# CEA ACTION PROPOSAL

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 | 2. Department |
|---|---|
| May 9, 2024 | Department of Consumer Affairs |

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

Office of Information Services

**4. CEA Position Title**

Assistant Deputy Director, Chief Technology Officer

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

The Department of Consumer Affairs (DCA) requests to add a CEA B position, to serve as the department's Assistant Deputy Director, Chief Technology Officer (CTO) and address the expanding complexities of the organization. The technical landscape of Business, Consumer Services and Housing Agency's largest department, DCA, has increased in complexity due to the nature of cybersecurity, telework, cloud computing and the demands of 36 boards and bureaus with almost 4000 staff. DCA has also provided technical services to the Business and Consumer Services and Housing (BCSH) Agency, the Department of Cannabis Control (DCC) and four sister departments, CA Inter-agency Council on Homelessness (Cal ICH), Alcoholic Beverage Control Appeals Board (ABCAB), California Privacy Protection Agency (CPPA) and Cannabis Control Appeals Board (CCAP) all of these will be long term commitments.

**6. Reports to:** (*Class Title/Level*)

DCA Deputy Director, Chief Information 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*): Does not participate directly on executive team, but regularly participates with policy decisions and organizational development department wide. The Director works directly with the CTO on new program development.

**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, Chief Information Officer (CIO), the Assistant Deputy Director, Chief Technology Officer (CTO) manages the Network Services, Cyber Security Program, Server, Administration, and Mobile Phone Units. The incumbent will serve as a senior level manager within the DCA IT organization and will have senior level management responsibility for strategic planning, organizing, staffing, directing, and controlling all work functions within the assigned units. The incumbent will serve as the managerial lead for major network, data center and technical security initiatives for DCA. These functions include, but are not limited to, leading project requirements analysis, architectural development, general design, development, testing and implementation of all solutions on existing and target infrastructures. This includes the technology portion of departmental and statewide Information Technology projects, statewide internet & intranet infrastructure, enterprise communications services, management information systems, technology asset support, technology applications.

This position manages, directs, and controls the planning, development, and maintenance activities for the Department's IT infrastructure, systems, applications, projects, and desktop services ensuring economical, efficient and effective IT support of the Department's business needs are met. This includes Statewide and Departmental mission and business critical systems. The incumbent advises Administration representatives, the California Department of Technology (CDT), the BCSH Agency and Departmental executives as well Department of Finance (DOF) and Legislative staff on technical, complex and state of the art technology issues. Assistant Deputy Director,the CTO will serve as the CIO in their absence as needed. This position is in the Business Technology Management domain.

The Assistant Deputy Director, CTO plans, conducts, and coordinates complex IT assignments. Manages staff in the planning, analysis, design, development and maintenance of technological solutions that are essential to the mission of the overall organization and/or affect a large number of DCA business areas. Develops, analyzes, and corrects all aspects of Request for Proposals, PAL documents, Budget Change Proposals, Post Implementation Evaluation and Reviews, as needed. Proposes and/or modifies service level agreements. Determines impact of data communication upgrades and coordinates the implementation of data communications services in the DCA production environments. Sets configuration standards and conventions. Acts as a managerial advisor/ consultant to customers, IT staff, vendors , contractors and the DCA Executive Office. Provides expert guidance in the planning of network/ technical security systems and provides guidance and direction to operations staff and management. Coordinates and ensures effective operations of complex multi-tier environments and approves configuration management changes. Develops and owns high level policy and program decisions for IT services and routinely works with other high level administrators and establishes and influences broad policies and procedures.

The Assistant Deputy Director, CTO oversees and manages infrastructure projects and ensures critical functions are addressed and completed. Advises management on system technical constraints, performance criteria and interoperability issues. Supports and leads solutions with service providers. Sets, agrees, and monitors achievements of performance targets. Coordinates with technical and user project managers to review development and maintenance components of project plans. Manages implementation and ensures all procedures are in compliance with the State Administrative Manual and CDT directives. Serves as managerial lead for the guidance of technical staff and coordinates and schedules work.

The Assistant Deputy Director, CTO develops solutions to complex technological, organizational and managerial problems. Plan, directs and coordinates the work of multidisciplinary staff and client teams utilizing project management, communication, negotiation and leadership skills in accordance with the Administration's direction, statewide IT governance models, laws, rules, IT policies, procedures and guidelines:
• Conduct, attend, and participate in project steering committee meetings and briefings with Statewide and Departmental Executives, Client Agency Executive Officers/Directors, Bureau Chiefs, Division Chiefs, and executive level management and staff at DOF and the Legislature for project sponsorship and direction.
• Establish and maintain project charters, scope, budget and timelines to meet Administration and business critical goals and objectives.
• Ensure IT security for enterprise projects maintaining the integrity and confidentiality of personal and enterprise data.
• Troubleshoot issues that become a barrier to the completion of the project being on time, within budget and/or within scope.
• Conduct research to remain up-to-date and knowledgeable in regard to industry trends and emerging technologies in anticipation of new business needs.

The Assistant Deputy Director, CTO conducts analysis and write reports related to IT trends and best practices in order to maintain operational readiness and to be continuously prepared for future technologies and operational capacity needs, utilizing inputs from staff, clients, peers and independent research in accordance with the direction of the DCA CIO, the department's executive management, and applicable sections of State Administrative Manual (SAM), Statewide Information Management Manual (SIMM), IT Management Memos, and IT Budget Letters (BL). Perform other duties as assigned.

