



CALIFORNIA DEPARTMENT OF  
FOOD & AGRICULTURE

A. G. Kawamura, Secretary

September 24, 2008

Teri Takai  
State Chief Information Officer  
1325 J Street, Suite 1600  
Sacramento, CA 95814

Dear Teri:

On behalf of the California Department of Food and Agriculture, I am pleased to submit the Agency Information Technology Capital Plan (ITCP). This plan was prepared in accordance with the State Information Management Manual Section 57 and the State Administrative Management Manual Section 4904.

This plan accurately represents how IT Services collaboratively engages and aligns with Agency Programs to deliver IT products and services at the Department of Food and Agriculture. The proposals included in this plan are approved and represent my Agency's Information Technology priorities.

If you have any questions about this report, please contact Chris Cruz at (916) 654-0442 or [ccruz@cdfa.ca.gov](mailto:ccruz@cdfa.ca.gov).

Sincerely,

Davood Ghods,  
Agency Information Officer

cc: A.G. Kawamura, Secretary  
George Deese, Deputy Secretary  
Chris Cruz, Deputy Agency Information Officer





# **Information Technology Capital Plan**

## **Agency ITCP**

**September 2008**

**Information Technology Capital Plan  
Agency Approval Transmittal**



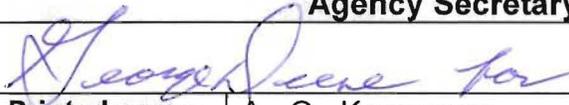
**California Department of Food and Agriculture (CDFA)**

**APPROVAL SIGNATURES**

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

I certify that:

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

<b>Agency Information Officer</b>		<b>Date Signed</b>
		9-15-08
<b>Printed name:</b>	Davood Ghods	
<b>Agency Secretary</b>		<b>Date Signed</b>
		9-15-08
<b>Printed name:</b>	A. G. Kawamura	

## AGENCY INFORMATION TECHNOLOGY CAPITAL PLAN

**Agency Name and Org Code:**

California Dept. of Food and Agriculture, 8570

**Plan year:**

2009-10 through 2013-14

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

<b>Departments</b> <i>(These are known as Divisions at CDFA)</i>	<b>Organization Code</b>
Animal Health & Food Safety Services	n/a
Inspection Services	n/a
Marketing Services	n/a
Measurement Standards	n/a
Plant Health & Pest Prevention Services	n/a
Fairs & Expositions	n/a

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

**2.1. Strategic Planning**

The State Board of Food and Agriculture and the California Department of Food and Agriculture (CDFA) launched a series of forums to solicit stakeholder input to establish a twenty-year strategic agricultural vision. As stated on the CDFA web site, the vision “affects everyone who produces, ships, processes, markets, eats, drinks, or wears California agricultural products” and solicits public input from farmers, ranchers, processors, and public interest groups representing nutrition, conservation, the hungry, and rural development. The California Agricultural Vision will consist of strategic goals to be achieved by 2030.

The California Department of Food and Agriculture also initiated agency strategic planning in August 2007. This planning effort has been led and facilitated by the Agency Secretary A.G. Kawamura and included the six CDFA program divisions: Animal Health & Food Safety Services; Inspection Services; Fairs & Expositions; Marketing Services; Measurement Standards; and Plant Health & Pest Prevention Services. During planning sessions, each program division outlined its strategies, which were aligned with the CDFA Strategic Plan Vision 2010: “Facilitate the 21<sup>st</sup> century renaissance of agriculture with an infrastructure that makes California the source for safe, healthy, sustainable food, fiber, and energy.”

The Agency Information Officer (AIO) and Deputy AIO continue to lead enterprise IT consolidation efforts, and are engaged with divisional representatives in the CDFA Strategic Planning and IT Governance processes. The draft CDFA Strategic Plan integrates Information Technology activities throughout the IT strategic planning goals & objectives. Presently, the draft CDFA Strategic Plan is being reviewed for approval and finalization.

