

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

February 25, 2020

2. Department

Department of Social Services

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

Information Systems Division/Project Oversight and Strategic Technology (POST) Branch

4. CEA Position Title

Project Management Officer

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

The responsibilities of the CEA within the Information Systems Division (ISD), the Project Oversight and Strategic Technology (POST) Branch include: directing Information Technology (IT) projects and initiatives which directly support the goals, objectives and mission of the Department and Enterprise Architecture. Additionally, the CEA ensures compliance with State IT project policy, represents the Department at high level, statewide IT policy setting meetings, directs, manages the Department's IT project portfolio, and maintains responsibility for all policies, procedures, standards and best practices in the following IT programs: IT Governance, Project Management (including oversight activities), contract management, procurement, budget and personnel.

6. Reports to: (Class Title/Level)

Chief Information Officer/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): The CEA has a major role in DSS's in information systems projects that is shared with the CIO and Chief Operating Officer.

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 Project Oversight and Strategic Technology (POST) Branch is responsible for: IT project initiation, development and management; project oversight, contract management, Division budget, Division personnel actions, procurements, legislative analysis and responding to IT project control agencies. The CEA is responsible for reporting to the California Health and Human Services Agency (CHHS) and the California Department of Technology (CDT) to meet the mandated Project Approval Lifecycle (PAL) requirements and artifacts (Stage 1 -4 Documentation etc.). This position is responsible for ensuring the meaningful and accurate delivery of project management reports to designated control agencies for all Departmental reportable projects. The CEA collaborates with staff and leadership from CDT and CHHS to facilitate CDSS portfolio visibility, including planning and coordinating related meetings, presentations, briefings and reports that will all serve to garner support and confidence in Departmental IT capabilities and produce successful projects.

Duties for this CEA include and are not limited to:

1. Directing, planning and organizing development, implementation and maintenance of Departmental IT project management. Ensure operational development of Departmental program requirements through IT initiatives through the IT Service Request process. Develop and implement policies, standards and procedures to ensure new program applications and systems are planned and deployed correctly, remain operational at optimal performance levels and protect the data collected. Ensure budget for projects is approved and projects report budgetary spending and/or savings as required. Support project management best practices in current and future project endeavors. Manage project management and oversight services to support mandated reporting requirements and policies related to large mission critical technology projects and system oversight of: Appeals Case Management System (ACMS) Interfaces with large Statewide Eligibility Systems, Field Management System (FMS) for the Community Care Licensing (CCL) Program, State Verification Hub (SVH), County Expense Claim Reporting Information System (CECRIS) and the Child Welfare Digital Services (CWDS) CARES system; responsibility for the development of adherence to core operational policies.
2. Establish policy and governance models that will determine IT project prioritization and compliance with both IT and Departmental program policies and aligns with the Department's strategic objectives and ensure IT Governance and Enterprise Architecture are in keeping with Departmental needs, State technical reporting requirements and operational efficiencies. Lead and manage the provisions of centralized management of the IT Portfolio so that strategic business benefits are realized through standardized methodologies, tools and techniques.
3. Manage, budget and review IT procurement needs for the Department.
4. Direct, develop and support IT contract management. Review and edit contracting documents in support of CDT and CHHS contract requirements.
5. Responsible for the ISD budget and budget reporting. Review and edit budget change proposals. Defend budget and project budget needs. Respond to CHHS budgetary requests.
6. Review proposed legislative actions and conduct analysis. Ensure legislative responses are responded to and in keeping with IT project needs and State project guidelines.
7. Responsible for the ISD personnel actions and requests. Review all personnel actions and approve requests. Edit and ensure personnel recruitments, hiring and reporting are accurate.

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 Project Oversight and Strategic Technology (POST) Branch is critical to the Department's mission to serve, aid and protect needy and vulnerable children, families and individuals. The POST Branch supports all Department programs technology needs including statewide systems utilized by all 58 counties that oversee and deliver Departmental mission critical programs and therefore, supports all impacted Californians.

The POST Branch consists of the Technology Administrative Services (TAS) Bureau and the Project Management and Systems Oversight (PMSO) Bureau.

The TAS Bureau is responsible for providing administrative services to all within the Information Systems Division (ISD) as well as supporting program areas within the Department. TAS manages the following ISD administrative actions: budget, procurements, contract development, contract management and reporting, personnel, training and legislative tracking. TAS also supports program areas with technical contract development as needed and responds to requests for purchasing or procuring technical needs for the Department.

The PMSO Bureau is the first point of contact for program areas to request technical services or ask for assistance with technical system developments, initiatives, legislative actions and/or maintenance and operations of current systems. The PMSO Bureau is responsible for the IT Service Request process, documenting Departmental technology needs, providing technical oversight, managing the IT Governance process, documenting the IT Portfolio and IT projects. The PMSO Bureau is required to ensure IT project compliance and reporting requirements.

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 Information Systems Division (ISD) is reorganizing in order to increase efficiencies and comply to standardized technical organizational structures which promote Departmental goals and conform to statewide norms. ISD has assessed and determined the current Project Oversight and Strategic Technology (POST) Branch will no longer manage Information Security and Privacy (ISP) Bureau. The POST Branch will continue with current responsibilities, increased project duties and will now assume responsibility to manage the Enterprise Architecture (EA) Section, formerly located within the Development Resource (DR) Bureau of the Innovative Technology Solutions (ITS) Branch.

