California
DEPARTMENT OF TECHNOLOGY

2024

STATEWIDE INFORMATION TECHNOLOGY ANNUAL REPORT

People First. Security Always. Lead with Purpose.

A message from State Chief Information Officer and California Department of Technology Director

The 2024 Statewide Information Technology (IT) Annual Report highlights the many successes the California's IT workforce has accomplished. As I reflect on those successes, I can't help but think about what more we can—and—will accomplish next year and in the years to come with a new shared vision and strategy.

It is my pleasure to tell you about Envision 2026, California state government's forward-thinking 3-year, statewide IT strategy. Envision 2026 is our guide for building a future where technology empowers Californians and serves them as a human-centered force for equity, access, opportunity, and innovation.

Envision 2026 is not your usual strategic plan—it is a true strategy for and about the people we serve. It is designed to modernize our systems, embrace innovation and ensure our state assets and residents' data remains resilient and secure. At the heart of Envision 2026 are annual roadmaps for us to follow to deliver better outcomes for every Californian. Developed in collaboration with the State Technology Council, this strategy charts a forward-thinking course where every department keeps its autonomy while aligning to the strategy

The stories you'll read in this Annual Report bring the goals of Envision 2026 to life. They show how teams across the state are driving real change—accelerating digital transformation, improving service delivery, and making government more accessible to everyone. From modernizing our business operations to connecting rural and urban underserved communities with the Middle-Mile Broadband Initiative, these projects are creating opportunities and ensuring no one is left behind.

Our focus on cybersecurity has never been stronger, as you will also see in these pages. We are investing in innovative solutions and growing the talent pipeline to protect Californians and their data. At the same time, we are exploring emerging technologies like Generative Artificial Intelligence (GenAI) being tested in our secure sandboxes and we are building a statewide digital access ecosystem called My Digital CA to make government service delivery faster and easier than ever.

These successes aren't merely milestones—they are part of a greater story about what's possible when we work together. State departments, local governments and our vendor community are partnering in new and exciting ways, and together our efforts are making the vision of Envision 2026 a reality.

As we move forward, I'm excited to see what we will achieve together. Thank you for being a part of this journey to make California stronger, more equitable and ready for the challenges and the opportunities that lie ahead.

Liana Bailey-Crimmins
State Chief Information Officer &
California Department of Technology Director

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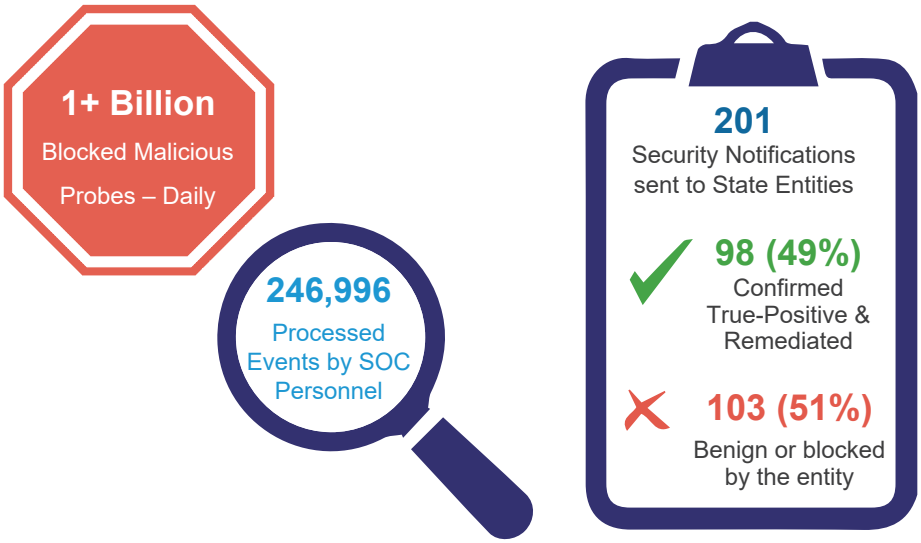
STATEWIDE IT PERFORMANCE METRICS

The following metrics are part of CDT's performance management framework. Performance targets were initially identified in the 2016 Annual Report. Subsequent reports show the annual measurements of progress in improving and enhancing the state's information technology program.

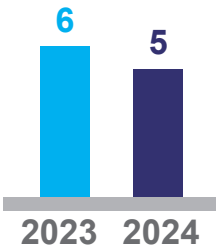
SECURITY

Malicious Activity Detected by the Security Operations Center



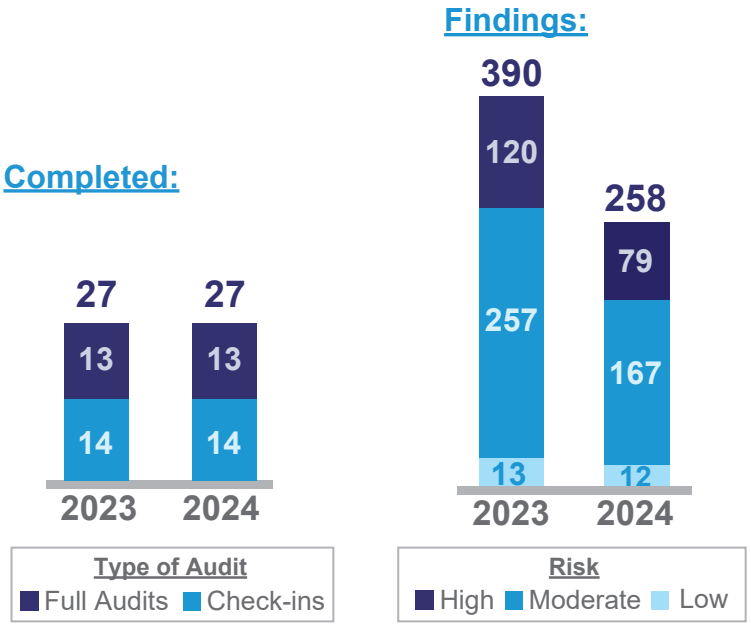
The number of malicious activities detected in 2024 by CDT's Security Operations Center (SOC) targeting the California Government Enterprise Network (CGEN) and other IT systems owned and/or managed by the State Data Center.

Number of Electronic Incidents Resulting in the Unauthorized Disclosure of Personal Information



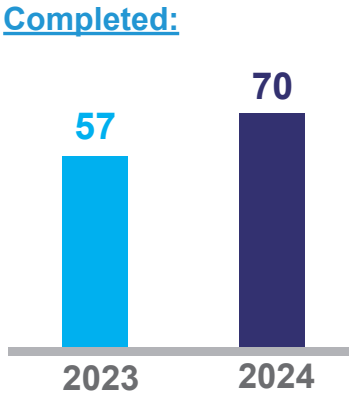
The number of breaches during the calendar year that involved Personally Identifiable Information (PII) contained in lost or stolen unencrypted electronic devices and storage media. This number does not include paper and verbal releases of information.

Information Security Audits (Policy Focused)



The number of Information Security Audits conducted by CDT and their corresponding findings. Each audit includes a comprehensive evaluation of the state entity's infrastructure and security practices to ensure compliance with state policy and federal standards. Audits remained the same due to budget constraints.

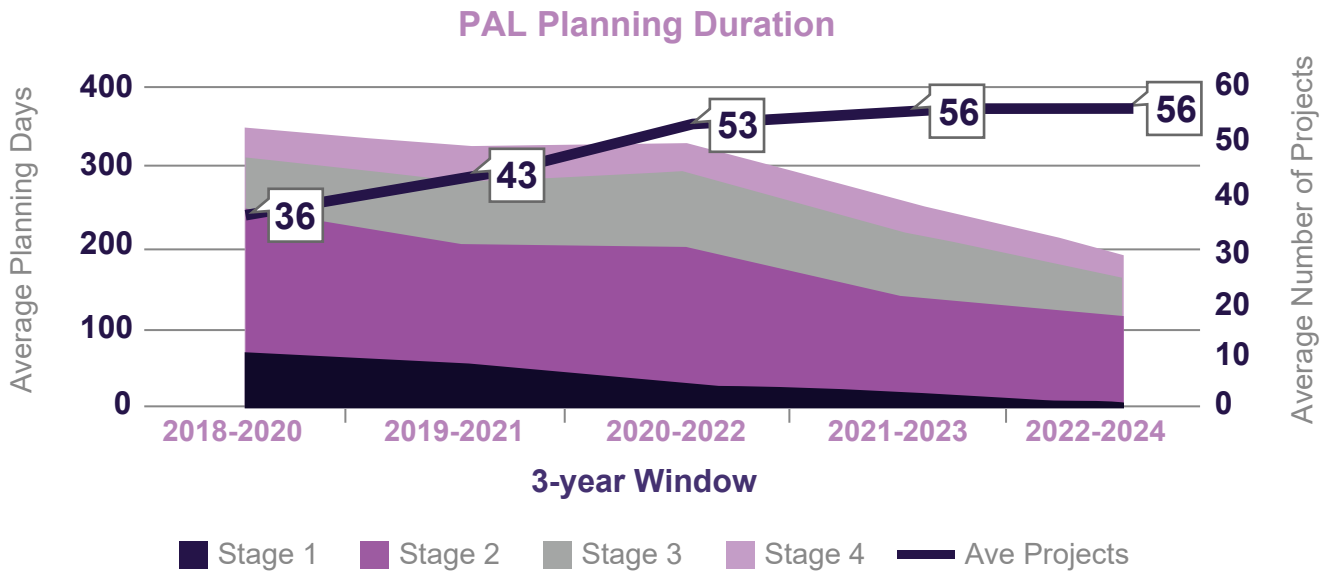
Independent Security Assessments (Technical Focused)



The number of Independent Security Assessments conducted by the California Military Department, or an approved third party, and a summary of their findings. Some focus areas include asset management, continuous user training against phishing attacks, and consistent patching for vulnerabilities.

PROJECT DELIVERY

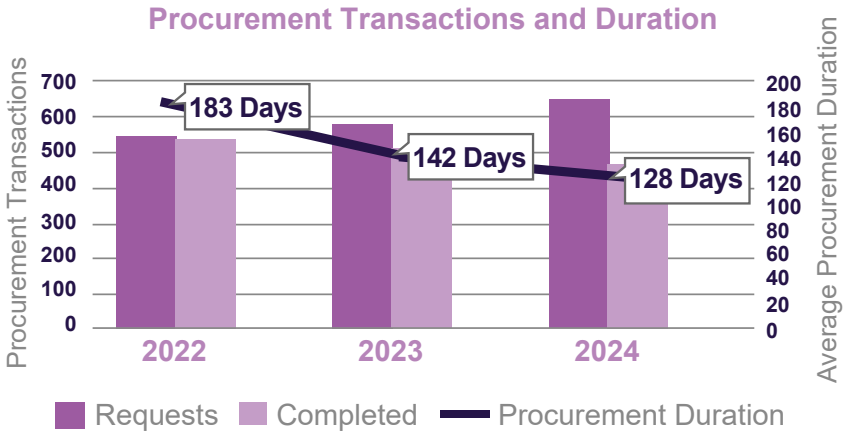
Number of IT Projects Increased while IT Project Planning Duration Decreased



The Project Approval Lifecycle (PAL) ensures projects are undertaken with a strong business case, clear business objectives, accurate costs, and realistic schedules.

The graph presents state technology projects in planning over several 3-year periods and illustrates the average IT project planning period is decreasing while the average number of IT projects is increasing. The average number of IT projects shown for each 3-year period is slightly lower than in last year's report as a result of increased accuracy in the data and reporting methodology.