The current CDFA Strategic Planning process is also supported by a recent “IT Assessment and Strategic Roadmap” independently completed by the Gartner Group in March 2007. This assessment compared the CDFA IT services and capabilities to industry baselines to identify best practices and areas for IT improvements. This IT Assessment and Strategic Roadmap is being used as an input to the CDFA Strategic Planning process.

## **2.2. Enterprise Architecture**

The California Department of Food and Agriculture established the Enterprise Architecture function in January 2008. It has one designated Enterprise Architect responsible for review of all of the agency's project proposals and ensuring standardization of technology throughout the enterprise. Inline with the State's vision, the agency realizes a need to develop an efficient Information Technology environment to achieve the agency's mission and goals through the core business functions and processes.

The CDFA technologists use the Web Applications Architecture standard, to develop and maintain uniform and secure systems. The agency plans to develop Service Oriented Architecture (SOA) practices within internal applications as well as interfacing, securely, with external data sources and consumers.

The Enterprise Architect serves on many agency boards and project meetings to keep informed of current progress as well as provide input to help direct projects and initiatives toward a single enterprise standard. The Enterprise Architect is also involved with the review of Project Concept Papers, Project Proposals, and Feasibility Study Reports to ensure that they are inline with the agency's Enterprise Architecture plan and standards.

### GIS Notations

Service orientated architecture will be used as a best practice for new geographic information system (GIS) development. The CDFA is conducting a high level business needs assessment to determine division needs for GIS technology and how best to support GIS across the agency's divisions and offices. Business requirements will be used to guide planning and design of a centralized GIS infrastructure to support desktop applications agency wide. The enterprise based GIS architecture will replace a piece-work infrastructure that has been developed by ad-hoc individual program efforts over many years.

Design of an enterprise GIS will leverage existing hardware, software, and processes by using today's best practices, to allow older GIS applications to mature in-place and to be modernized over time into newer SOA infrastructure. New applications and uses of GIS will be developed based on SOA best practices and will follow the agency's IT Web Application Architecture.

It is anticipated that GIS requirements will be developed along with a Feasibility Study Report (FSR) for a comprehensive study to address GIS objectives sometime in the beginning of 2009. At this time, the agency is in the process of applying for a federal Homeland Security Grant to secure funding for this effort. It has not been determined when, or if, funds will be made available to move forward with a potential project. Currently, our project estimates classify this project within the CDFA delegated threshold and it is not included in the proposed projects section of the ITCP.

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

### **IT Governance**

The CDFA IT Governance Doctrine, approved by the CDFA Portfolio Management team, is comprised of Directors from each division and the Administrative Services Office, as well as representatives from the Executive Office.

In 2006, the CDFA performed an independent third-party assessment of IT at the CDFA. The objectives of this assessment were focused on efforts to capitalize on organizational and operational efficiencies and to improve the overall effectiveness and quality of IT across the CDFA. The perspective provided by the assessment gave validity to the need to formalize IT governance and implement repeatable and sustainable processes to manage the CDFA IT projects.

The first quick win from the assessment occurred in January 2007 with the adoption of the CDFA's IT Governance Process. An IT Governance Council composed of the CDFA executives and business leaders from the six divisions, as well as the Executive Office and the Administrative Services Office, was convened to develop an IT Governance system for CDFA to evaluate, direct, and control current and future use of IT. The council members worked collaboratively with the AIO to develop the IT Governance Process.

The IT Governance Process provides a streamlined, consistent, and predictable method for moving IT project concepts through the initiation and approval processes, tracking the projects through completion and ensuring that planned value is delivered. The system is designed to keep the lines of communication open which allows all stakeholders working as a team to be engaged and have the necessary input into decision making.

