

Information Technology Capital Plan

Department IT Capital Plan



Information Technology Capital Plan, Plan Year 2009-10 through 2013-14 Executive Approval Transmittal

Department Name

Industrial Relations

APPROVAL SIGNATURES

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

I certify that the IT Capital Plan was prepared in accordance with State Information Management Manual section 57 and that the proposed IT projects are consistent with our business strategies and information technology strategy.

I have reviewed and agree with the information in the attached Information Technology Capital Plan.

Chief Information Officer		Date Signed
Signature on File		
Printed name:	Jim Culbeaux	
Information Security Officer		Date Signed
Signature on File		
Printed name:	Randall Curtis	
Budget Officer		Date Signed
Signature on File		
Printed name:	Greg Edwards	
Department Director		Date Signed
Signature on File		
Printed name:	John C. Duncan	

DEPARTMENT IT CAPITAL PLAN

Department Name and Org Code:

Department Industrial Relations 7350

Plan Year:

2009-10 through 2013-14

1. Summarize your organization's business goals and objectives below:

Improve working conditions for California wage earners and advance opportunities for profitable employment:

- *Ensure California's workplaces are lawful and safe and that law-abiding employers are not disadvantaged by unscrupulous competition;*
- *Expand opportunities for California workers;*
- *Clarify California labor law; and.*
- *Provide excellence in public service*

2. What are your organization's plans to upgrade or replace your IT infrastructure for the following? When responding, please indicate the timeframes of your intended upgrade or replacement efforts.

2.1. Hardware

DIR goal is to replace 20-25 percent of its IT infrastructure hardware every Fiscal Year (FY) based on a five year replacement schedule—this is somewhat constrained, however, by individual program budgets and in many cases PC hardware may be used for up to eight years. All hardware must be compatible with the existing and planned enterprise architecture. DIR incorporates upgrades and refreshes in all replacement efforts as part of its regular planning processes. The Department plans for and works towards budgeting for the dollars necessary to support the purchase of this hardware. In addition to the hardware purchases, DIR plans and manages annual hardware maintenance, as necessary, as part of the yearly budget building process. The IT infrastructure components incorporated in these annual replacement processes are switches, routers, servers, and workstations (desktops and laptops).

DIR's server infrastructure and associated tools are also planned, managed, and budgeted using the same model as the overall enterprise architecture. In order to meet the needs of DIR (i.e. end-of-life equipment replacement, department automation requirements, and departmental growth) it is necessary to deploy, replace, and maintain computing hardware, software, appliances, and services. To ensure that the computing infrastructure is kept current with today's technologies, the purchase, refresh, and upgrade of the infrastructure is required on a fluid and consistent basis. The replacement path includes: FY 2009-10 upgrade to Exchange 2007 and preparation for Statewide e-mail consolidation effort; FY 2010-11 Upgrade DSL service at field sites into CSGNet; FY 2011-12 replace legacy mainframe applications with server-based systems; and FY 2012-13 EAMS servers, storage, and core services replacements.

DIR's employees and customers are dependent on personal productivity equipment (desktops, monitors, printers, and laptops) to conduct DIR's business and support the department's mission. Equipment refreshes are integral to ensure that the equipment remains functional and does not negatively impact productivity. Strategic plans are to

replace equipment every five years. The DIR ISU has recommended that these costs into the baseline budget in order to equalize the level of service to all divisions within the department and provide a more constant annual budget.

2.2. Software

DIR's continued migration to a centralized IT environment has provided an opportunity to benefit by transitioning from the Core Client Access License (CAL) licensing structure to the Enterprise CAL structure. DIR will upgrade the following enterprise services:

- SharePoint 2003 to 2008 – implemented FY 2008-09
- Windows Server 2003 to Server 2008 – implemented beginning FY 2007-08 and completed by FY 2010-11
- Structured Query Language (SQL) – implemented beginning FY 2008-09 and completed by FY 2010-11
- Office 2002 to Office Enterprise – implemented beginning FY 08/09 and completed by FY 2010-11
- Windows XP OS to Vista OS – implemented beginning FY 2008-09 and completed FY 2010-11
- Management Server – implemented beginning FY 2008-09 and completed by FY 2010-11

2.3. Network

The DIR network switch environment, both hardware and software, are also planned for, managed and budgeted using the same model as hardware and software with strict adherence being paid to the overall enterprise architecture. In the first year, FY 2008-09, all of the field offices participating in the EAMS project will be upgraded from T1 to DS3 or ATM circuits and the Palo Alto appliance will be upgraded to provide Intrusion prevention services to the whole Department. The second year, FY 2009-10, Southern California network switch refresh will be completed and/or continued. In the third year, FY 2010-11, San Francisco and the North Coast network switch refresh will be completed. The fourth year, FY 2011-12, will be the start of the Sacramento and Central Valley network switch refresh. In year five, FY 2012-13, all remaining field offices will be completed.

