deputy Executive Officer, Executive Officer, Agency Information Officer, State Chief Information Officer, State Information Security Officer, the Legislature, Governor's Office, Government Operations Agency, Department of Technology, Department of Finance, Department of General Services, California Information Security Office, and Office of Technology Services.

The position will be responsible for providing technology direction and consultation to the Board's executive management team, Information Security and Privacy Officer, IT management team, contractors, and program staff on all facets of IT policy, planning, management, and operation. For example, the position is responsible for implementation of Executive Order B-34-15 to reinforce the mission of reducing the likelihood and severity of cyber incidents that could damage, attack, or hold hostage critical public sector network infrastructure, technology assets and data. This requires an extensive and careful audit of all current systems, policies and procedures to determine possible weaknesses and/or opportunities for improvements and the ultimate protection of our IT systems and the highly confidential and sensitive victim information they house.

The Board's Strategic Plan specifically addresses many of the highest level priorities in the coming years for the ITD. For example, ITD is tasked to deliver systems and technology solutions with information in multiple languages; plan, design, develop, and maintain a full web-based on-line access system to better serve the most mission critical Victim Compensation Program services and more efficiently process victim's personal, health, financial, sensitive, and confidential information; complete a multi-year internal modification of an existing in-house mission critical system, the California Compensation and Restitution System (CaRES); and, further promote and implement innovative technology approaches and solutions to better meet victim's needs throughout the State of California.

Additionally, the position will need to focus on cybersecurity and information security as evidenced by numerous current legislative bills, as well as future changes.

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

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

The position is responsible for all information technology (IT) activities within the Board and must merge State Chief Information Officer direction and initiatives into the Board and Agency priorities while accounting for resources available. Decision-making authority is over all aspects of the Board's IT operations including Enterprise Architecture, Website and Systems Development, IT Governance and Project Management, as well as Information Security and Privacy. The incumbent will participate as a member of the executive team on all project steering committees, as well as the development of new policies and changes to existing policies which affect the integrity and security of all IT systems, infrastructure, and operations critical to carrying out the Board's mission.

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

The position will develop and implement new, as well as existing policies. The Board regularly discusses requests for authority to begin the rule making process in order to implement changes adopted by the Legislature which often results in significant updates to the current IT systems, policy and procedures, or the development of new policies and procedures.

There is currently a variety of proposed legislation, that if adopted, will require additional IT and program involvement to implement solutions. This will also include the development of new and revising existing IT policies and procedures, as well as modification of mission critical IT systems and infrastructure to ensure full compliance. These IT systems house and protect victims' personal, health, financial, sensitive, and confidential information use to carrying out the Board's mission.