CDT Statewide Technology Procurement Accomplishments



The graph demonstrates a significant reduction of 55 days (30%) in procurement duration (the total time for procurement) between 2022-2024.

The graph shows IT procurements CDT executes statewide doubled, while the solicitation duration in 2023 over 2022 was reduced by 30%, due primarily to:

- *Online pre-approval of qualified vendor applications reducing the timeframe by 2 weeks,*
- *Digital tools that increased procurement efficiency through intradepartmental communication and collaboration, and*
- *ServiceNow that streamlined every stage of the procurement workflow.*

Non-delegated Projects Outcomes

Non-delegated IT Projects	Number of Projects	Percent of Projects	Industry Benchmark
Successful Projects	10	59%	31%
Challenged Projects	7	41%	50%
Failed Projects	0	0%	19%
Total	17	100%	100%

The State IT project outcomes is better than the industry benchmark[1].

Successful *– within 10% variance in scope, schedule, or cost.*

Challenged *– 10% or more variance in scope, schedule, or cost.*

Failed *– Terminated by CDT.*

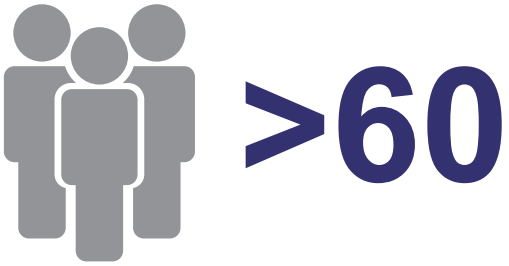
Projects withdrawn by the department are noted in this report.

1 *Standish Group CHAOS[1] Report. (CHAOS - the Comprehensive Human Appraisal for Originating Software)*

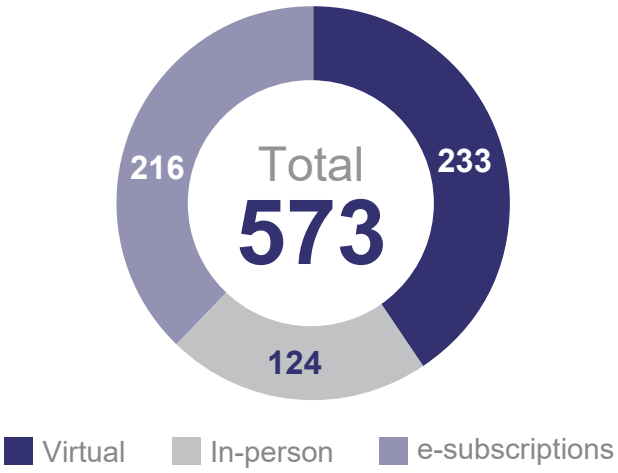
WORKFORCE

Number of GenAI training classes offered by CDT

Number of participating departments in GenAI training



Number of GenAI training class attendees



CDT, along with other departments, participated in three Career Forums during 2024

California Career Forum (CACF)

- Event held on 8/1/24
- 1,128 registered with 215 attending virtually
- Departments participating: CDTFA, ODI, CDT, GovOps

California Career Forum (CACF)

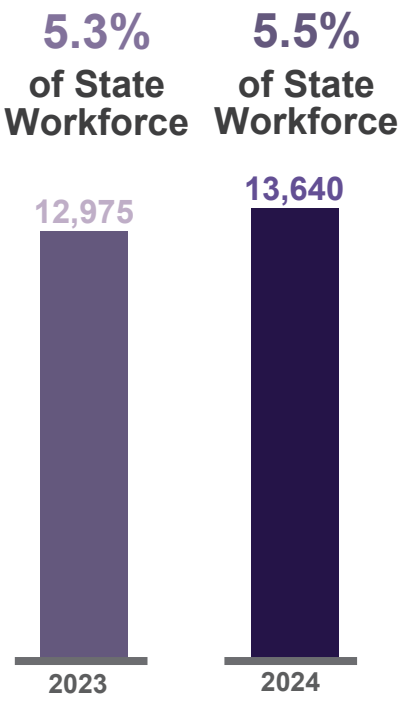
- Event held on 1/24/24
- 600 registered with almost 400 candidates attending virtually
- Departments participating: CDTFA, ODI, CDT, CalPERS, CDCR, CalHR

How to Move to an IT Career

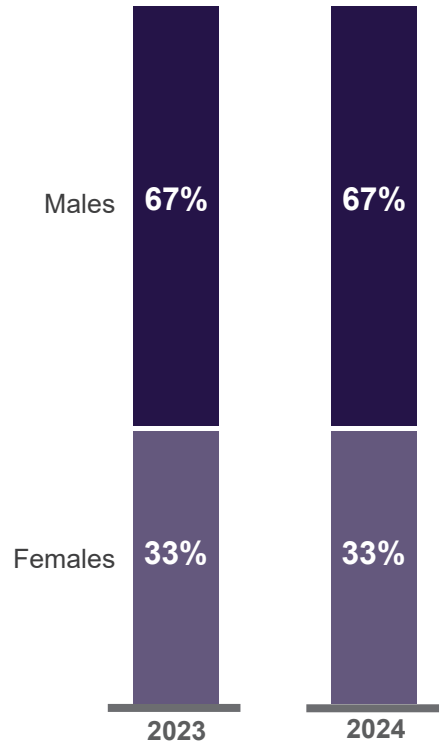
- Event held on 9/25/24
- 900 registered with 547 attending virtually
- Departments participating: CDTFA, ODI, CDT, CalHR

STATEWIDE IT WORKFORCE DEMOGRAPHICS

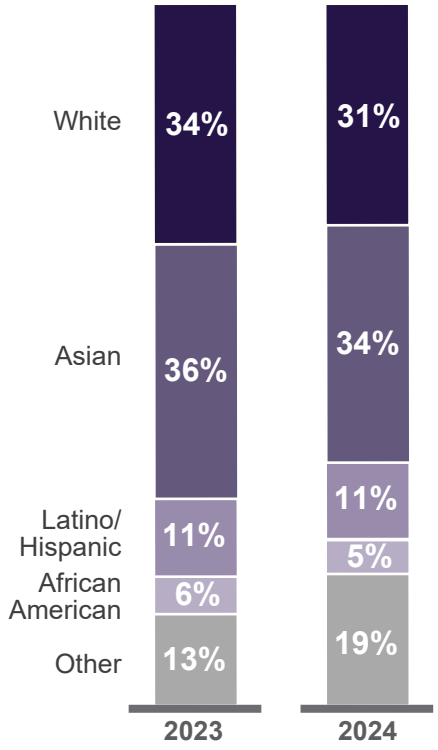
State IT Employees



Gender

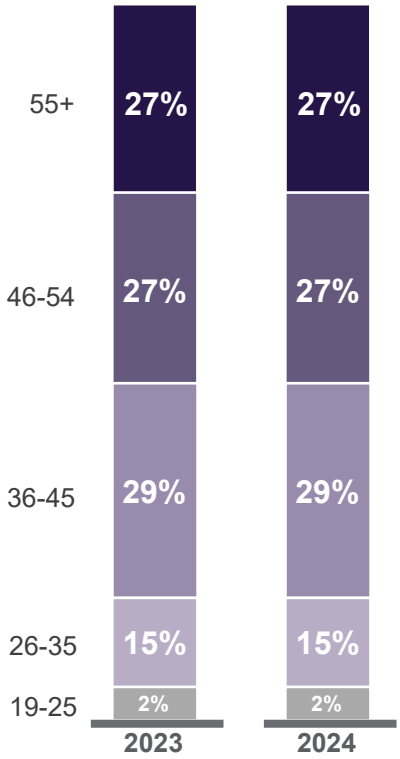


Ethnicity

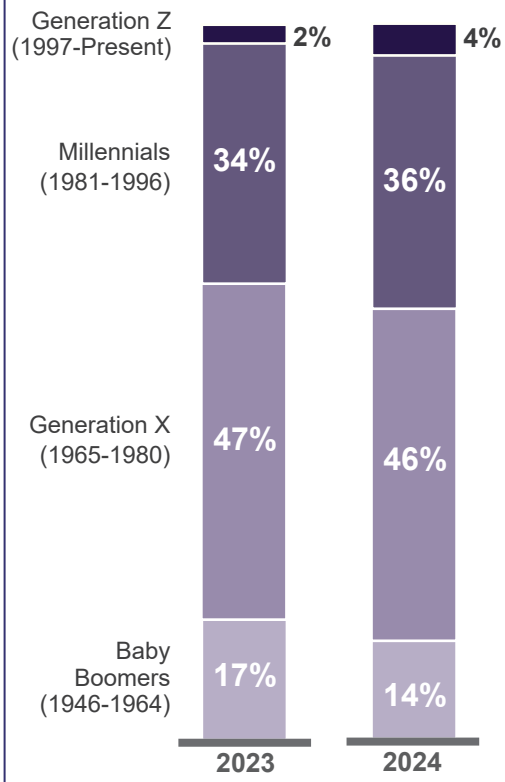


**Other represents several ethnicities, including Native American, Inuit, Puerto Rican, those Unknown and those who Chose Not to Identify.*

Age



Generation

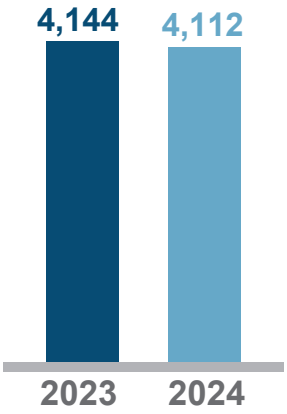


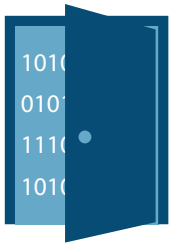
Range to Retirement

Source: *CalHR*

TECHNOLOGY INNOVATION

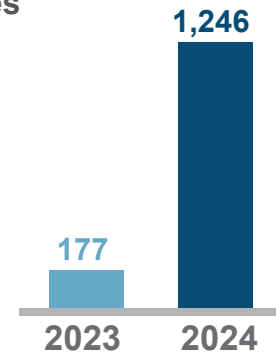
Number of Datasets Available to the Public





data.ca.gov

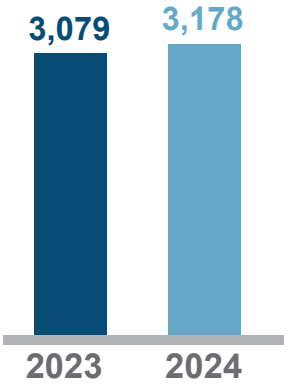
Number of State Contributed Open Source Code Sets repositories



Includes codes from code.ca.gov and Github.

The increase in 2024 was due to the discovery of a bug that shielded many projects from the public repository. The website now reflects all available projects.