3. Existing Approved Reportable IT Projects

Provide the following information regarding your existing approved reportable IT projects on Table 1 on the following page:

- **Existing IT Project;**
- **Approved Project Cost;**
- **Project Number; and**
- **Implementation Date**

4. Proposed IT Projects

After each proposed IT Project has been documented by answering questions 4.91 through 4.915 of the attached IT Project Proposal form, provide the following information on Table 2 on the following page:

- **The name of each proposed IT project;**
- **The priority ranking;**
- **The FSR submission date; and**
- **The estimated cost**

Table 1-Existing Approved Reportable IT Projects Summary by Department

Existing IT Project	Approved Project Cost*	Project Number	Implementation Date
<i>Electronic Adjudication Management System (EAMS)</i>	<i>\$36 million (\$64 million in SPR)</i>	<i>7350-66</i>	<i>8/25/2008</i>
<i>Case Management System (CMS)</i>	<i>\$6.3 million</i>		<i>12/4/2006*</i>
			<i>*partial implementation</i>

***Note:** If a Special Project Report (SPR) was submitted for review in July 2008 that includes project costs that differ from the last approved project document, enter both the last approved project cost and the revised project cost from the SPR under review.

Table 2-Proposed IT Project Summary

Proposed IT Project	Priority Ranking	FSR Submission Date	Estimated Total Cost
<i>California Occupational Safety & Health Information System (COSHIS)</i>	<i>1</i>	<i>6/1/2010</i>	<i>\$28 million</i>

PROPOSED IT PROJECTS

Complete this IT Project Proposal Form (questions Error! Reference source not found. though Error! Reference source not found. below) for each proposed IT project that meets the definition of a reportable project as defined in the State Administrative Manual Section 4819.37:

4.1. Proposal name and priority ranking:

California Occupational Safety & Health Information System (COSHIS), priority 1

4.2. Description of the proposed IT project:

Integration of the 28 different databases used by the Division of Occupational Safety and Health.

4.3. Which of your department's business goals and objectives does this project support, and how?

COSHIS supports improved data collection as well as database and case management programs to improve the occupational health and safety of all Californians.

4.4. What are the expected business outcomes or benefits of the proposal as they relate to your organization's business goals and objectives?

The Cal/OSHA program has identified the following general business objectives with implementation of COSHIS:

- *Improve operational efficiency (e.g., by eliminating duplicative processes and automating manual processes)*
- *Assure uniformity of service delivery regardless of location*
- *Improve ability to allocate resources more effectively*
- *Reduce backlogs*
- *Reduce costs to the public for inspections*
- *Improve ability to share data*
- *Implement an industry standard, scalable and efficient system that can be easily modified to support changing business needs*
- *Implement a user friendly system that inspectors and managers can use to improve their efficiency (i.e., reduce reliance on clerical staff to input data and run reports)*

4.5. The following are from the State's IT strategic plan. Check the appropriate box(es) to identify the goals this proposal supports:

- Supporting and enhancing services for Californians and businesses**
- Enhancing information and IT security**
- Reducing state operational costs (leveraging, consolidation, new technology, etc.)**
- Improving the reliability and performance of IT infrastructure**

- Enhancing human capital management
- Supporting state and agency priorities and business direction

4.6. Is the proposal consistent with your organization's Enterprise Architecture?

- Yes
- No

4.7. Will the proposed system collect, store, transmit, or exchange confidential or sensitive information?

- Yes
- No

4.8. If this proposal is conceptually approved, what is the estimated date (mm/yyyy) the FSR will be submitted?

July 2010

4.9. What is the estimated project start date (mm/yyyy) if the FSR is approved?

September 2011

4.10. What is the duration of the proposed project?

18 months

4.11. Will the proposed project utilize the existing infrastructure?

- Yes
- No

4.12. Is the proposal related to another proposal or to an existing project?

- Yes
- No

If yes, describe the related proposal or project and how it is related:

4.13. Describe the consequences of not doing this proposed project at the planned timeframe:

Continued expenses associated with maintaining disparate databases.