### GIS Notations

The Enterprise GIS Steering Committee was formed and is coordinated by the CDFA's Information Technology Services Office with executive representation from each division and office. This committee provides the CDFA GIS governance, and oversees and guides development of GIS utilization at the enterprise level across the agency.

### **Portfolio Management**

In addition to providing information on new initiatives, the IT Governance Process identified active IT projects that were in various stages of the project life cycle that had been managed using a variety of tools and methodologies. The use of disparate tools made it difficult to determine the number, status, and costs of IT projects and their alignment with the agency's strategic goals.

Building on the success of the IT Governance Process, the agency implemented a Project & Portfolio Management System (PPM) in October 2007. The PPM tool implementation allowed the CDFA project managers to apply and validate the IT Governance Process and to configure the system using project management industry best practices, policies, and methods. The PPM tool is now the standard tool for project management and is the "one-stop-shop" that provides the CDFA executives with a high-level view of how dollars and resources are being allocated to IT projects and how these projects align with the agency's strategic goals.

In the past, divisions worked on their own to start IT projects. Now, the Agency Information Officer (AIO) conducts monthly IT Governance Council meetings with all the program directors where they review all agency IT initiatives. Through this mechanism, the CDFA can leverage applications and projects across the agency.

### **Project Management**

The IT Governance Council evaluates and prioritizes projects based on business needs and alignment with the agency's strategic goals prior to authorizing the allocation of funds and resources. Several Project Management resources are used to manage projects, including the Clarity PPM tool, scheduling software, the Project Management Handbook, templates, and training. The Client Services Section provides customer account managers to develop, maintain, and mentor staff in the use of these project management resources.

The CDFA project management handbook is based on the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) and the Information Technology Infrastructure Library (ITIL) Service Management framework. The CDFA uniformly adopts these standards through a combination of external project management and IT service delivery training coupled with internal system training for project managers and executives.

The IT Project Concept Paper (IT-PCP) is the document used for project initiation. The IT-PCP is submitted for Division management and then IT Governance Council approval. The IT Governance Council reviews and validates the information provided to ensure projects are consistent with the requirements for introducing new enterprise technology to the CDFA. After the project is approved, the division works with IT to prepare the Feasibility Study Report (FSR). The FSR contains more detailed information regarding the project objectives, scope, schedule, costs, and resources.

The Project Management standard templates are repeatable and sustainable solutions that have taken the guess work out of project initiation and reporting at the CDFA. The Divisions are equipped with the tools and resources they need to initiate projects, the IT Governance Council receives project updates using the PPM tool dashboard, and IT has the processes to guide those projects from concept through approval, to execution and delivery.

#### **2.4. Workforce Development**

The CDFA houses a training office which offers a vast array of training classes suited for all disciplines. Employees also have the opportunity to attend classes and training offered by third-party vendors and professional organizations. Along with its training office, the CDFA also has a mentoring program for employees who want to gain institutional knowledge. The agency also uses Individual Development Plans and offers career planning meetings for employees who may be wondering where their specific careers can take them.

For supervisors and managers, an executive program in leadership is given twice a year through UC Davis Extension. Twenty-five employees take part in this six-month course. Courses are currently being developed for rank and file employees as well.

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

With forty-two percent of the CDFA's staff currently eligible to retire, the CDFA Human Resources Office has teamed with other programs to develop a workforce plan for the agency. While many of the solutions contained in the workforce plan are synonymous with workforce development, there has been growth in the area of talent acquisition. A recruitment committee is currently being formalized in an effort to assist with the departure of the retiring workforce. While certain laws and regulations prohibit common succession planning efforts, advances in workforce development are making succession planning efforts operate alongside the CDFA's workforce plan.

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

The California Department of Food and Agriculture established the Enterprise Architecture function in January 2008. It has one designated Enterprise Architect (EA) responsible for review of all of the agency's project proposals and ensuring standardization of technology throughout the enterprise. The EA reports directly to the Agency Information Officer.