Number of GIS-based Datasets Available to the Public through the Statewide Geoportal

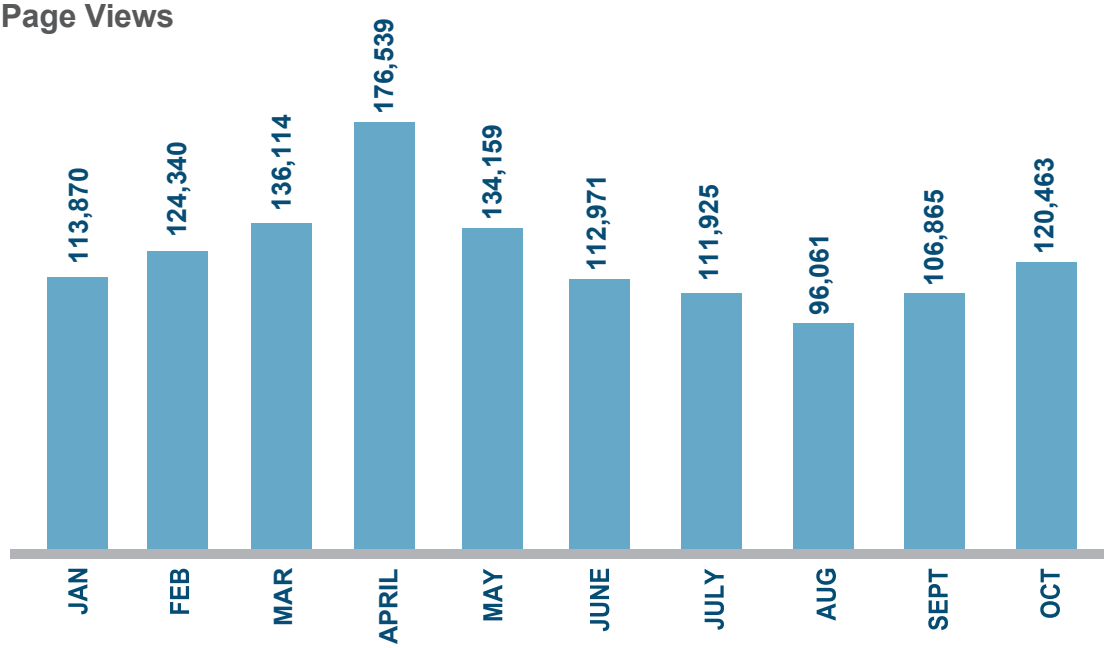


gis.data.ca.gov

Number of GIS Applications Available to the Public through the Statewide Geoportal

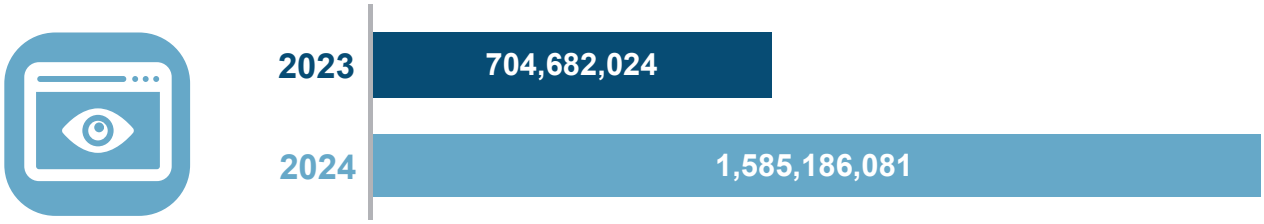
gis.data.ca.gov

Data.ca.gov Page Views



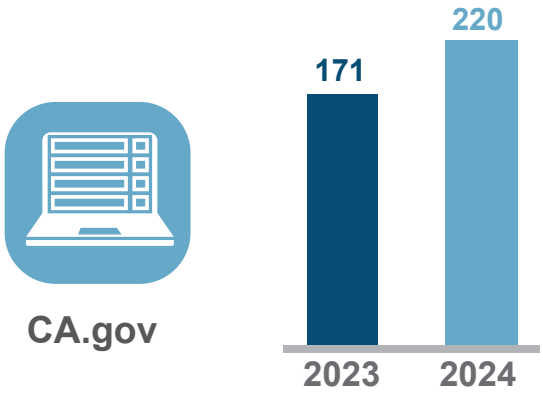
TECHNOLOGY INNOVATION

Number of Unique Page Views of All Websites Within the CA.gov Domain



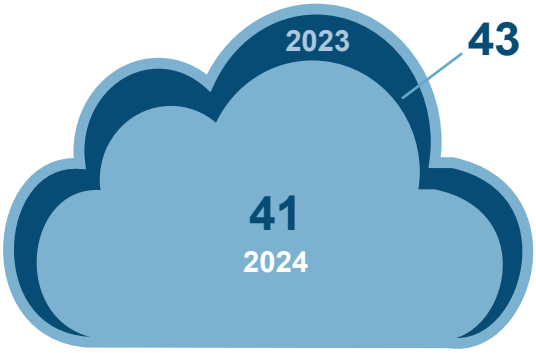
2023 Page Views declined as pandemic information needs subsided.

Number of Digital Services Accessible Through the CA State Portal



The number of digital services accessible through the California State Portal (www.ca.gov), a single navigation link for common public services.

Number of Subscriptions to Software as a Service (SaaS) Cloud Services by State Entities Offered through the State Data Center

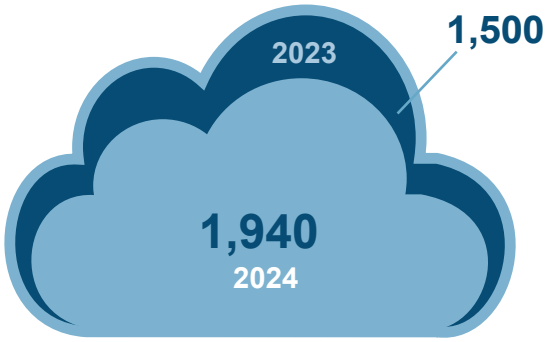


The cloud-based SaaS solutions used by state entities offered through the state data center as part of its Vendor Hosted Subscription Services (VHSS).

CDT retired some products and services in the SaaS line.

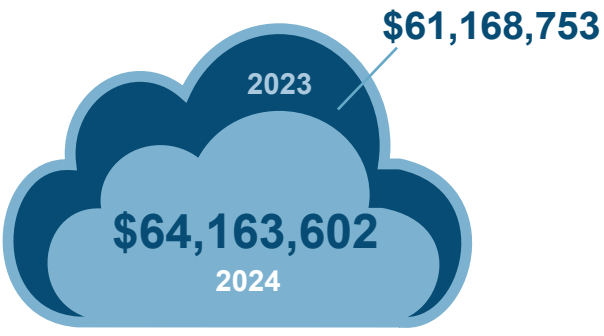
Number of Subscriptions to Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) Cloud Services by State Entities Offered through the State Data Center

Number of Subscriptions to IaaS/PaaS



The number of subscriptions to cloud-based IaaS/PaaS solutions by state entities offered through the State Data Center.

Total Subscriptions for Services Utilized



The total amount spent on subscriptions by state entities using cloud-based IaaS and PaaS solutions offered through the State Data Center.

Despite a decrease in subscriptions for IaaS and PaaS, these services have realized a net increase in usage and expenditures against active contracts.

Advance an inclusive digital experience for all

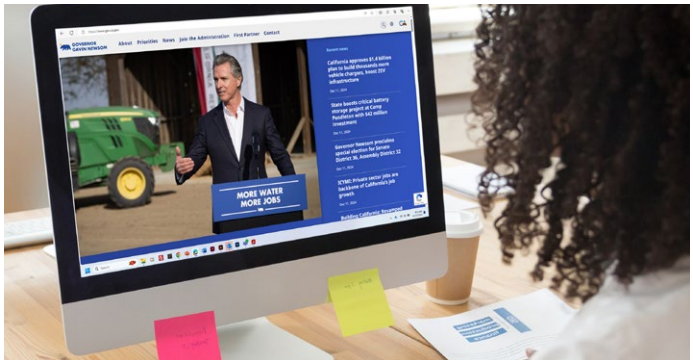
to be people-centric, accessible, and responsive.

Governor's Office Website Redesign Showcases Modern Digital Experience

In a remarkable feat of innovation and teamwork, the California Governor's Office website (Gov.ca.gov) underwent a complete rebuild and redesign in just 12 weeks. Tasked with reflecting Governor Gavin Newsom's "California for All" vision, the CDT Web Services team, in partnership with the Governor's Office and Office of Data & Innovation, delivered a sleek, modern digital experience. The dedicated team created a more accessible, user-friendly site that embodies the state's values of inclusivity and transparency and aligns with its digital strategy while embracing the Governor's Equity Executive Order (N-16-22).

The new design features an overhauled homepage spotlighting the latest news, a Featured Media section for social and media content, and a global CA.gov menu for better navigation across state government websites. A new system for organizing news releases by topic, including executive orders and press releases, further improves the site's user experience. These enhancements have doubled newsletter sign-ups and heightened public engagement with the Governor's Office.

The results speak for themselves. The new gov.ca.gov met and exceeded stakeholder expectations, demonstrating the team's dedication to cutting-edge digital solutions. With its clean design, streamlined navigation, and fresh brand identity, the revamped website sets a new benchmark for excellence in government digital services, showcasing California's leadership in technology and transparency.



A New Era in Transparency for California's Infrastructure Investment

California launched Build.ca.gov in 2024, an innovative website that provides the public an in-depth look at the state's $180 billion infrastructure investments planned over the next decade. This interactive platform, developed by the California Department of Technology (CDT) in collaboration with the Government Operations Agency (GovOps) and the Office of Data & Innovation (ODI), offers an unprecedented level of transparency, allowing residents to explore infrastructure projects in their communities with ease.

The new website features a state-of-the-art dashboard that integrates dynamic maps with real-time data, allowing users to search for projects by region, category, or funding source. Californians can now easily access detailed information about various initiatives, from climate resilience efforts to transportation upgrades and new job creation projects. This intuitive tool makes it simple to track how and where the state is investing in its future.

Designed with the user in mind, Build.ca.gov is accessible to all Californians. It adheres to rigorous accessibility standards, ensuring that individuals with disabilities can easily navigate the site. The website also features content written in plain language, making complex project details easy to understand. In keeping with the state's commitment to equity, the platform offers scalable language translation services, ensuring California's diverse population can engage with the content.

In addition to offering transparency, the site is built to evolve and will regularly update its project listings, allowing residents to stay informed about the progress of infrastructure developments in real time. It also serves as a model for other state digital services, showcasing how user-centric design and innovative technology can improve public engagement.

With Build.ca.gov California is setting a new standard for how governments can leverage technology to create more transparent, accessible, and engaging platforms for their residents.

Digitalizing Exam and Health Quality Survey Scheduling

The Department of Managed Health Care (DMHC) faced a significant challenge scheduling financial exams and health quality surveys. The existing process relied on manual spreadsheets and emails, leading to overlapping events, rescheduling conflicts, and inefficient resource use. Without a centralized view, the Office of Financial Review (OFR) and the Office of Plan Monitoring (OPM) encountered issues when scheduling events with health plans, causing delays and redundancies.

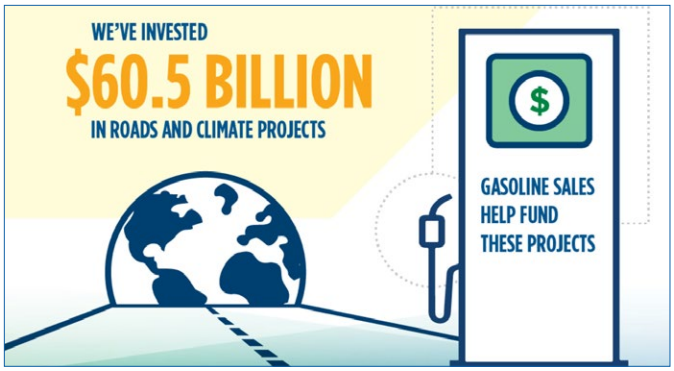
DMHC implemented a digital scheduling system to address these inefficiencies through funding from the California Department of Technology (CDT) Technology Modernization Fund (TMF). This system automates the scheduling of recurring events like exams and surveys, eliminating the need for manual intervention and reducing the likelihood of scheduling conflicts. Key features include a time-based Gantt chart view, filtering schedules between OFR and OPM, and automated notifications for upcoming tasks and milestones.