4.14. Check the appropriate box(es) to identify the proposal's funding strategy:

- Augmentation needed
- Redirection of existing funds
- Other (describe):

4.15. What are the estimated cost and funding source(s) by fiscal year through implementation (information should be provided in the following format):

Fund Source	2009-10	2010-11	2011-12	2012-13	2013-14 and future	Total
General Fund			\$ 3 M	\$ 3.5 M		\$6.5 M
Federal Fund						
Special Fund			\$ 10 M	\$11.5 M		\$21.5 M
Total			\$ 13 M	\$15 M		\$28 M

* Note: Identify the fund source and if the department is the sole user of the fund.

The Special Fund is the Occupational Safety and Health Fund and the Department is the sole user of this fund.

Enterprise Architecture

A.1. Does your organization have documented Enterprise Architecture principles, strategies, or standards to guide decisions on technology projects?

- Yes
- No

A.2. Indicate on Table A-1 below, the completion status of the component Reference Models of your formal Enterprise Architecture efforts. If available, please submit a copy of your Enterprise Architecture document.

Table A-1, Enterprise Architecture Completion Status

Component Reference Model	Status			
	Implemented	Implementation in Progress	Planned or Planning in Progress	Not Implemented and Not Planned
Business			X	
Service	X			
Technical	X			
Data	X			

A.3. Describe the governance structure your organization uses to review and approve the Enterprise Architecture and any subsequent changes.

All changes to the Enterprise Architecture are reviewed and approved by the Information Technology Governance Committee (CIO, ISO, Admin Chief and Enterprise Architect).

A.4. Does your organization have an Enterprise Architect? (if yes, provide their name, telephone number, and e-mail address below)

- Yes
- No

Name: Daniel Quach
 Classification: Systems Software Specialist III (Sup)
 Telephone Number: (415)703-4408 E-Mail: dquach@dir.ca.gov

Information Security

B.1. How is your Information Security Officer involved in proposed project development efforts?

New ISO hired and is familiarizing himself with the technical and business architecture. The ISO is on the departments IT Governance Committee and is a certified Project Manager. The ISO reviews and approves change orders to projects and develops policy to standardize information security in the Department.

B.2. What are your department's core business principles, policies and standards related to information integrity, confidentiality, and availability and the protection of information assets?

A Computer Security Incident Response Team (CSIRT), led by the DIR CISO, has been formed, consisting of individuals from the Server group, the Technical Support group, the Networking group, the Programming groups, and the Web group. It meets quarterly and in response to specific security events.

B.3. If data within your department is shared with external entities, does your department implement data exchange agreements with these entities?

- Yes
 No

If no, please explain.

All electronic data interchange efforts are covered by a variety of Memoranda of Understanding and Inter-Agency Agreements. The ISO is in the process of collecting these documents in order to standardize all agreements in a common format.

Not applicable

B.4. How does your department ensure that software developers and programmers follow standards and best practices for Web, application, and system development?

Applications are developed according to industry standards. The ISO and the Application Development Group are evaluating security and vulnerability software used at the data center and other departments in the agency.

B.5. Does your organization have an Information Security Officer? (if yes, provide their name, telephone number, and e-mail address below)

- Yes
 No

Name: Randal Curtis, MBA

Classification: Senior Information Systems Analyst (Supervisor)

Telephone Number: (510) 286-6714 **E-Mail:** rcurtis@dir.ca.gov

Workforce Development, Workforce Planning and Succession Planning

C.1. Does your organization have a workforce development plan for IT staff?

- Yes
- No

If yes, briefly describe it.

DIR's Workforce Succession Plan will be released in September, 2008. The approach was to develop a Departmental Profile of all departmental employees, the classes they are in, and their ages. Whenever a substantial percentage of people in a class were 55 and older, we developed a plan on how to fill the position when those incumbents exercised their retirement options.