The agency is in the planning and development stage of the Enterprise Architecture policies, processes, and standards. Currently, the EA is:

- Developing Enterprise Architecture policies for Governance Board approval
- Planning and developing Enterprise Architecture standards and procedure
- Planning to participate in statewide Enterprise Architecture committees and workgroups (e.g., CEAP and Identify Management)
- Formalizing project initiation review

**Table 1- Summary of Agency-Approved IT Investments**

<b>Department Org Code</b>	<b>Agency-Approved IT Investments</b>	<b>Agency Priority Ranking</b>	<b>FSR Submission Date</b>	<b>Estimated Total Cost</b>
8570	Data Management System Emerging Threats	1	3/22/2006	\$6,556,709

## DEPARTMENT IT CAPITAL PLAN

**Department name and Org Code:**

California Department of Food & Agric., 8570

**Plan year:**

2009-10 through 2013-14

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

- Ensure that only safe and quality food reaches the consumer.
- Protect against invasion of exotic pests and diseases.
- Promote California agriculture and food products both at home and abroad.
- Ensure an equitable and orderly marketplace for California's agricultural products.
- Build coalitions supporting the state's agricultural infrastructure to meet evolving industry needs.

### 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

The agency is currently in the process of replacing Novell Network Directory Servers (NDS), file, and print servers with Windows 2003 Active Directory Servers in a virtualized environment to be completed this calendar year. The virtual environment includes VMware ESX 3.5 on Dell 2950 Power Edge servers and a storage area network (SAN). The agency is also planning to implement a standard hardware refresh cycle, yet to be determined.

#### 2.2. Software

The agency is currently in the process of replacing GroupWise 7.0 e-mail server and clients with Microsoft Exchange Server 2003 and Outlook 2003 clients this calendar year. These changes will improve the integration with the agency's PCs that use Microsoft Windows XP (SP2), Microsoft Office 2003, Microsoft Project 2003, Visio, and custom applications developed using the Microsoft SQL and IIS servers, and dot.net framework.

#### 2.3. Network

None

**3. Existing Approved Reportable IT Projects**

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

- **Existing IT Project;** Data Management System Emerging Threats
- **Approved Project Cost;** \$6,556,709
- **Project Number; and** # 8570-58
- **Implementation Date** 5/9/2012

**Table 1-Existing Approved Reportable IT Projects Summary by Department**

Existing IT Project	Approved Project Cost	Project Number	Implementation Date
Data Management System Emerging Threats	\$6,556,709	8570-58	5/9/2012

**4. Proposed IT Investments: None**

After each proposed IT investment has been documented by answering questions 4.1 through 4.15 of the attached IT Investment Proposal Form, provide the following information on Table 2.

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

**Table 2-Proposed IT Investment Summary**

Proposed IT Investments	Priority Ranking	FSR Submission Date	Estimated Total Cost
None			

## Enterprise Architecture

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

- Yes  
 No  
 Not applicable

**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 Progress	Not Implemented and Not Planned
Performance			X	
Business			X	
Service			X	
Technical		Web Application Architecture Std.	X	
Data			X	

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

The California Department of Food and Agriculture established Enterprise Architecture in January 2008. The technical governance structure of Enterprise Architecture is composed of a Service Desk, IT Governance Council, and a Project Management Office. The agency's Enterprise Architect reports directly to the Agency Information Officer.

The Enterprise Architect collaborates with customers, the Information Security Officer, and IT service providers to develop and implement Enterprise Architecture policies, processes, and standards. These deliverables are vetted through IT Services' Management and then submitted to the IT Governance Council for review and approval.

The Enterprise Architect works with IT service providers to ensure compliance with the Enterprise Architecture and to ensure that this process continues to meet the agency's needs.

The Enterprise Architect will periodically review and update the Enterprise Architecture on an as needed basis. The Enterprise Architect will review project proposals and work with project teams to ensure compliance on an ongoing basis.