The new solution allows DMHC staff to view, schedule, and manage events across departments, significantly improving coordination. Health Plan Compliance Officers also benefit from better visibility into planned events, allowing them to meet statutory requirements without juggling overlapping schedules. This project's success earned DMHC a "Best of California" award at the 2024 California Government Innovation Summit.

A One-Stop Resource for Reliable Gas Prices and Policies

California's Gas Facts landing page on CA.gov provides residents with a centralized, user-friendly hub for understanding gas prices, consumption, and related policies. This page is part of the state's ongoing effort to enhance transparency and simplify access to essential information through its official web portal, CA.gov. By consolidating data into one easy-to-navigate platform, Californians no longer need to search across multiple websites to find answers to important questions about gas-related issues.

The primary purpose of the Gas Facts page is to present often complex topics in a straightforward and accessible manner. It clearly explains factors influencing gas prices, how consumption impacts residents' daily lives, and the policies shaping these changes. By organizing information in a centralized location, the government ensures consistency and accuracy, reducing the spread of misinformation while empowering Californians to make informed decisions.



The page incorporates interactive charts and graphs to make the data more engaging and easier to grasp. These visual tools break down complicated data sets, allowing users to see trends in gas prices and consumption at a glance. Whether tracking gas price fluctuations or understanding policy changes, these visuals help residents engage with the material in a way that enhances understanding and retention.

From an operational standpoint, consolidating the information into the CA.gov platform improves the management and updating processes. Government teams can monitor data more efficiently, ensuring all facts are current and accurate, while saving resources by maintaining a single, comprehensive site instead of multiple smaller ones.

Pages like Gas Facts demonstrate how the government can use technology to improve public access to information, enhance transparency, and streamline digital operations. With its centralized and clear approach, this landing page makes staying informed about gas prices and policies easier for all Californians.

Online Directory Connects Californians to Resources

In collaboration with the Office of Community Partnerships and Strategic Communications (OCPSC), we developed an online directory to connect Californians with vital state resources. This platform is a central hub where organizations and community groups can easily access information on services available to residents. The goal is to create a user-friendly, comprehensive resource for anyone looking to navigate the State's offerings.

A thoughtful, inclusive process drove the directory's development by listening to community organizations, conducting extensive research, and consulting with state agencies. A key part of the process involved user-centered design workshops and focus groups with community-based organizations, which shaped the website's vision and functionality. The goal was to ensure the site would be easy to navigate and deliver clear, useful information.

Key service areas highlighted on the site include healthcare, mental health, food assistance, housing, disaster relief, legal services, and support for formerly incarcerated individuals, older adults, veterans, refugees, and others.

Anticipation is high as the directory launched December 1. OCPSC are committed to meeting the community's needs and expectations through continuous user feedback and testing. This iterative approach underscores our commitment to providing a platform that informs and engages residents, ensuring they can easily access the services they need.

DPR Modernizes Pesticide Registration

Photo: CDFA

In 2014, a dedicated cross-department team at California's Department of Pesticide Regulation (DPR) set out on a journey to revamp the state's pesticide registration process. The challenge was monumental, demanding the integration of 23 outdated legacy systems and automating manual processes that had persisted for more than three decades. This effort required a close partnership between DPR's Pesticide Registration Branch (PRB) and Information Technology Branch (ITB), ensuring that both programmatic and technological needs were met for modernization.

This collaboration resulted in the highly anticipated California Pesticide Electronic Submission Tracking (CalPEST) system, which officially launched on September 24, 2024. CalPEST is designed to significantly reduce the time required for processing registration actions while enhancing transparency in DPR's evaluation process. The new system offers online payment options and simplifies access to safer alternatives, paving the way for sustainable pest management in California. Stakeholders can receive real-time status updates and have a centralized platform for accessing registration data and evaluation timelines.

Developing CalPEST involved meticulous communication between various departments, a strong focus on user experience, and careful internal and external expectations management. The rollout was important, as it coincided with the annual registration renewals scheduled to begin just one week after launch. DPR Director Julie Henderson emphasized that this launch represents a historic milestone for the department, aligning with DPR's core values of accountability and continuous improvement.

DPR will add more CalPEST features and enhancements in Spring 2025. This initiative is a modernization effort and a strategic priority outlined in DPR's Sustainable Pest Management Roadmap and 2024-28 Strategic Plan. Streamlining the registration process will facilitate quicker access to lower-risk products, reducing California's reliance on high-risk pesticides.

CA.gov Logo gets a Modern Look

In tandem with the Governor's Office website redesign, the CA.gov logo also received a major update. This rebranding retains key elements of the California flag—such as the iconic bear and red star—while introducing a modern, versatile look with the letters "CA" in bold font that is easier to read for accessibility. The new design strikes a perfect balance between honoring the state's heritage and presenting a fresh, adaptable identity across digital platforms.

The rebranded CA.gov is designed for instant recognition. The logo ensures a cohesive and recognizable presence across all state websites, allowing Californians to instantly connect with their government's digital services. Consistent logo use enhances the state's visual identity, helping every online interaction reinforce California's values and pride.

The updated CA.gov logo suite is tailored for seamless use across all digital touchpoints, from website headers to icons and favicons. Thoughtfully designed to scale across different platforms, the new logo ensures that the state's digital identity is distinctive, adaptable, and forward-looking.

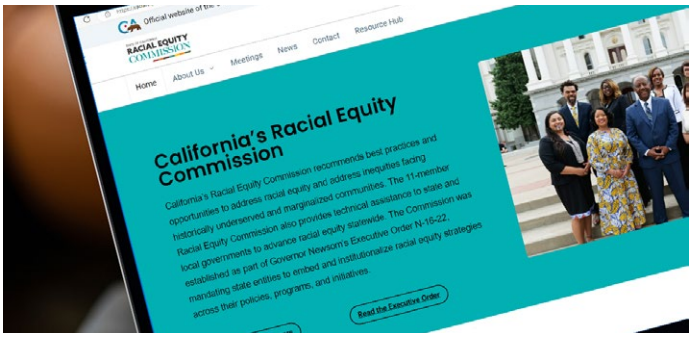
Drawing from the iconic California flag, the logo's color palette integrates warm and cool tones that reflect the state's natural beauty. This modern yet timeless color system ensures that the logo fits a variety of state websites while staying true to California's rich heritage.

Together, the Governor's Office website redesign and CA.gov rebranding represent a bold leap into the future of digital government, one that champions innovation, accessibility, and the spirit of California for All.

Building a Website for California's Racial Equity Commission

In response to growing awareness of equity, inclusion, and social justice, California's Racial Equity Commission was created to address systemic inequities and promote racial equity. Established by Governor Newsom's Executive Order N-16-22, the commission focuses on the needs of historically underserved communities, providing tools, methodologies, and strategies to integrate racial equity into state systems. Housed within the Governor's Office of Land Use and Climate Innovation, the commission plays a crucial role in advising on best practices to foster racial equity statewide.

To enhance community engagement, the Governor's Office of Land Use and Climate Innovation spearheaded the creation of a dedicated website for the commission.



This online platform serves as a hub for information, allowing residents to connect with the commission through live streams, public comments, and requests for technical assistance. The site was designed to facilitate open dialogue, making the commission's work more accessible to Californians.

The website development followed an iterative process, incorporating feedback at each stage to ensure flexibility and responsiveness. The goal was to create a comprehensive and user-friendly resource where visitors could easily find information about the commission's activities, including its role in advising state and local governments on racial equity issues.

The site's successful launch marked a significant step forward for the commission. It provided a platform for meaningful communication and advocacy, empowering marginalized communities to be heard in state policymaking. Ongoing updates ensure the site remains responsive to evolving community needs, symbolizing California's enduring commitment to racial equity and justice. By leveraging technology, the state created a powerful tool for change, fostering collaboration and advancing a more equitable future for all.

California's myDigitalCA Delivers a New Era of Access

California is proving how residents can better access state services through its myDigitalCA (Digital ID) ecosystem that showcases security and convenience. Utilizing the California Identity Gateway, a secure platform enabling individuals to verify their identity and eligibility for various services securely and easily, is a critical part of this effort.

A good example of California's system in action is the California Integrated Travel Project (Cal-ITP). Working closely with the California Department of Technology (CDT), Cal-ITP has harnessed the Digital ID Gateway to assist seniors and veterans in obtaining discounted transit fares. By linking their verified eligibility to contactless bank cards, riders can effortlessly access transit services across agencies such as Monterey Salinas Transit, Santa Barbara Metropolitan Transit District, and Sacramento Regional Transit. The model's scalability will permit other transit agencies statewide to adopt it with ease.

The flexibility of myDigitalCA's ecosystem is powered by multiple partnerships to facilitate eligibility verification. These include collaborations with federal and state entities like Login.gov, the Department of Veterans Affairs, Medicare, and CalFresh. For example, veterans' status is verified through a partnership with the VA, while eligibility for programs like Medicare and CalFresh is authenticated through dedicated partnerships with those specific programs. This flexibility highlights the platform's ability to connect with any number of identity and eligibility providers, ensuring residents' information is validated while eliminating the need for multiple logins and verifications.

The State has introduced a digital wallet feature, enabling residents to store their new mobile driver's licenses (mDL) and other state mobile credentials on their mobile devices. As of August 2024, Californians can add their mDLs to Google Wallet, providing a convenient alternative for storing

digital IDs on smartphones. In September 2024, the state adopted the Apple Wallet, allowing residents to add their mobile state licenses to their iPhones and Apple Watches. Going forward, users will present their mobile credentials, like park passes, professional licenses and other credentials to a growing list of government entities, businesses and at Transportation Security Administration (TSA) airport security checkpoints.

California is exploring additional applications for its myDigitalCA system. CDT is engaging with agencies like the California Air Resources Board and the Department of Parks and Recreation to simplify eligibility verification for environmental programs and park services. Additional collaborations with the California Public Utilities Commission and the California Privacy Protection Agency are also in progress to broaden the system's utility and reach.

The myDigitalCA ecosystem has taken a significant step toward a more connected and secure future. By integrating trusted identity verification systems like Login.gov and leveraging existing program enrollments such as CalFresh, the state is eliminating barriers and enhancing the efficiency of service delivery. As this initiative evolves, Residents can opt in to participate in the state's Digital Identity program and be assured their privacy is being protected at all times.

California's Journey to Digital Equity—Vision into Action

In March 2024, California reached a milestone in its quest for digital equity. After engaging with more than 50,000 Californians and a broad network of stakeholders, the National Telecommunication and Information Administration (NTIA) officially approved California's State Digital Equity Plan. This landmark plan highlights the barriers preventing the State's most vulnerable residents from fully participating in the digital world. It also lays out actionable strategies to overcome these challenges, with a focus on improving outcomes in education, healthcare, and access to essential services and government benefits.

By November 2024, California had taken the next step by receiving a $70.2 million State Digital Equity Capacity Grant to bring the plan to life. As the grant administrator, the California Department of Technology (CDT) is spearheading the effort to support centralized services, state-managed digital inclusion initiatives, and a healthy subgrant program designed to empower local communities.

The subgrant program will be a catalyst for change by funding projects that address broadband adoption, digital literacy, and device access. Initiatives will range from developing local digital equity plans to running broadband adoption campaigns, offering digital navigation services and providing devices to those with greatest need.

To ensure a collaborative approach, CDT has engaged stakeholders throughout the year, hosting briefings and soliciting input from community-based organizations via surveys, questionnaires, and public comment. Their insights have shaped the draft guidelines for the subgrant program, which is set to launch in early 2025.

This comprehensive approach—combining statewide leadership with local action—underscores California's commitment to bridging the digital divide. By building partnerships and implementing strategies outlined in the State Digital Equity Plan, the State aims to ensure that every resident has access to high-performance broadband, affordable devices, and the training needed to thrive in a digital world.