C.2. Check the appropriate box(es) to identify which workforce development tools, if any, your organization is using for IT classifications:

- Training
- Upward Mobility
- Mentoring
- Career Assessments
- Knowledge transfer program
- Performance Evaluations
- Other (please list)
Probation reports

C.3. Does your organization have a workforce plan for IT staff (i.e., for Rank and File)?

- Yes
- No

If yes, briefly describe it.

See C.1 above.

C.4. Does your organization have a succession plan for IT staff (i.e., for Management)?

- Yes
- No

If yes, briefly describe it.

See C.1 above.

C.5. IT Staffing

Provide the following information in table C-1 on the following page:

- *The name of each IT classification currently in the organization.*
- *The number of staff in each IT classification in the organization.*
- *The number of staff in each IT classification eligible to retire in the next five years.*
- *The percentage of each IT classification eligible to retire in the next five years.*

Table C-1 — IT Staffing

IT Rank and File Staff Classification	Number of IT Rank and File Staff in Classification	Number of IT Rank and File Staff in Classification Eligible to Retire in Next 5 Years	% of staff eligible to retire in next 5 years	IT Management Staff Classification	Number of IT Management Staff in Classification	Number of IT Management Staff in Classification Eligible to Retire in Next 5 Years	% of staff eligible to retire in next 5 years
<i>Info Sys Tech</i>	6	0	-	<i>Staff ISA Sup</i>	1		-
<i>Asst ISA</i>	10	1	10%	<i>Senior PA Sup</i>	1	1	100%
<i>Assoc ISA</i>	16	1	6%	<i>DPM II</i>	1		-
<i>Assoc PA</i>	14	1	14%	<i>DPM III</i>	2	1	50%
<i>Staff ISA</i>	4	4	100%	<i>SSS III Sup</i>	2	1	50%
<i>Staff PA</i>	6	2	33%	<i>DPM IV</i>	1		-
<i>SSS I</i>	6	2	33%				
<i>SSS II</i>	2	1	50%				

Project Management, Portfolio Management and IT Governance

D.1. Does your organization have a process for improving the alignment of business and technology?

- Yes
 No

If yes, briefly describe it.

All projects are reviewed by the department's executive staff meetings are held with the sponsoring divisions to ensure the technology aligns with business need and division-level executive support can be maintained. DIR executive staff participates in all project Executive Committee Meetings to review project status.

D.2. What is the status of implementing a formal portfolio management methodology for technology projects within your organization?

Implemented (Please describe)

Implementation in progress (Please describe)

An Application Portfolio is maintained and reviewed annually. Meetings are held with system sponsors to find ways to align each system with the departments' strategic goals and enterprise architecture.

A Project Portfolio review process ensures that the department's executive staff is in tune with latest developments, progress and challenges. The program seeks to ensure data cleanliness, maintenance savings through technical consolidation, and objective suitability leading to an ongoing analysis of the relative value of new investments to replace the ongoing projects.

- Planned or planning in progress
 Not implemented and not planned

D.3. List any automated tools being used for portfolio management. Enter "None" if no automated tools are being used.

None.

D.4. What is the status of implementing a standard project management methodology for technology projects in your organization?

Implemented (Please describe)

Approved Project Management Methodology in place since 2000.

- Implementation in progress (Please describe)
 Planned or planning in progress
 Not implemented and not planned

Project Management, Portfolio Management and IT Governance

D.5. Does the organization require its project managers to be certified, either through a professional organization (e.g., PMI, ITIL) and/or through completion of specified project management coursework:

- Yes**
 PMI
 ITIL
 Agency-specified project management coursework (identify below)
- No**

D.6. Select from the list other areas of training your organization requires of its project managers:

- Fundamental Project Management**
 Systems Development Life Cycle
 Scheduling tool (identify below)
 – **Microsoft Project**
 –
 –
- Project Performance Management (e.g., Earned Value Management)**
 Business Process Analysis
 Requirements Traceability
 Procurement/Contracts Management
 Other (identify below)
 –
 –
 –
- None**

D.7. Describe project-level governance practices, including change management, issue resolution, and problem escalation.

Change Management for all active projects. Issue resolution and problem escalation procedures are documented in the department's Project Management Methodology.

D.8. Does the project management methodology include processes for documenting lessons-learned and applying these to future projects?

- Yes (Please describe)**

Lessons-learned procedures are documented in the department's Project Management Methodology.

- No**