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

- Yes  
 No

**Name:** Richard Matsufuji  
**Telephone Number:** (916) 651-6324  
**E-Mail:** rmatsufuji@cdfa.ca.gov

## Information Security

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

The Information Security Officer (ISO) is included in the review of all proposed project development efforts. All feasibility study reports, whether reportable or delegated, requires the ISO approval. In addition, the ISO attends and participates in the project status meetings to address security issues.

**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?**

CDFA has developed policies and procedures on guarding information integrity, and confidentiality. We have controls designed to protect all information stored on our systems and well as controls for access to the physical locations. All employees of CDFA are required to attend annual training on protecting privacy.

Additionally, Human Resource and Information Technology staff is required to acknowledge and sign Statements of Understanding and Network Security and Disclosure Certifications. Non-disclosure statements are required of all contracting staff outlining the standards that must be followed when working at CDFA.

**B. 3. If data within your department is shared with other entities, does your department implement data exchange agreements with the other entities?**

- Yes  
 No

If no, please explain.

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

The agency ensures that applicable policies and best practices are being followed through the use of test environments, structured code reviews, and walk-throughs. Test data is developed and used to verify that all applications are controlled appropriately and follow agency standards.

**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:** Joy Lane (part time ISO)

**Classification:** Senior Information Systems Analyst (Sup)

**Telephone:** (916) 653-4622

**E-Mail:** jlane@cdfa.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.**

The agency offers many opportunities for work force development including the use of Individual Development Plans (IDPs), the CDFA Training Office, third-party training, a mentoring program, and career planning meetings. The agency is also developing workforce development training with the University of California Davis Extension.

### 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)

- Individual Development Plans
- Probation Reports
- Training and Development Assignments

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

- Yes  
 No

**If yes, briefly describe it.**

The Human Resources Office has teamed with other CDFA programs to develop a workforce development plan for the agency to recruit and acquire experienced staff. The agency is currently developing a recruitment committee for both rank and file and management.

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

- Yes  
 No

**If yes, briefly describe it.**

Agency succession planning efforts are currently working alongside workforce development planning. The agency is developing a recruitment committee for both rank and file and management.

**Workforce Development, Workforce Planning and Succession Planning**

**C. 5. By classification, how many Information Technology staff does your organization have?**

<b>Classification</b>	<b>Number of Employees</b>
<b>Rank and File</b>	
Assistant Information Systems Analyst	6
Associate Information Systems Analyst (Specialist)	10
Associate Programmer Analyst (Specialist)	10
Information Systems Technician	1
Programmer I/II	2
Senior Information Systems Analyst (Specialist)	3
Staff Information Systems Analyst (Specialist)	5
Staff Programmer Analyst (Specialist)	5
<b>Supervisory / Managerial</b>	
CEA	1
Data Processing Manager I-IV	5
Senior Information Systems Analyst (Supervisor)	1
Senior Programmer Analyst (Supervisor)	2
<b>Total</b>	<b>51</b>

**C. 6. What percentage of Rank and File IT staff identified in question C. 5 above will be eligible to retire within the next five years?**

**43%**

**C. 7. What percentage of Management IT staff identified in question C. 5 above will be eligible to retire within the next five years?**

**44%**

**Portfolio Management, Project 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.**

CDFA executives and business leaders from the divisions form the IT Governance Council (known as the Kitchen Cabinet). The council works collaboratively to maintain the CDFA's IT Governance Process. The process provides a consistent and predictable method to streamline business operations, keep the lines of communications open, and ensure that all are engaged and working as a team.

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

- Implemented  
 Implementation in progress  
 Planned or planning in progress  
 Not implemented and not planned

**D. 3. Does the portfolio management methodology define the sequence of activities (project lifecycle) necessary to complete the project?**

- Yes  
 No  
 Not applicable

**D. 4. Does the portfolio management methodology include processes for executive-level reporting of project costs and status of key activities?**

- Yes  
 No  
 Not applicable

Further development of project financial cost tracking is in progress.

