

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

01/26/2016

2. Department

Industrial Relations

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

Administration/Office of Information Services

4. CEA Position Title

Assistant Chief Information Technology Officer (CIO)

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

The Department of Industrial Relations (DIR) proposes to create a new C.E.A. position to assist the Chief Information Technology Officer (CIO). The Assistant CIO would be responsible for all governance of Information Technology activities within the department including all Information Technology projects, purchases and contracts to ensure conformity with the State and Agency Enterprise Architecture.

6. Reports to: (Class Title/Level)

CEA B

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.

The DIR Assistant CIO responsibilities include supervision of the Professional Services and the Project Management Section. This requires the development and implementation of governance through creation of policy conforming with State standards.

Governance and Services: The Assistant CIO works with the CIO and staff to establish a departmental governance framework for the implementation of new technologies and systems. Governance will ensure that initiatives have the resources identified by the project management team procured by the professional services team. This will include tracking procurement of hardware, software and contract staff as well as tracking state staff assigned to each initiative. Tight integration of these two functions requires an executive level that is devoted to producing management reports reflecting the true costs and benefits of initiatives to the executive team for decision making.

An example of these duties would be training staff to use existing software tools to collect the necessary information to support these new policies. Staff would need to understand the benefit in order to collect accurate data. The Assistant CIO would work with the CIO and the executive team to develop management reports from this new data that would be useful in strategic decision making.

Another example of the types of duties for this CEA would be the development of an enterprise architecture framework. The goal of this task is to reduce the number of software systems DIR supports and reuse software components where possible. This allows for a more efficient use of staff and reduces the amount of training necessary.

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 DIR Assistant CIO oversees the Office of Information Services program (OIS) which is critically important to DIR. All major functions including workers' compensation, benefits delivery systems, labor standards and enforcement, health and safety, apprenticeship, public works enforcement as well as administrative and financial functions are critically dependent on the systems, databases, local-area networks and other services provided by the OIS. The OIS was key to implementing the most significant portions of the recent workers' compensation reform stemming from SB 863 including a lien-fee collection system that has collected in excess of \$55M, a return-to-work benefit delivery system to disburse \$120M to injured workers on an annual basis. And, manages the Electronic Adjudication Management System (EAMS)--a \$60M system used to manage all aspects of the California workers' compensation program.

The OIS is also critical to the DIR's labor law enforcement efforts. As the custodian of the main case management system, it provides the Maintenance and Operations activities that support the case management, inspections, licensing and cashiering functions of the labor law enforcement program.

OIS develops and maintains systems that support HR, Accounting, Budgeting, Facilities, Contracts and other core operations systems.

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 DIR OIS program has grown (through redirected resources) in the past few years to make up for years of deferred maintenance activities. This also positions the department to maintain and operate these mission critical applications with state staff instead of contracting out for expensive services and losing the institutional knowledge with each change. Increased size and complexity requires the reorganization of OIS into two functional business units; governance and operations. Although the governance unit is smaller, it is responsible for mapping all new and existing systems to the State's developing Enterprise Architectural framework. The Assistant CIO will direct Governance and Services to migrate all existing processes to conform with these new State standards. This CEA A will also incorporate new technologies to allow executive staff to make strategic decisions based upon a comprehensive view of the information in all of the data sets across the department. The governance section must support new requirements of Technology Letter 14-07 which sets out a new Project Approval Lifecycle. In addition to the goals stated by the Technology Letter, the CITO must work with the Labor and Workforce Development Agency and the Department of Technology (CalTech) to develop policies and procedures to support successful governance and project lifecycle processes within the state.

New Mandate:

Senate Bill 863, Chapter 363, Statute of 2012, significantly changed the California Workers' Compensation system. The bill took effect on January 1, 2013, although not all of its provisions will be effective immediately. The implementation dates of each regulation are set forth by statutory mandate amending Sections 11435.30 and 11435.35 of the Government Code, and Sections 62.5, 139.2, 3201.5, 3201.7, 3700.1, 3701, 3701.3, 3701.5, 3701.7, 3701.8, 3702, 3702.2, 3702.5, 3702.8, 3702.10, 3742, 3744, 3745, 3746, 4061, 4062, 4062.2, 4062.3, 4063, 4064, 4453, 4600, 4603.2, 4603.4, 4604, 4604.5, 4605, 4610, 4610.1, 4616, 4616.1, 4616.2, 4616.3, 4616.7, 4620, 4622, 4650, 4658, 4658.5, 4658.6, 4660, 4701, 4903, 4903.1, 4903.4, 4903.5, 4903.6, 4904, 4905, 4907, 5307.1, 5307.7, 5402, 5502, 5703, 5710, and 5811 of, to add Sections 139.32, 139.48, 139.5, 3701.9, 4603.3, 4603.6, 4610.5, 4610.6, 4658.7, 4660.1, 4903.05, 4903.06, 4903.07, 4903.8, 5307.8, and 5307.9 to, to add and repeal Section 3702.4 of, and to repeal Sections 4066 and 5318 of, the Labor Code, relating to workers' compensation, and making an appropriation therefor.

Urgency Statement:

The provisions set forth by SB 863 took effect on January 1, 2013, and include a rule making time line mandating implementation of these amendments by January 2014. The bill outlines a series of reforms intended to reduce litigation costs for employers and increase benefit payments to injured workers.

The Worker's Compensation Information System is considered an enterprise resource as it relies on data from the Department of Employment Development, the State Compensation Insurance Fund and worker's compensation insurance carriers throughout the state. The Office of Administrative Law has approved an upgrade of the existing system to version 3 of the International Association of Industrial Accident Boards and Commissions (IAIBC). This will require an executive level position to negotiate with all of these high profile external stakeholders.

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.

1. Project Management: The Assistant CIO makes policies that implement the State's Project Management Methodology for all IT projects in the department. This includes decisions on the project reporting requirements that meet the business needs of the programs and meet state mandates.
2. Governance: The Assistant CIO creates policy on how data is shared between programs in order to better inform the executives. Combining all of the data from the department into a usable format will allow strategic use of enforcement resources.
3. Professional Services: The Assistant CIO creates policies on how professional services and other procured material is collected and attributed to IT initiatives and business units. Consolidated reporting will help business manage their resources more effectively.

C. ROLE IN POLICY INFLUENCE (continued)

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

The Department Assistant Chief Technology Information Officer is the second-level support responsible for IT governance and services activities within the department. The Assistant CIO provides support to the CIO for IT projects, purchases and contracts and ensures conformity with the Department and Agency Enterprise Architecture.

The Assistant CIO is also responsible for:

1. **Project Management:** The Assistant CIO makes policies that implement the State's Project Management Methodology for all IT projects in the department. This includes decisions on the project reporting requirements that meet the business needs of the programs and meet state mandates.
2. **Governance:** The Assistant CIO creates policy on how data is shared between programs in order to better inform the executives. Combining all of the data from the department into a usable format will allow strategic use of enforcement resources.
3. **Professional Services:** The Assistant CIO creates policies on how professional services and other procured material is collected and attributed to IT initiatives and business units. Consolidated reporting will help business manage their resources more effectively.

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

The Assistant CIO identifies potential IT policies for the CIO that are in concert with the State CIO direction and agency priorities. This allows the CIO to act in a proactive manner.

Examples of the policies involve governance and services. The Assistant CIO creates policy on how data is shared between programs in order to better inform the executives. Combining all of the data from the department into a usable format will allow strategic use of enforcement resources.

The Assistant CIO creates policies on how professional services and other procured material is collected and attributed to IT initiatives and business units. Consolidated reporting will help business manage their resources more effectively.