When fully realized, this plan will enable the State's most vulnerable populations to access needed digital government services and unlock broader economic and social opportunities. The journey from planning to implementation is not just a bureaucratic process—it's a transformative effort to ensure that California leaves no one behind in the digital age.

Secure California's technology investment

to have cyber hygiene, cyber resilience, & cyber maturity.

Enhancing Public Safety with High-Tech Cameras

In response to a surge in vehicle theft and highway violence, the California Highway Patrol (CHP) sought innovative technology to improve public safety. The CHP's Information Management Division, CHP's Enforcement and Planning Division, Golden Gate Division, and the City of Oakland implemented an Automated License Plate Reader (ALPR) system with advanced vehicle identification technology.

By August 2024, 480 cameras were strategically installed along freeway corridors and entry/exit routes within CHP jurisdiction in the East Bay and Oakland. These cameras, capable of capturing license plate data, audio, and video, became crucial tools for identifying vehicles linked to criminal activity. They provided real-time information, helping solve serious crimes, including homicides and attempted homicides.

In July 2024, these cameras played a pivotal role in apprehending a suspect following a freeway shooting incident on the San Francisco–Oakland Bay Bridge. The system identified the vehicle, leading to the arrest and seizure of a firearm, underscoring the value of this technology in reducing highway violence, a key public safety goal of Governor Newsom.

The cameras offer numerous benefits, including generating leads on crimes like freeway shootings, carjackings, and auto thefts. Data is stored for 28 days, safeguarding privacy by not including personal identifying information.

Delivering Passwordless Security with Zero-Trust Identity

During the COVID-19 pandemic, the California Department of Public Health (CDPH) faced a critical challenge: protecting sensitive vaccine and immunization data from an increasing wave of cyber-attacks. CDPH's leadership tasked the Information Security Office with finding a cutting-edge solution to safeguard its IT infrastructure. Their answer? A groundbreaking, passwordless, phishing-resistant authentication system based on Zero-Trust, or no trust of a person or device by default, principles.

In collaboration with strategic partners, CDPH implemented the Fast Identity Online (FIDO) Project, deploying vendor software, security keys, and FIDO2 authentication standards. This initiative has redefined cybersecurity for CDPH, moving away from vulnerable passwords toward advanced, passwordless authentication methods that bolster security while improving the user experience. The project represents a significant leap forward for the department's security protocols.

A key feature of the FIDO Project is consolidating user accounts into a single managed system. This streamlining has enhanced security across cloud and on-premises applications, making identity management more straightforward and secure. CDPH has issued employees 8,000 physical security keys and rolled out an authentication tool from Microsoft that allows users to sign-in using biometric data, providing safe access without the need for passwords.

Collaborative and shared resources, have also made it easy to onboard thousands of external users, including private and county health departments, with robust multi-factor authentication that doesn't rely on passwords.

The impact of the FIDO Project has been transformative. By eliminating weak passwords, reducing the risk of phishing, and preventing credential theft, CDPH has significantly strengthened its cyber defenses. Employee satisfaction has risen as passwordless sign-ins have simplified their day-to-day access, while help desk calls for password resets have dramatically decreased. Furthermore, the introduction of single sign-on (SSO) for over 400 applications has streamlined workflows, boosting productivity across the department.

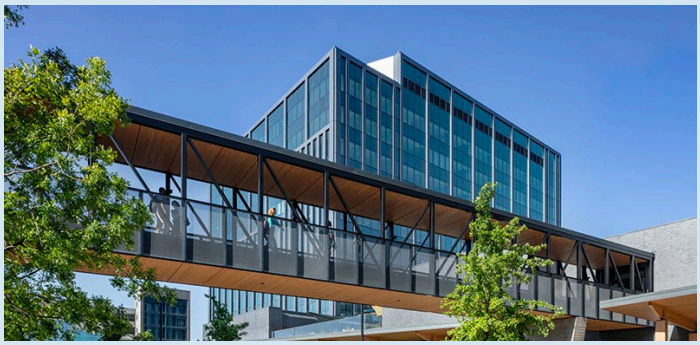
CDPH's innovative approach sets a new cybersecurity standard for state government agencies and highlights its leadership in adopting future-proof security practices. The success of the FIDO Project positions CDPH as a model for other public institutions nationwide, showcasing the effectiveness of Zero-Trust principles and passwordless authentication in securing critical data.

CRD Completes High-Tech Move to New State Office Complex

After four years of planning and six months of execution, the Civil Rights Department (CRD) successfully transitioned from its Elk Grove headquarters to the new May Lee State Office Complex on Richards Blvd. The move was seamless for staff, thanks to the IT Services Division's efforts in designing and implementing a modern network infrastructure, including the introduction of advanced authentication for wired and wireless networks.

CRD completed a department-wide upgrade to Windows 11 to prepare for the move, using cloud platform for connectivity to improve remote and in-office experiences. This shift significantly reduced the technology footprint across all six offices. Additionally, CRD rolled out enhanced security software and utilized the California Department of Technology's (CDT) Security Operations Center as a Service (SOCaaS).

The department also adopted a new and secure internet security suite, retiring its legacy virtual private network (VPN) solution. These technological advancements have improved cybersecurity, streamlined operations, and enhanced the user experience for CRD employees, positioning the department for greater efficiency and security in the future.



Strengthening Cybersecurity for All

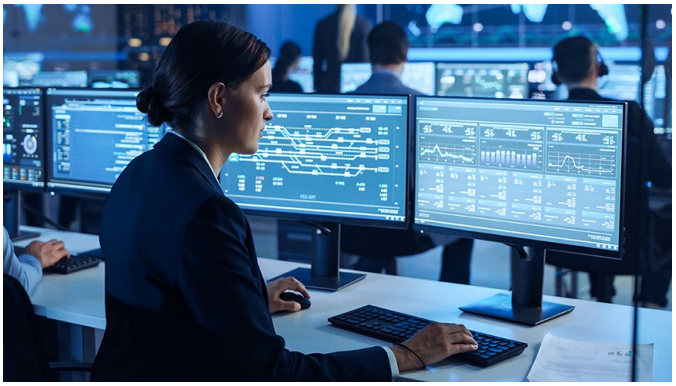
The California Department of Technology's (CDT) Office of Information Security (OIS) faced a tough question: How could they extend reliable cybersecurity services to public sector organizations across California, not just the executive branch? Many smaller entities, such as rural fire departments, operated on tight budgets, lacked dedicated IT staff, and used outdated systems, leaving them highly vulnerable to cyber threats.

The cost of addressing these needs was daunting. Running an around the clock Security Operations Center (SOC) costs about $2.1 million annually, while outsourcing to a Managed Security Service Provider (MSSP) could reduce that to $260,000–$650,000 per year, depending on the organization's size. However, even these reduced costs were often too high for many organizations.

The stakes couldn't be higher. Without proper cybersecurity measures, critical systems could fail during emergencies, leading to serious consequences for Californians. OIS needed to design a solution that worked for both well-funded organizations and smaller, resource-strapped entities.

But the challenge was bigger than just staffing. Cybersecurity involves more than having experts monitoring systems around the clock. It also requires significant investments in infrastructure, software licensing, data storage to meet legal requirements, and tools for detecting and responding to threats. To address these challenges, OIS focused on integrating its services with the California Cybersecurity Information Center (Cal-CSIC) to improve incident response, speed up onboarding, and enhance customer support.

OIS partnered with leading vendors to bring in expertise and the latest tools. This collaboration allowed OIS to concentrate on its mission—strengthening cybersecurity statewide—while providing organizations with a simplified solution for managing their cybersecurity needs.



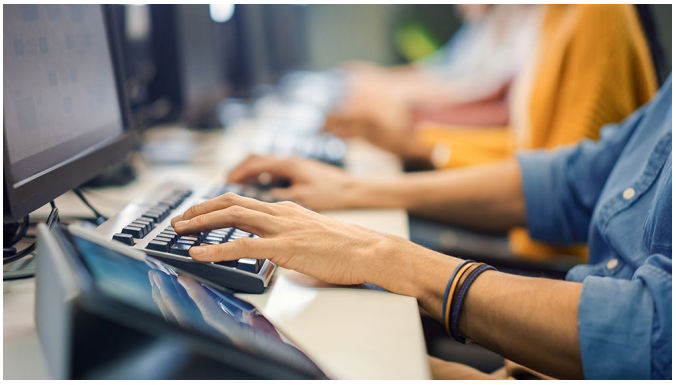
For organizations unable to handle cybersecurity in-house or looking for a more accessible option, SOC-as-a-Service (SOCaaS) became the ideal choice. By moving SOC tools to a modern, cloud-based system, SOCaaS eliminated the need for costly infrastructure and allowed customers to pay only for log ingestion, significantly reducing costs.

Developed with top vendor partners, SOCaaS served as an "Easy Button" for cybersecurity, enabling organizations to focus on their primary missions while trusting OIS to provide top-tier protection. The service offered:

- Risk Management Service: Proactively identified vulnerabilities and analyzed risks across 159 public sector entities and over 600 partners.
- KPI Tracking and Metrics Reporting: Continuously measured and improved SOC performance to keep systems secure.
- OIS Log Management Service: Simplified log processing and delivered cost savings of 25-60% for large networks.
- Enhanced Threat Coverage: Expanded monitoring to include over 1,000 threat detection rules, covering all 14 tactics and 70% of techniques in the MITRE ATT&CK framework.
- Tailored Onboarding and Training: Provided customized support, whether organizations wanted to manage their own security or rely entirely on OIS.
- Ongoing Support and Health Checks: Offered regular check-ins to ensure systems were running smoothly and customers felt supported.

By offering this affordable and comprehensive service, CDT empowered even the smallest organizations to access world-class cybersecurity. SOCaaS leveled the playing field, helping safeguard public systems and protecting Californians.

CHP's Backup and Recovery Solution



The California Highway Patrol (CHP) faced growing challenges with its data infrastructure, which supported multiple technology platforms, and critical public safety services like Computer-Aided Dispatch (CAD). The existing backup solution needed to be improved, particularly in encryption, network security, and efficient data management.

CHP implemented a data backup and recovery solution to address these challenges, offering robust encryption and secure network configurations. The project involved setting up storage accounts, configuring encryption keys—a public-private key pair to encrypt securely and decrypt data—ensuring only authorized access to sensitive information—establishing network and firewall protections, and installing appliances in CHP's main data center and Area offices statewide. The implementation also included thorough testing to ensure optimal system performance.

The phased deployment successfully secured backups for the multiple supported platforms and CAD systems. This approach allowed CHP to resolve technical issues related to backups and ensure the system could expand with future data growth.

The solution brought several key benefits:

- Enhanced Security: Encryption and secure network configurations protect data.
- Comprehensive Coverage: All critical systems are now reliably backed up.
- Scalability: The system has been future-proofed, with cloud storage options to accommodate growing data needs.
- Streamlined Management: The phased approach improved issue resolution and ensured seamless backup processes.

This project has greatly enhanced CHP's data management infrastructure, ensuring a secure, scalable, and resilient backup system that supports the agency's mission-critical public safety services.

California Builds Sandboxes for GenAI Proofs of Concept

In response to Governor Gavin Newsom's Executive Order N-12-23, the California Department of Technology (CDT) launched a Generative AI (GenAI) sandbox initiative to safely and precisely integrate AI solutions into state operations. This initiative, driven by CDT, has provided a secure, controlled environment where state agencies can explore GenAI applications while protecting sensitive state systems from potential risks.