**D. 5. Does the portfolio management methodology include processes for documenting lessons-learned and applying these to future projects?**

- Yes  
 No  
 Not applicable

**D. 6. List any automated tools being used for portfolio management. Enter "None" if no automated tools are being used.**

CA Clarity Project & Portfolio Management Tool Version 8.1  
 Microsoft Project Professional 2003  
 Open Project Workbench

## Portfolio Management, Project Management, and IT Governance

**D. 7. What is the status of implementing a standard project management methodology for technology projects in your organization?**

- Implemented  
 Implementation in progress  
 Planned or planning in progress  
 Not implemented and not planned

**D. 8. Does the project management methodology define the sequence of activities (project lifecycle) necessary to complete the project?**

- Yes  
 No  
 Not applicable

**D. 9. Does the project management methodology provide information to allow monitoring of monitor costs, schedule, and resource usage?**

- Yes  
 No  
 Not applicable

**D. 10. Do the project-level governance practices include processes for executive-level reporting of project costs and status of key activities?**

- Yes  
 No  
 Not applicable

**D. 11. Does the project management methodology include the ability to monitor and control key project activities?**

- Yes  
 No  
 Not applicable

**D. 12. 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  
 Not applicable

PMI and ITIL certification are highly desirable, but not required. Ninety-five percent (95%) of CDFA IT Services staff is IT Service Management ITIL Foundation certified. Others possess further levels of IT Service Management certification, three (3) staff in the Client Services Section are PMI certified Project Management Professionals (PMPs).

## Portfolio Management, Project Management, and IT Governance

Other CDFA Divisions have procured Knowledge Structures -- Applied Project Management Training.

### D. 13. 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)
- Project Performance Management (e.g., Earned Value Management)
- Business Process Analysis
- Requirements Traceability
- Procurement/Contracts Management
- Other (identify below)

The CDFA provides this highly desirable training on an as needed basis.

- Fundamental Project Management
- Scheduling (Microsoft Project Professional 2003)
- Business Analysis
- Requirements Management
- Clarity Project and Portfolio Management (PPM) Operations & Administration

None

### D. 14. Describe project-level governance practices, including change management, issue resolution, and problem escalation.

- The CDFA has established a Change Control Board (CCB) to review, analyze, approve or disapprove requested changes. The CDFA has also developed a draft Change Management Policies and Procedures Guide.
- Issues are reported in Weekly Status Reports, and issues related to projects are tracked in the portfolio management tool.
- Problems are escalated to the Change Control Board
- The CDFA Governance Council approves project concepts, feasibility study reports (FSRs), changes that require a special project report (SPR), and review project status to ensure that projects will deliver the desired value.

### D. 15. Does the project management methodology include processes for documenting lessons-learned and applying these to future projects?

- Yes
- No
- Not applicable

The CDFA documents "lessons learned" and identifies best practices to be applied to future projects during the project closure stage, as described in the Project Management Body of Knowledge (PMBOK).

**Portfolio Management, Project Management, and IT Governance**

**D. 16. List any automated tools being used for project management. Indicate "None" if no automated tools are being used.**

CA Clarity Project & Portfolio Management Tool Version 8.1  
Microsoft Project Professional 2003  
Open Project Workbench  
Microsoft Office 2003 products including Word, Excel & Visio  
WBS Chart Pro

**D. 17. Has your organization implemented formal, independent oversight for IT projects?**

- Yes**
- No**
- Not applicable**

**If yes, identify the unit within your organization responsible for oversight, who holds oversight contracts (if applicable), and who they report to.**

The CDFA IT Services, Client Services Section performs project oversight for delegated projects and contracts with external independent project oversight vendors for reportable projects. The Client Services Section reports to the Deputy Agency Information Officer.