The Assistant Deputy Director, CTO conducts other related duties such as serving as backup to the CIO in their absence as needed and traveling to assigned locations.

## 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 mission of DCA is to protect California consumers by providing a safe and fair marketplace through oversight, enforcement, and licensure of professions. The DCA is an umbrella organization, made up of 36 semi-autonomous Boards and Bureaus, that license and ensures the continued professionalism of 3.5 million Californians annually.  The CTO is responsible for overseeing the efficient and effective use of information technology and telecommunications resources and solutions within the DCA.  The incumbent has oversight responsibility for coordinating the activities of information technology (IT) components throughout the DCA's 40 network infrastructure, the on-premise, data center and cloud security perimeter and all application development. The incumbent sets enterprise architecture standards, security policies and guidelines and support agreements for the 36 DCA boards and bureaus, the BCSH Agency, the DCC, and four sister departments,CA Inter-agency Council on Homelessness (Cal ICH), Alcoholic Beverage Control Appeals Board (ABCAB), California Privacy Protection Agency (CPPA) and Cannabis Control Appeals Board (CCAP) all of these will be long term commitments.

## 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 increase in complexity and scope of DCA's technical landscape and the requirements to secure the assets and infrastructure (per Cal Secure and the State Administrative manual) are the primary drivers of this request. The increase has come in part due to the ever increasing cyber threats that endanger all digital environments, but especially governmental agencies.

In the first quarter of 2022 the DCA began providing direct IT and security support for the BCSH Agency and four departments: CA Inter-agency Council on Homelessness (Cal ICH), Alcoholic Beverage Control Appeals Board (ABCAB), California Privacy Protection Agency (CPPA) and Cannabis Control Appeals Board (CCAP) currently through interagency agreement, while also maintaining support for the Department of Cannabis Control since 2020. These agreements will be continuing into the future.

Due to the constant changing and very visible environment, this position needs to be at the CEA level to focus on the strategic aspect of these issues and formulate policies and/or standards for enterprise IT infrastructure, enterprise electronic communication services, and licensing/enforcement services that are consistent with the California State IT governance model, and existing laws and regulations. These policies and standards ensure DCA's conformance to state and federal laws and regulations and help provide secure, efficient, reliable and cost effective IT operational solutions to the Department. They also provide direction and guidance to staff for the development of processes and procedures to implement and adhere to the policies and procedures.

## 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 Assistant Deputy Director, Chief Technology Officer provides vital input into high level policy and program decisions for IT services and routinely works with other high level administrators and influences broad policies and procedures. The incumbent is responsible for reviewing, developing, creating, and implementing policies, standards, and procedures.

Acceptable Use Policy: The purpose of this policy is to outline the acceptable use of DCA IT systems. DCA IT systems include computers and other electronic devices, communications networks, and information that may be recorded, processed, stored, shared, transmitted, or retrieved. The formulation and education on this policy keeps the nearly 4000 DCA staff aware of best practices and common pitfalls that can put the organization's assets at risk. The CTO directs the investigation of policy violations to ensure the DCA IT systems remain secure.  The CTO assists the DCA IT clients in any disciplinary actions that may result from the violation.

Departmental Security Program: The CTO is responsible for the maintenance and evolution of the organization's security program. The program must safeguard the data assets and physical infrastructure for the enterprise. The CTO must ensure that the departments are in compliance with the State's cybersecurity roadmap, Cal Secure (CA Executive Branch Multi-Year Information Security Maturity Roadmap), as well as NIST 800.53 (National Institute of Standards & Technology, Security and Privacy Controls for Information Systems and Organizations) and other mandated compliance frameworks. The decisions that improve the security program are critical to keeping bad actors from accessing sensitive and confidential data.

Access and Maintenance of Criminal Offender Record Information (CORI): CORI is information obtained through fingerprint submission to DOJ in response to a request for a criminal conviction review to determine if an individual has a criminal record or "No Record". It is confidential information disseminated to applicant agencies authorized by California Statute for purposes of employment, licensing, certification, and volunteer clearances.

The purpose of this policy is to ensure that all CORI entities adhere to the DOJ's CORI requirements and follow DCA's guidelines for secure handling and storage of these confidential documents. The CTO ensures that all infrastructure and applications adhere to the policy so the department does not lose its authority to access both State and Federal criminal conviction information.

## C. ROLE IN POLICY INFLUENCE (continued)

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

The CTO is responsible for the use and adoption of innovative technologies to ensure DCA meets its missions at the lowest possible cost and efficiency while meeting all existing federal and state IT mandates and policies.

The CTO has complete decision-making authority for all infrastructure and security related areas. The CTO proposes solutions to problems identified through analysis to ensure critical functions are addressed and completed."

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

The CTO will be responsible for the development, interpretation, and implementation of new policies, as well as revising, interpreting, and implementing existing policies based on current trends in the consumer protection system.

The CTO will interpret policy directly by participating in the legislative and regulatory processes, and also the budget process. The applications created and supported by this role are responsible for analyzing, assessing and implementing approximately 50 proposed and enacted bills annually.