CDT's sandboxes serve as isolated, vendor-agnostic spaces, allowing each participating state entity to test GenAI Proofs of Concept (PoC) with public, non-sensitive data. This setup prioritizes both security and flexibility, ensuring that no state system is at risk during testing. The sandboxes operate in cloud-based environments, allowing agencies to experiment with various AI tools. With data oversight firmly in state hands, CDT and contracted vendors work together. Vendors manage the AI applications, and CDT ensures strict control over data and business processes within the sandbox.

The design of these GenAI sandboxes supports innovation without compromising privacy or security. By focusing on public data, the initiative allows agencies to thoroughly assess the potential of AI solutions, facilitating well-informed decisions when considering new AI tools via a sandbox "safety bubble." This bubble enables testers to evaluate AI solutions and their effects without impacting the state's actual systems or compromising data privacy. This careful approach helps the state manage costs and provides a structured, low risk setting for AI adoption.

Additionally, California has leveraged its Request for Innovative Ideas (RFI2) process to pilot Proofs of Concept in the GenAI sandbox. The RFI2 PoCs are part of an open call to vendors, inviting them to propose forward-thinking AI solutions for stated public sector challenges. These PoCs are evaluated in the sandbox, allowing agencies to explore each solution's practical impact and scalability before full deployment. The state can better understand how AI applications might serve California's unique needs and improve government operations through these trials.

Through this effort, California has become the leader in responsible government AI, modeling a thoughtful and secure approach that other states can model. By building a solid framework for AI testing, CDT is setting a new standard for government innovative technology use, positioning California as a trendsetter in the evolving digital government landscape.

Strengthen California's Public Sector technology workforce for today & tomorrow

to be prepared, engaged, & a destination employer.

Moving from Business to IT Classifications

The California Department of Technology (CDT) recognizes that developing talent at all levels is important to maintaining a dynamic and capable IT workforce. While CDT offers several training opportunities for employees already in IT roles, it places an emphasis on supporting individuals from non-technical backgrounds who aspire to transition into IT classifications. This effort is part of CDT's commitment to a diverse and inclusive California technology workforce.

In August 2024, CDT took an active role in the California Career Forum (CACF), presenting a breakout session titled "Looking for a Career in IT." This session provided attendees with an overview of IT career pathways, the skills in demand, and insights on how to successfully pivot to technology roles. The event was a success with 141 participants participating in the discussion.

Building on this momentum, CDT hosted a webinar in September 2024 called "How to Move to an IT Classification," specifically targeting state employees interested in exploring opportunities in IT. This session drew an overwhelming response with 547 participants attending. Topics covered included IT job classifications, qualifications and steps for transitioning into IT roles. The high turnout highlighted the increasing interest among state employees in developing technical expertise and joining California's IT workforce.

Given the strong demand for this information, CDT plans to offer the webinar again in early 2025. Future sessions will include expanded content, such as individual success stories, career-planning tips, and insights from current IT professionals who made similar transitions. These efforts reflect CDT's mission to empower employees with the tools and knowledge needed to navigate career changes effectively.

Through these initiatives, CDT is bridging the gap between business and IT roles, so the state's workforce remains healthy, diverse and ready to meet California's dynamic technology needs.

Mapping IT Classifications and Functional Titles

Recruiting the right talent is critical in the fast-evolving world of IT as consistency plays an important role in making the process more efficient and accessible. To address this, the California Department of Technology (CDT) has developed a universal framework that organizes state IT classifications into six distinct domains. These domains encompass the wide range of expertise needed in IT, making it easier for both job seekers and hiring managers to identify roles and align talent with the right opportunities.

Each domain is broken down into clear sections that include subjects, detailed role descriptions, functional titles, and corresponding IT classifications. This level of organization simplifies what can often be a complex hiring process. Prospective candidates can easily understand the expectations and qualifications for each role, while hiring managers have a consistent structure to use when crafting job postings.

The framework was officially shared statewide on November 4, 2024, marking a major step toward standardizing IT recruitment. By early 2025, it will be integrated into IT recruitment websites, so that job seekers can search for opportunities using functional titles. This online tool will not only improve transparency but also make the hiring process more accessible to a broader audience.

Following its rollout, the state will prominently display the framework at recruitment events and career fairs, raising awareness among potential applicants. CDT is also encouraging IT managers to adopt these functional titles in all job postings, ensuring consistency across the state and aligning descriptions with industry standards. This approach will improve the hiring process and make state IT roles more competitive in the broader job market.

As California's technology needs grow, this initiative demonstrates CDT's commitment to attracting and retaining top-tier talent. Providing a transparent and structured hiring process will better position California state government to meet evolving challenges while building a diverse and capable IT workforce.

CalCareers and the Examination and Certification Online System (ECOS) Move to the Cloud

In a major modernization effort, the California Department of Human Resources (CalHR), in partnership with the California Department of Technology (CDT), successfully migrated the state's CalCareers and Examination and Certification Online System (ECOS) recruitment platforms to the cloud. This shift led to the decommissioning of outdated systems and significantly enhanced the state's Applicant Tracking System. In the 2023-2024 fiscal year, CalCareers processed over 1.7 million job applications—an impressive 23% increase from the prior year—while state departments posted 55,000 job openings and 300,000 candidates completed online exams.

The cloud migration addressed long-standing operational challenges, reduced the need for hard-to-find specialized skills, and unlocked new growth opportunities. By consolidating systems into a unified cloud platform, CalHR improved data integration, response times, and system flexibility, paving the way for future innovations like artificial intelligence and big data analytics.

Substantial cost savings have also been realized. Shifting from costly legacy solutions to scalable cloud services reduced overall expenses, allowing resources to be redirected toward new business initiatives. Enhanced transparency and efficiency across departments have made auditing, compliance, and training simpler while positioning CalHR for continued success.

Futureproofing California's Workforce with Statewide Generative AI Training

In December 2023, Governor Newsom signed an executive order to prepare California for the advancement of artificial intelligence (AI). A key component of this order is training the state workforce to meet the demands of the evolving Generative AI (GenAI) economy. The California Department of Human Resources (CalHR), the Office of Data and Innovation (ODI), the Labor and Workforce Development Agency (LWDA), and the California Department of Technology (CDT) collaborated to equip employees with the next generation of skills.

California launched a comprehensive GenAI training program for state employees, addressing foundational and technical knowledge. However, implementing this training has challenges, including building understanding and trust, navigating ethical concerns, closing skill gaps, and integrating AI into existing workflows. The training introduces core GenAI concepts, ensuring employees understand how the technology can function safely, ethically, and equitably within the workplace while providing practical integration strategies.

ODI's CalAcademy teamed up with CalHR's training platform, CalLearns, to offer the Foundations of GenAI certificate, a course series designed for all state employees, including those at the analyst level. The program covers 42 hours of competency-based training, emphasizing critical thinking, decision-making, human-centered design, and applying GenAI in public service.

CDT also collaborated with industry experts to deliver specialized technical GenAI training for the state's IT workforce, having trained over 600 state employees.

This curriculum is designed to equip employees with the skills necessary to use GenAI tools securely and effectively. The training focuses on four key areas: (1) Security, (2) Data, (3) Engineering and Development, and (4) Project Management. Content is continuously updated based on feedback from the workforce to keep pace with the evolving GenAI landscape, ensuring employees are ready to meet future challenges and opportunities.

This comprehensive training initiative ensures that California's state workforce is well-prepared to harness the power of Generative AI. By equipping employees with the knowledge and specialized technical skills, the state is readying a future-ready workforce capable of leveraging AI to improve public service, drive innovation, and maintain ethical standards. With ongoing updates and feedback, the program will continue to evolve, ensuring California remains the nation's leader in adopting and implementing AI technologies that benefit its residents and strengthen its public sector.

On July 31, CalHR launched "Responsible AI for Public Professionals," a groundbreaking training course designed to help state employees navigate the challenges and opportunities of generative AI (GenAI). The course responds to Governor Newsom's Executive Order N-12-23 and aims to ensure the responsible and ethical use of AI tools across state agencies.

Participants are introduced to real-world examples from top AI platforms, including OpenAI's ChatGPT and Microsoft's Copilot, and learn practical use cases for applying GenAI to improve service delivery while adhering to strict organizational policies. The course is part of a broader initiative to upskill state employees, empowering them to leverage AI responsibly.

Additionally, CalHR and ODI launched the "Foundations of GenAI" certificate program, offering specialized courses in emerging technologies, product development, and human-centered design. By training its workforce in AI, California is positioning itself as a leader in responsible technology use and innovation.

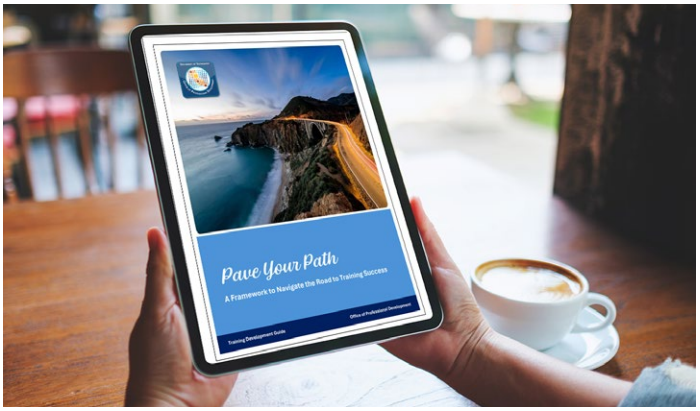
Pave Your Path Guide to Training Program Development

Workforce development is a cornerstone of California's ability to meet evolving technology demands, and the California Department of Technology (CDT) is taking a proactive approach with its "Pave Your Path Guide to Training Program Development." Released in August, this comprehensive framework is designed to help State departments create customized training programs tailored to their unique workforce needs.

The guide serves as a practical resource, providing a detailed, step-by-step roadmap for developing effective training initiatives. It outlines the entire process, from planning and implementation to evaluation, ensuring that training programs are impactful, sustainable, and aligned with long-term organizational goals. Departments are equipped with tools, templates, and best practices to make designing and executing these programs straightforward and efficient.

"Pave Your Path" emphasizes flexibility, addressing a broad range of training topics that include foundational IT skills, advanced technologies, and leadership development. By offering resources for employees at all levels, the framework ensures that departments can target specific skill gaps and professional growth within their teams.

The guide is accessible to all State departments via CDT's website, making it easy for managers



and leadership teams to integrate into their existing workforce development strategies. More than just a training manual, "Pave Your Path" is a strategic call to action, urging agencies to prioritize investments in their people. This initiative reflects CDT's broader commitment to empowering state agencies with the tools they need to develop innovation and build a resilient workforce.

By adopting this framework state departments can ready their teams to tackle the most pressing technology challenges facing California. It serves as a catalyst to create a culture of continuous learning and adaptability that ensures the state's IT workforce stays at the forefront of technological advancements. "Pave Your Path" is laying the foundation for a stronger, more capable workforce that's ready to meet the demands of today and tomorrow.

California Launches Anonymous Hiring to Combat Bias in State Recruitment

The California Department of Human Resources (CalHR), in partnership with the Office of Data and Innovation (ODI), has rolled out anonymized recruiting in CalCareers and ECOS to ensure fairer hiring practices. This move, part of Governor Newsom's Executive Order N-16-22, removes personally identifiable information (PII) from job applications during the early screening process. This strategy, proven globally to reduce bias, ensures hiring managers focus solely on candidates' qualifications and experience.

By automatically redacting PII from resumes, cover letters, and application forms, the system helps prevent unconscious bias based on names, addresses, gender, or other personal details. This is a significant step toward more equitable hiring processes across California's civil service.

