

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, Product Development 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, Product Development Division (PDD) oversees the implementation, maintenance, operations and support of EDD's custom applications for Unemployment Insurance, Disability Insurance, Workforce Services and Tax Collection systems. In addition, the Chief manages the Enterprise Testing Office for the Department. The PDD Chief is a member of EDD's Executive Staff and a member of the ITB Executive Team. In both capacities, 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.

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 of the Information Technology Branch (ITB), the PDD Chief is a member of EDD's Executive Staff and a member of the ITB Executive Team. In both capacities, 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.

The PDD Chief contributes toward the growth of the ITB 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.

The PDD Chief has full responsibility for the Division's implementation, maintenance and operations, and support of EDD's custom applications for Unemployment Insurance, Disability Insurance, Workforce Services and Tax Collection systems. In addition, the Chief also manages the Enterprise Testing Office for the Department. To effectively run this Division, the Chief provides leadership and guidance to subordinate managers and staff to ensure efficient and effective delivery of services consistent with EDD and IT Branch goals and priorities. This includes participating in the establishment and maintenance of IT policies, practices and procedures that align with the Department's needs, goals and objectives. The PDD Chief must ensure that the established policies, practices, procedures, IT systems and work products are of a high quality, and that they are efficient, timely and sustainable. As needed, new or alternative policies and procedures must be developed to ensure that they comply with Department and Branch standards for performance and documentation.

The PDD Chief is also responsible for the following:

- Oversee the services and/or products that are being provided to determine effectiveness, efficiency and timeliness through all phases of work.
- Communicate regularly with subordinate managers and staff to monitor the status or service level of the product being developed.
- Solicit feedback from internal and external customers to gauge the level of satisfaction to determine and institute corrective action as needed.

To effectively manage the Division, the Chief must:

- Establish and maintain partnerships with the Department's program and administrative areas, other government entities, and the private sector to participate in policy development to create services that are effective and meet the customers' business needs.
- Provide IT Branch Deputy, IT Division Chiefs, Program Deputies and other stakeholders with advice and assistance for a variety of IT related policies, issues and activities.
- Assist in the communication of policies, procedures and operational methods to all levels of EDD and ensure that executive level staff and all stakeholders have accurate information to make timely and informed decisions.

In addition to these responsibilities, the PDD Chief will:

- Mentor, coach and assist subordinate managers and staff to attain higher skill levels for career enhancement.
- Provide constructive feedback by following Branch cultural principles.
- Define and secure the appropriate resources (e.g. budget, tools, training, etc.) to assist in subordinate management and staff development.
- Review the Branch cultural principles regularly and provide various means for management and staff to provide feedback to each other about their progress in adopting new behaviors.
- Share areas of success with Division staff and work collaboratively with managers and staff to identify and implement improvements in deficient areas.

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 responsibilities of the IT Governance Council would 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 PDD Chief is responsible for formulating policies for the design, development and ongoing maintenance of the major automated customer and program delivery systems. The sections that are under the direct management of the PDD Chief include:

Unemployment Insurance (UI) Online Technical Support:

The development and management of policies to manage the UI Online system transition to support from vendor to state staff. Establish staff recruitment, retention and succession policies to encourage the most qualified information technology (IT) applicants be hired. The PDD Chief will oversee implementation of the UI Online Maintenance and Operation Policy. This policy addresses the state and contractor resources required to support the UI Online system; skill-sets required for ongoing support; and time-frames for transition of maintenance tasks from vendor to state staff.

State Disability Insurance (SDI) Online Technical Support:

The development of IT policies regarding the maintenance and operation of the SDI Online system, to ensure there is consistency with support of the UI Online System. These policies include enforcement of testing processes that align with the HP Application Lifecycle Management (HPALM) program that is the enterprise standard. The incumbent formulates standardized, enterprise work authorization policies to ensure consistent pricing and level of service for the UI and SDI Online systems. The PDD Chief will oversee implementation of the SDI Online Maintenance and Operation Policy. This policy addresses the state and contractor resources required to support the SDI Online system; skill-sets required for ongoing support; and time-frames for transition of maintenance tasks from vendor to state staff.

Distributed Applications Group (DAG) Technical Support:

The DAG is comprised of client server developers and analysts that support approximately 70 custom business applications used across all EDD Branches, in support of mission critical lines of business, and other important non-mission critical business functions. The PDD Chief develops technical policies to ensure these systems are supported, updated, and monitored for use by internal/external business customers. The Chief also develops policies to evaluate and determine what new IT custom applications will be created and supported by DAG; and which applications are at end of life and must be decommissioned.

Accounting and Compliance Enterprise System (ACES):

The development of the ACES Extension Policy. The ACES system provides a fully integrated and automated tax processing solution to provide employers the ability to manage their payroll tax accounts online, in addition to having technologies for auditing, account management, storage and data retrieval. The policy assesses the feasibility of adding new state extensions to the existing ACES system. The Chief is responsible for the IT policy to oversee the selection, purchase and installation of Modified-off-the-Shelf products (MOTS). These are software solutions that can be purchased from a software vendor and modified to meet business customers' requirements.

Enterprise Testing Office:

Develops policy for the Enterprise Testing Office to evaluate EDD's IT projects, and provide timely and useful quality metrics. Responsible for establishing and enforcing HPALM policy, a testing requirements and defect management tool. Publishes IT Policy Circulars to ensure HPALM is used enterprise wide.

California Workforce Services Network (CWSN) and CWSN Employment Training Panel (ETP) Projects:

Develops and manages IT policies to support Commercial Off -The- Shelf (COTS) solutions for the Workforce Services Branch and ETP. Establishes policies for how changes to the systems will be handled through a work authorization/ invoicing process and ensuring vendor oversight is consistent between EDD and ETP. The PDD Chief is also responsible for the implementation of the CWSN Maintenance & Operations (M&O) Policy. This policy describes the assessment, activities, reporting, and, transition plan that are accomplished within the projects. The policy covers the methodology and processes that drive the long term support of the CWSN Systems.

C. ROLE IN POLICY INFLUENCE (continued)

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

The PDD Chief has full responsibility for the Division's implementation, maintenance and operations, and support of EDD's custom applications for Unemployment Insurance, Disability Insurance, Workforce Services and Tax Collection systems. In addition, the Chief manages the Enterprise Testing Office for the Department.

To effectively oversee this Division, the Chief provides leadership and guidance to Division managers and staff to ensure efficient and effective delivery of services consistent with EDD and IT Branch goals and priorities. The Chief participates in the establishment and maintenance of IT policies, practices and procedures consistent with the Department's mission, goals and objectives. Once these policies and procedures are established, the Chief ensures the work products and IT systems that result from them are of high quality, produced timely, are efficient and sustainable and comply with Department and Branch standards for performance.

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.