



***State and Consumer Services Agency  
Information Technology Capital Plan  
Plan Year 2009-10 through 2013-14***

**Information Technology Capital Plan, Plan Year 2009-10 through 2013-14**



**Agency Approval Transmittal**

**Agency Name**

State and Consumer Services Agency

**APPROVAL SIGNATURES**

I am submitting the attached Information Technology Capital Plan as required by the State Administrative Management Section 4904.

I certify that:

- The IT Capital Plan was prepared in accordance with State Information Management Manual Section 57; and
- The IT project proposals included in the IT Capital Plan are approved and represent my Agency's Information Technology priorities.

<b>Agency Information Officer</b>		<b>Date Signed</b>
		<b>8-30-2008</b>
<b>Printed name:</b>	Andrew Armani	
<b>Agency Secretary</b>		<b>Date Signed</b>
		<b>9-25-2008</b>
<b>Printed name:</b>	Rosario Marin	

## AGENCY INFORMATION TECHNOLOGY CAPITAL PLAN

**Agency Name and Org Code:**

State and Consumer Services  
Agency (SCSA) - 0510

**Plan Year:**

2009-10 through 2013-14

**1. List your constituent-departments' names and organization codes below:**

Department	Organization Code
California African Museum (CAAM)*	1105
California Building Standards Commission (BS)*	1760
California Public Employee's Retirement System (CalPERS)**	1900
California Science Center (CSC)*	1100
Department of Consumer Affairs (DCA)	1110
Department of Fair Employment and Housing (DFEH)	1700
Department of General Services (DGS)	1760
Department of Technology Services (DTS)	1955
Exposition Park*	1100
Fair Employment and Housing Commission (FEHC)*	1705
Franchise Tax Board (FTB)	1730
Office of the Insurance Advisor (OIA)*	0510
Office of Information Security and Privacy Protection (OISPP)	0510
Seismic Safety Commission (SSC)*	1690
State Personnel Board (SPB)	1880
State Teacher's Retirement System (CalSTRS)**	1920
Victims Compensation and Government Claims Board (VCGCB)	1870

*\* Denotes small departments or commissions that do not have an IT infrastructure and were not included in the department ITCP process.*

*\*\* Denotes departments that are exempt from the State process.*

**2. Please describe the Agency's coordination efforts among your constituent-departments in the following areas:**

**2.1. Strategic Planning**

The State and Consumer Services Agency (SCSA) mission is to protect consumers and deliver efficient, cost-effective and responsive services to internal and external State Clients.

The SCSA reviews each of its constituent department strategic plans to ensure that each plan aligns with both the Agency and individual Department's business needs, goals and objectives.

## **2.2. Enterprise Architecture**

The SCSA has formed and sponsors an Enterprise Architecture Council (EAC) comprised of Enterprise Architects from its constituent departments and led by the Agency's Chief Architect. The Chief Architect casts the vision for the EAC and guides and directs the organization through the various EAC processes. The EAC is responsible for:

- Creating a combined inventory of current-state architecture
- Establishing a plan for the ongoing development of an Enterprise Architecture (EA) for all organizations represented in the EAC
- Providing training for EA processes and compliance requirements
- Creating a process for future information technology infrastructure initiatives; and,
- Establishing a reporting process to provide regular updates to the Agency Information Officer (AIO)

## **2.3. Portfolio Management, Project Management, and IT Governance**

The SCSA intends to hire an Agency Project Manager. The Agency Project Manager will be responsible for establishing a Project Methodology and utilizing Project Management tools to monitor departmental projects. The Agency's goal is to set guidelines and standards for proposed departmental IT projects and track in-progress projects throughout the project lifecycle. The Agency intends to adopt a Portfolio Management tool to help manage and monitor planned initiatives, projects, and ongoing IT services among its constituent departments.

The SCSA also intends to establish a project governing body which will include the Agency AIO and the Chief Information Officer (CIO) from each of the constituent departments. This governing body will be responsible for establishing an IT governance.

## **2.4. Workforce Development**

The SCSA intends to collaborate with its constituent departments to ensure that they are following the California Department of Personnel's Administration (DPA) Workforce Planning Model and State of California best practices on Workforce Development.

## **2.5. Workforce Planning and Succession Planning**

The SCSA intends to collaborate with its constituent departments to ensure they are following the California Department of Personnel's Administration (DPA) Workforce Planning Model and State of California best practices on Workforce Planning and Succession Planning.