Anonymization will be applied to hundreds of thousands of monthly applications, streamlining the process without manual intervention. This reinforces California's commitment to fairness, inclusion, and equal opportunity in public service recruitment by focusing solely on merit.

Align strategy execution across the state

to have shared purpose, strategic progress, & performance excellence.

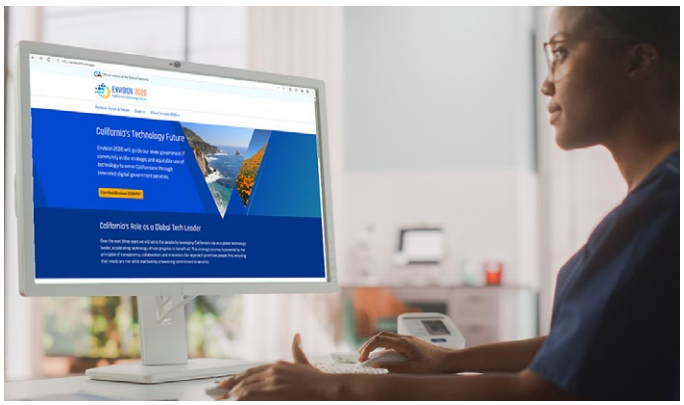
ENVISION 2026 Stakeholder Engagement

In developing Envision 2026, the newly adopted state technology strategic plan, California took a comprehensive approach to stakeholder engagement, collaborating with leaders across state agencies and departments and experts from the business, academic, and technology sectors. This inclusive strategy ensured that our vision was both forward-thinking and aligned with California's diverse needs.

The engagement strategy involved various methods, including surveys, in-depth interviews, and focus groups with key audiences such as control agency partners, state CIOs, department heads, technology experts, and representatives from academia and the vendor community. To ensure the strategy was data-driven, authoritative sources like annual reports, governance team charters, past audits, government codes, and strategic plans, were reviewed grounding the work in existing frameworks and best practices.

The state also leveraged key forums, such as executive sponsor meetings, State Technology Council sessions, and the CIO Academy, to gather real-time feedback and maintain alignment with ongoing initiatives. Over 1,700 stakeholder touchpoints—many involving repeat contributions—helped refine vision and objectives.

This extensive outreach and collaboration ensure that Envision 2026 is well-informed and actionable. By integrating insights from a wide range of perspectives, this strategy will lead to meaningful technological advancements, helping to connect and empower all Californians for the future.



How CDT's Critical Services Enhance Access and Efficiency

The California Unemployment Insurance Appeals Board (CUIAB) faced tough hurdles with its two main production systems: an outdated legacy system and a newer California Appeals Management System (CAMS). Scalability issues impacted the ability of unemployment and disability offices to adopt CAMS fully, so the transition process stalled, creating security and operational challenges.

Before CDT stepped in, Californians could only access hearing details or submit documents by mail or in person at a CUIAB field office. This created a manual, time-consuming process for staff who had to handle, verify, and transport paper documents across various offices.

In partnership with CDT's Office of Critical Services—which specializes in identifying, assessing, and remediating technology challenges to boost efficiency across state agencies—CUIAB was able to address system design issues over a year-long remediation. Now, Californians can hear audio, submit documents, and listen to recordings online, removing the need for in-person visits and speeding up response times. This transformation helped reduce the case backlog from 149,000 to below 90,000 in just a year.

CaMEO CAMP Application Development—A Collaborative Success

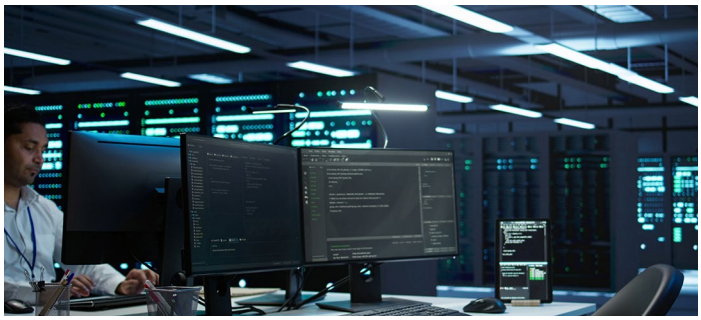
As California pushes for increased renewable energy, it becomes important to coordinate these developments with military land use. To address this, the Governor's Office of Land Use and Climate Innovation (LCI) initiated the California Military Energy Opportunity Compatibility Assessment Mapping (CaMEO CAMP) application project. This effort brought together stakeholders, including the California Energy Commission, the LCI Military Affairs team, and the Department of Defense, to create a tool that facilitates collaboration between energy developers and military operations.

The CaMEO CAMP application helps identify when early consultation with the Department of Defense is required by state law, ensuring that renewable energy projects can proceed without conflicting with military land use. The project's development followed agile principles, allowing for rapid progress and continuous stakeholder feedback.

This streamlined approach resulted in the quick transformation of the project from concept to operational tool, giving confidence to all involved. The application is now a key solution in balancing California's renewable energy goals with military interests, fostering responsible energy development while maintaining strong partnerships.

This collaborative effort highlights California's commitment to sustainability and innovation, ensuring that renewable energy initiatives align with the needs of both civilian and military stakeholders.

CalOES Resource Request Modernization Project



The California Governor's Office of Emergency Services (CalOES) recently replaced the old California Emergency Operations Center (CalEOC) system with a platform that simplifies emergency resource requests, mission planning, and dispatch. By unifying procedures across multiple agencies, the platform makes it easier for counties and state agencies to coordinate resources when it matters most.

Establishing a New IT Department—From Vision to Reality

As the Governor's Office of Land Use and Climate Innovation (formerly the Office of Planning and Research) expanded its focus to include land use, environmental issues, racial equity, and youth empowerment, a need became clear: A dedicated IT department was essential to support this growing mission. With increasing demands for innovation and efficiency, leadership realized that a strong technological foundation was crucial to navigating future challenges.

The goal was ambitious—assemble a team capable of addressing both immediate needs and long-term objectives for an organization of over 300 staff. The evolving tech landscape called for urgent action, and stakeholders rallied around the vision. The project unfolded in focused, iterative phases, emphasizing collaboration and creative problem-solving across diverse skill sets.

The energy was palpable as potential team members from various State departments participated in workshops to share insights and expertise. Together, they shaped a vision for the new department, prioritizing technical prowess, communication, and adaptability.

Within weeks, the framework was in place. The team outlined roles, responsibilities, and a strategic roadmap. The adopted agile methodologies allow them to adapt quickly to changing demands.

In just six months, the office filled 14 new IT professionals. With the team in place, they quickly identified key projects to showcase their value, including upgrading systems to support the staff. This early success demonstrated their ability to drive meaningful change efficiently, laying the foundation for a forward-thinking, tech-enabled future.

CDFA's Produce Safety Program Project

The California Department of Food and Agriculture (CDFA), assisted by the California Department of Technology (CDT) Critical Services team, has delivered a portal for over 21,000 produce growers in California, giving them secure online access to update farm details and account information. The portal combines previously scattered data into a single, transparent system, automating workflows for growers, inspectors, and staff in the Produce Safety Program (PSP). This digital transformation allows PSP to focus 14% more of its monthly time on inspections, helping ensure safe produce reaches consumers.

By partnering with state agencies, CDT's Critical Services continues to ensure that California's digital landscape evolves to meet the needs of its residents and sets a standard for public service innovation.

California's Use of Federal COVID-19 Relief Funds

In response to the financial and public health impacts of COVID-19, California received substantial federal relief through two key initiatives: the Coronavirus Aid, Relief, and Economic Security (CARES) Act and the American Rescue Plan Act (ARPA). The CARES Act passed in March 2020, allocated $15.3 billion in Coronavirus Relief Funds (CRF) to California for COVID-19-related expenses incurred between March and December 2020. A year later, in March 2021, ARPA provided the state with an additional $27 billion in Coronavirus State Fiscal Recovery Funds (SFRF) to mitigate the pandemic's ongoing fiscal impact on communities, businesses, and residents.

To ensure transparency and accountability in using these funds, the Department of Finance (DOF) gathered extensive expenditure data from counties, cities, local education agencies, community colleges, housing developers, and state entities. This information was collected through two reporting systems: the CRF Reporting and SFRF Reporting applications.

Initially, DOF shared updates and charts on its website based on these reports. However, these early visualizations could not analyze data by specific parameters such as congressional districts or other key metrics. Recognizing the need for greater clarity, DOF launched two interactive dashboards in 2024 to improve public access to the data. These dashboards—one for CRF and one for SFRF—allow users to explore how federal funds were allocated and spent across California. The dashboards are accessible on DOF's public website, providing users with detailed visual insights into the distribution of COVID-19 relief funds.

The SFRF dashboard is updated quarterly, ensuring stakeholders and the public can track California's recovery efforts in real time. Public email inboxes are also available for submitting questions or feedback, further enhancing transparency.

C&S Online Services Streamlines Permitting and Registration

The Department of Housing and Community Development's (HCD) Codes and Standards Division (C&S) has modernized its operations with the launch of C&S Online Services. Previously, customers submitted over 22,000 permits and 361,000 registration and titling applications by mail or in person, leading to inefficient, manual data processing and delays.

C&S Online Services now offers a streamlined self-service platform, allowing customers to submit applications, make payments, and obtain permits online. This shift has significantly reduced the need for in-person visits and mail-in submissions, improving customer satisfaction and reducing incomplete or illegible forms. By automating workflows, the new system increases data accuracy, reduces processing times, and eliminates the need for manual data entry.

The online platform also reduces paperwork, storage costs, and travel time, aligning perfectly with HCD's mission to enhance service delivery and improve access to critical information. With C&S Online Services, HCD has successfully made permitting and registration more efficient, accessible, and cost-effective for customers and staff.

CRB Launches Modern Online Licensing System, Streamlines Services

In July 2024, the Court Reporters Board of California (CRB), in collaboration with the Department of Consumer Affairs (DCA), took a major step into the digital age by launching an online licensing system for over 5,000 licensees and licensing candidates. This transformation marked the end of an era for two legacy systems that had served CRB for more than 20 years, but it was also the beginning of a more streamlined and efficient process for everyone involved.

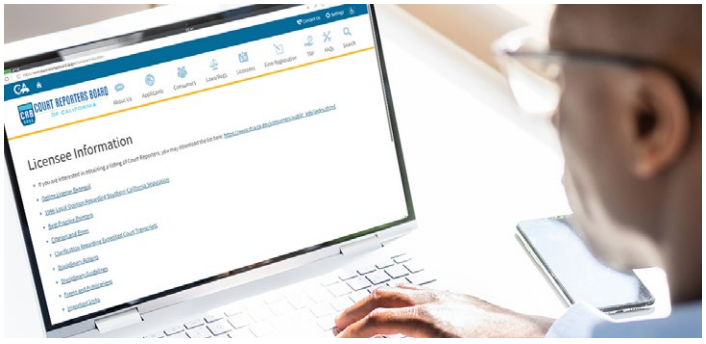
The project's goals were clear: improve customer service, enhance staff efficiency, and reduce the time spent on manual tasks. The new system allowed applicants to complete the entire licensing process online, from submitting applications to paying fees via credit card—eliminating the need for manual cashiering and reducing paperwork. Not only did this speed up the process, but it also reduced errors from duplicate manual data entry, improving overall productivity.

The system also introduced automation to the complaint intake process, drastically cutting the time spent on data collection and reporting. By centralizing all licensing and complaint activities into a single repository, CRB staff could easily track applications and complaints and generate customized reports to meet their needs.

The community immediately embraced the shift to digital. Within the first 60 days, 68% of renewal applications, 39% of initial license applications, and 44% of exam requests were submitted online. Additionally, 68% of all payments were processed digitally, and 95% of complaints were filed online. These early metrics indicated that the new system was working and on track for long-term success.