The POST Branch is currently organized into three areas; project management, technical administrative services and security and privacy. In analyzing organizational structure of the division, ISD determined the following:

1. The ISP Bureau should directly report to the ISD Deputy Director which results in the ISP Bureau removal from the POST Branch. Moving the ISP Bureau to directly report to the Department Chief Information Officer/Deputy Director corresponds to State information security reporting standards across State agencies.
2. All project related functionality should be centrally organized to the POST Branch which means moving the EA Section staff and functions. This movement results in one Information Technology Specialist I (ITS I) position with responsibility for highly visible and complex statewide mission critical projects such as the Appeals Case Management System (ACMS) Interfaces, State Verification Hub (SVH), Field Management System (FMS).
3. Due to the increase in responsibility for ISD to manage major statewide systems, such as ACMS, SVH, California Statewide Automated Welfare System (CalSAWS) etc. The Department's IT Portfolio growth and complexity requires more expertise and skill set at high level project management staff (IT Specialist II and IT Manger I and II classification levels) which will be reporting directly to the CEA position. The POST Branch supports all Department program technology needs including statewide systems utilized by all 58 counties that oversee and deliver mission critical programs.
4. To respond to increased contracting needs, ISD has determined temporary support is needed within the TAS Bureau of the POST Branch. ISD will hire one retired annuitant to support the increased contract workload anticipated in response to executive directions in support of the Community Care Licensing (CCL) Program. In recent years, due to continued demands of legislation, program growth and policy to develop systems to support programs, the TAS Bureau responsibilities have increased. For example, the number of technical support services increased from thirteen (13) contracts in 2017 to seventeen (17) in 2018 which requires contract development, tracking, payment and closeout activities. This example represents just one administrative aspect which the TAS Bureau is responsible for that have grown in complexity and number. Additionally, the TAS Bureau responsibilities have expanded related to personnel and budget management of approximately \$100 million annually.

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 Project Oversight and Strategic Technology (POST) Branch Chief in coordination with Enterprise Architecture (EA) staff, develop internal technical policies which impact program areas throughout the Department. This position implements and maintains statewide policies and procedures created by the California Department of Technology (CDT) and the Health and Human Services Agency (CHHS). The POST Branch Chief sets Information Technology (IT) goals and implements policy within a complex and changing dynamic, all in support of Departmental programs and their support of the most vulnerable populations in California.

The POST Branch Chief statewide policy impacts include setting policies for the following:

1. Enterprise Architecture and IT Governance
2. Project Management
3. IT Administration

The POST Branch Chief is responsible for the policies, procedures, standards and best practices to ensure all information technology requests, align with Departmental goals and ISD's strategic business plan and are developed within a structured project planning model. This position is responsible to ensure the Division and Department adhere to all technology and project management governance policies and standards as set by the Chief Information Officer, State Administrative Manual (SAM) and the State Information Management Manual (SIMM). If the Department does not maintain adherence to the policies identified in SAM 4800 regarding project management, the Department's delegated authority for IT procurements could be at jeopardy - impacting systems and solutions serving the Departments programs and vulnerable constituents.

The Department's various programs are responsible for an ever-growing list of sophisticated statewide data collection, reporting and processing systems. These systems are responsible for tracking millions of lives and billions of dollars of state and federal funding. As such, these systems must be developed and maintained through a planning and vetting process that ensures business requirements are addressed, system delivery and outcome expectations are met.

Lastly, the California Legislature continues to make considerable investments to address the various Departmental programs such as homelessness, refugee programs and community care licensing. With these continuing investments, the Department resources and leadership are needed to set policy to ensure programs are integrated and utilized in a client-centered manner, supported by technology, and ensure that ongoing and complex reporting requirements to control agencies (e.g. CDT) are being met.

C. ROLE IN POLICY INFLUENCE (continued)

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

The Project Oversight and Strategic Technology (POST) Branch Chief scope and nature of decision making is broad and independent. This leadership CEA is in place to allow for quick decision making and problem resolution. The POST Branch Chief advises the Directorate and the Chief Information Officer (CIO) on strategic objectives for the advancement of the Department's Information Technology (IT) service level vision and opportunities for service level improvement.

The POST Branch Chief ensures large scale IT projects are deployed accurately and function as planned. As the Department continues to lead the movement toward information sharing applications across multiple California Health and Human Services Agency (CHHS) departments, it is the POST Branch Chief who will ensure data collected and shared is accessible, sustainable and leveragable through IT solutions that meet industry standards and align with the Department, Agency and State IT strategic goals.

Due to the size and scope of the Department's network and services, the POST Branch Chief interacts independently with a variety of stakeholders interested in developing new technical solutions or upgrading existing services. As such, the POST Branch Chief is responsible for successfully negotiating incoming requests, while balancing available resources, enterprise standards and governance standards.

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

The CEA is responsible for developing and implementing new policy and supporting existing policy through information technology. The CEA has frequent interaction with high-level management of the Department, the Health and Human Services Agency (CHHS), California Technology Department (CDT), Department of Finance (DOF), Office of Systems Integration (OSI) and various stakeholders and advocates. These interactions result in various policy decisions which are essential to the success of the Department and its partners in utilizing automation in support of the Department's mission and strategic goals. This position provides advice and recommendations to the directorate and other deputy directors in the various aspects of automation projects and systems functions.

Specific policies include:

- Information Classification Standard - defines the classifications for systems, databases, files and information used by the Department.
- Information Technology Service Request - policies and procedures of submission of automation solutions.
- Enterprise Architecture - policies supporting the array of Departmental systems and future developments.
- Project Management - policies which support the statewide project requirements set by the CDT.

In summary, the CEA is responsible for the development and management of the policies relating to enterprise architecture, project management, project oversight and division technical administrative services which support the mission-critical Departmental programs and divisions. The POST Branch Chief is charged with ensuring the Department's compliance with project management and statewide project oversight policies and standards.