## **3. What is the status of implementing a formal Enterprise Architecture within your Agency?**

The SCSA is in the process of implementing a formal EA. The Agency has developed an EAC, charter, framework, definitions, roles and responsibilities, assurance processes and a technology vision.

The EAC Charter has been adopted under the authority of the SCSA AIO. The EAC Charter is reviewed annually to incorporate new or changed roles or relationships and to realign with changing business priorities.

**Table 1- Summary of Agency-Approved Proposed IT Projects**

<b>Department Org Code and Acronym</b>	<b>Agency-Approved Proposed IT Projects</b>	<b>Agency Priority Ranking</b>	<b>FSR Submission Date</b>	<b>Estimated Total Cost *</b>
0510 OISPP	Enterprise-wide Online Incident Reporting System	1		Unknown
1870 VCGCB	Liens and Overpayments System (LORS)	2	FY 08/09	\$ 1,000,000.00
0510 OISPP	California Information Sharing and Analysis Center (CA-ISAC)	3		Unknown
1110 DCA	BAR 2010 EIS (Emissions Inspection System)	4	July 2008	\$ 14,351,425.00
1110 DCA	Medical Board Complaint Resolution Information Management System (CRIMS)	5	July 2008	\$ 4,534,400.00
1730 FTB	Enterprise Data to Revenue (EDR)	6	Sept 15, 2008	\$200,000,000.00
1760 DGS	Network High Availability (NHA)	7	N/A	\$ 7,911,124.00
1730 FTB	IT Refresh/Replacement (ITR)	8	July 15, 2008	\$ 30,700,000.00
1730 FTB	Workload Growth	9	July 15, 2008	\$ 20,000,000.00
1730 FTB	Financial Institutions Record Match (FIRM)	10	July 15, 2008	\$ 10,600,000.00
1110 DCA	DCA Electronic Document Management System	11	July 2009	TBD
1870 VCGCB	Government Claims System (GCATS)	12	FY 09/10	\$ 1,000,000.00

**\*Note:** The expenditures reflect a “best guess” of annual IT expenditures. They do not reflect collective bargaining, budget reductions, baseline adjustments, etc... The expenditures do not reflect internal augmentations, redirections, approved Budget Change Proposals, or legislative changes. More recent expenditure values will be more accurate than future expenditure values. Since IT serves the state programs, it is impossible to separate IT expenditures from program expenditures.

## **Priority Ranking Process Overview**

The priority ranking identified in Table 1 - Summary of Agency-Approved Proposed IT Projects was based on a consensus of the SCSA department CIOs, Deputy Directors, and Administrative Chiefs during a round table meeting held on August 12, 2008. During this meeting the group identified and agreed upon a list of criteria for ranking the proposed projects. The group then voted on a point value for each criterion (a number from one to nine, with nine being the highest). The group participants met within their individual department teams and rated each of their own projects based on the criteria and point value system and then calculated the total criteria values for each of their projects. A facilitator then listed the departments proposed projects in priority order based on the calculated point totals (from highest to lowest, with the highest point total identified as Priority 1). The group then discussed the results and agreed on the final prioritization listing.

The criteria and point value system that were utilized in the SCSA priority ranking process were identified as follows:

<b>Criteria</b>	<b>Criteria Ranking Value</b>
Is the proposed project related to Public Health and Safety?	9
Is the proposed project Federally or Legislatively Mandated (Federal, State or Local)?	8
Is the proposed project Security Related?	7
Is the proposed project Revenue Generating?	6
Is the proposed project related to Core Business Continuity (either Department or entity affected)?	5
Does the proposed project have Multi-Agency or Statewide Implications?	4
Will the proposed project provide a Cost Savings (or cost avoidance for state agencies and/or the public)?	3
Does the proposed project align with the State CIO strategic plan?	2
Will the proposed project reduce Environmental Impact "Green"?	1
Will the funding source be the Non-General Fund?	2
Will the funding source be the General Fund?	1

The SCSA consists of many different business lines which increased the difficulty in ranking projects. The priority listing reflects the "point in time" criteria and point value chosen by the participants. Future criteria and point values could change as different laws get passed, budget actions take place, and Agency priorities shift. The priority listing does not recognize issues such as the enacted Budget of 2008, legislative reviews, and federal actions.