This project was made possible through grant funding from the California Department of Technology's (CDT) Technology Modernization Fund (TMF). The strong partnership between the CDT TMF and the CDT Acquisitions teams was critical to the project's success. Without their support, this modernization project might have been delayed, leaving CRB to continue with its outdated systems. Instead, the teams delivered a fully operational, modernized solution within a year, benefiting stakeholders, constituents, and staff alike.

With this new system in place, the CRB is better equipped to serve its licensees and the public, ensuring smoother operations for years to come.



Continually future-proof the business of government

to have public trust, modularity, & emerging tech readiness.

The NetMap GIS Tool for Health Care Provider Network Adequacy Analysis

The Department of Managed Health Care (DMHC) has monitored healthcare provider networks for over two decades to ensure consumers have timely access to medical services. However, past methods—such as relying on rough estimations of drive times—were imprecise and time-consuming.

The NetMap solution transforms this process by automatically analyzing provider networks by combining millions of rows of provider data into easy-to-understand dashboards with interactive maps and visual key performance indicators (KPIs). This system provides more precise drive-time estimates, showing realistic travel times from population centers to provider locations, which helps in better assessing network adequacy.

NetMap has improved accuracy and significantly reduced the time and effort required to analyze provider networks by eliminating the need for manual data handling and reducing human error. By storing data in a secure, central location, DMHC can now perform analyses more efficiently and consistently across its teams.

This innovation earned DMHC a “Best of California” award at the 2024 California Government Innovation Summit for its transformative impact on healthcare consumer access in the state.

Human Resources Service Delivery

The Department of Toxic Substances Control (DTSC) is modernizing its HR processes as part of the Human Resources Technology Modernization Project (HR TMP). Currently, manual processes like the Request for Personnel Action (RPA) and position control create inefficiencies, hindering report generation and the management of employee profiles. These challenges have highlighted the need for an automated solution to improve the experience for HR staff and stakeholders.

DTSC is piloting ServiceNow's Human Resources Service Delivery (HRSD) module to address these issues. The HRSD module will streamline workflows, improve data accuracy, and reduce administrative burdens by automating key HR functions. This pilot will serve as a benchmark for broader adoption across CalEPA, driving long-term efficiency and cost savings while enhancing HR operations across the agency.

California DMV Offers Mobile Driver's License on Smartphones

In August 2023, the California Department of Motor Vehicles (DMV) launched a pilot program offering a mobile driver's license (mDL) to up to 1.5 million Californians. This initiative is part of the state's Digital Identity Framework, providing a secure and convenient way to verify identities. Since the launch, more than 875,000 Californians have added their mDLs to the DMV Wallet, Apple Wallet, or Google Wallet.

The pilot is entirely voluntary and does not replace a physical driver's license or state-issued ID. Instead, it offers Californians an additional, flexible way to verify their identity, allowing for quick, secure identity checks at airports. While pilot participants are still required to carry their physical IDs, the uses and acceptance of the mDL are expected to grow over time.

The California digital license is also accepted at select retail locations, sports venues, and for online car rentals as proof of age. The DMV has even pioneered mDL use online for passwordless logins and secure digital identity verification. To broaden acceptance across public, finance, healthcare, and retail sectors, the DMV has collaborated with public and private partners and sponsored two community hackathons—opportunities for tech professionals to come together for 24 to 48 hours to explore potential applications for digital identity.

The first hackathon, held at the Computer History Museum in Mountain View on October 1, 2024, brought together over 50 participants from top private-sector companies to explore private-sector uses of the California mDL. A second hackathon took place on November 1 in Sacramento, where representatives from local, state, federal, and international agencies gathered to showcase mDL applications across diverse fields, including law enforcement, disaster assistance, human services, vital records sharing, and international travel.

In August 2024, one year after launching the pilot, Governor Newsom announced the addition of the digital Google Wallet, followed by Apple Wallet in September 2024. Public interest surged, with record mDL requests gracefully handled through the DMV's advanced cloud scaling and hyper-automation capabilities.

Legal Case Management System

The Department of Toxic Substances Control (DTSC), Office of Legal Counsel (OLC) struggled with outdated and inefficient processes, relying on manual record-keeping and time-consuming document retrieval methods. Without a case management system, tracking case statuses, coordinating across teams, and managing budgets became challenging. This led to inconsistencies in litigation holds, duplicated efforts, and the loss of valuable institutional knowledge due to normal staff attrition. Additionally, the lack of search functionality on their system compounded these issues, making it difficult to access critical information.

The DTSC initiated a two-phase project to implement a Legal Case Management System (LCMS) to address these challenges. The LCMS streamlined case tracking, improved team coordination, and centralized case records into a searchable repository, reducing document retrieval times. It also enabled accurate time tracking and provided greater visibility into resource expenditures. The system optimized workload and resource management by integrating budget data and improving timesheet accuracy.

With the first phase complete, OLC has modernized its operations, aligning with DTSC's strategic goals. As the second phase rolls out, further efficiencies are expected, enhancing the legal team's ability to meet the evolving demands of the legal landscape and support DTSC's mission.

Procurement and Contract Management System

The Department of Toxic Substances Control (DTSC) previously relied on fragmented procurement and contract management processes, using spreadsheets and databases across different programs. Key workflows, such as Requests for Funding (RFF), procurement, and invoicing, were managed through emails, leading to duplicated efforts, delays, and communication breakdowns.

DTSC is implementing ServiceNow's Source-2-Pay (S2P) module as the Procurement and Contract Management System (PCMS) to address these inefficiencies. This transition to a centralized digital platform will streamline procurement activities, improve real-time access to data, and reduce errors. Contract and invoice management automation will minimize processing times, enhancing stakeholder communication and visibility.

The new system will help prevent late payment penalties and provide significant cost savings. It will also serve as a model for other state boards and departments, offering a scalable solution for future adoption. Integrating ServiceNow S2P will transform DTSC's procurement operations, driving greater efficiency and improving overall communication across the department.

CDTFA Explores Generative Artificial Intelligence to Reduce Call Wait Times, Streamline Operations

The California Department of Tax and Fee Administration (CDTFA) administers 40 tax and fee programs that generate more than $96 billion in revenue annually to fund state programs and distribute revenues to California's counties, cities, and special taxing districts.

CDTFA's call center responds to nearly a million contacts annually. In addition to dedicated Customer Service Center staff, CDTFA relies on team members throughout the department who assist with calls during peak tax filing periods.

To answer taxpayer questions, team members must search for relevant information distributed across numerous publications, law guides, and reference manuals on CDTFA's public and internal websites.

The time it takes a call center agent to search this expansive library creates delays for customers, contributes to longer wait times, and increases abandoned calls, especially during peak tax filing periods.

Following Governor Gavin Newsom's executive order to develop a process to evaluate and deploy Generative Artificial Intelligence (GenAI) within the state government, CDTFA has identified GenAI as a possible solution. An ideal GenAI solution would analyze taxpayer questions in customer contacts and search CDTFA's voluminous reference materials and rapidly provide team members with a potential response.

CDTFA was one of four state departments to release Requests for Innovative Ideas (RFI2) soliciting Proof-Of-Concept (POC) innovators for GenAI solutions. The state is providing the infrastructure needed for CDTFA to conduct POC testing using California Department of Technology-approved secure testing environments.

The two POCs CDTFA is reviewing could automate searching a high volume of content to identify the correct answers for customers. If effective in this capacity, the POCs can help reduce customer call wait times and allow team members to answer more calls. The GenAI solutions could reduce the number of auxiliary team members CDTFA needs to respond to peak customer contacts, freeing them up to concentrate on different revenue-generating tasks.

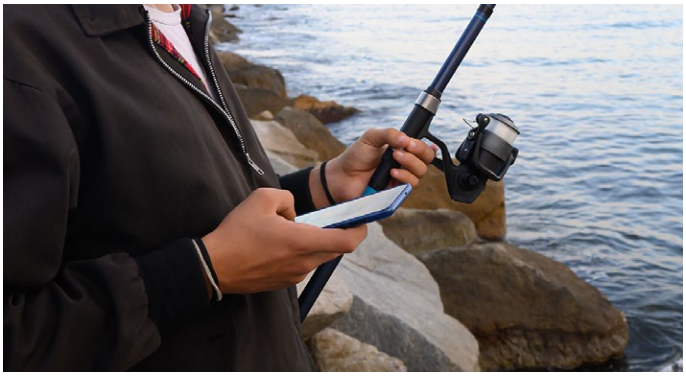
DTSC's Laboratory Information Management System

The Department of Toxic Substances Control (DTSC) launched the Laboratory Information Management System (LIMS), which has cut the time it takes to produce reports for investigations by half. These reports help prosecute individuals who dump hazardous waste illegally, deter further environmental violations, and help keep California safe and clean. LIMS also minimizes manual data processing through electronic transfer, making reporting more reliable and efficient.

CDFW App Brings Fishing Licenses to Your Phone

The California Department of Fish and Wildlife (CDFW) is excited to announce the release of the CDFW License App, a mobile application designed to make it easier than ever for anglers to carry and display their California sport fishing licenses. With this new app, residents and visitors alike can now show proof of their sport fishing licenses and validations directly from their mobile devices, eliminating the need for a physical license card.

Available on the Apple App Store and Google Play Store, and on CDFW's License App web page, the CDFW License App provides users with more than just a mobile license display. The app also offers access to essential resources, including the latest hunting and fishing regulation booklets, the Fish Planting Schedule, and a link to CDFW's Online License Sales and Services site. This all-in-one tool puts the information and resources that California anglers need right at their fingertips, whether they're planning a trip to a local lake or heading out to the coast.



Hunting licenses and related validations were added to the app by mid-2024, bringing even more convenience to outdoor enthusiasts across the state. The 365-day license and mobile licensing display are a change welcomed by anglers and conservation organizations, including the Coastal Conservation Association of California (CCA CAL).

The app represents the culmination of efforts that will benefit license holders for many years, supporting both convenience and compliance as well as how the app's mobile-friendly nature will make it easier for wildlife officers and anglers alike.

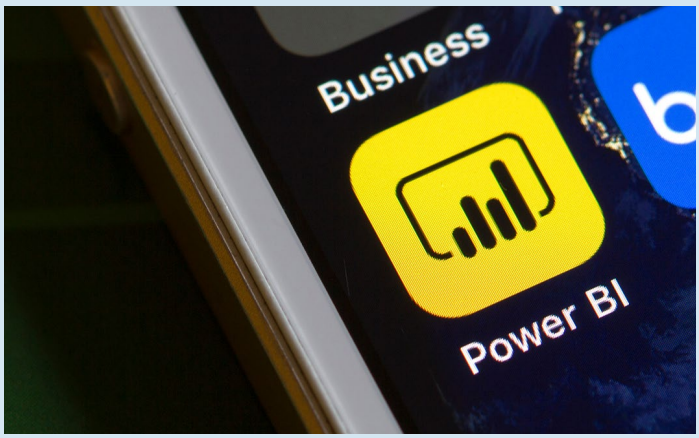
By aligning with CDFW's Recruit, Retain, Reactivate (R3) initiative, the app aims to break down barriers to fishing, offering a paperless and accessible solution for both urban and remote fishing communities.

Enterprise Data Analytic and Reporting Modernization

The Department of Managed Health Care (DMHC) faced high costs in expanding its existing enterprise data reporting tool to additional staff. With the procurement and enhancement of their Microsoft Office 365 tool, DMHC was able to leverage the data reporting tool at no extra cost prompting a reevaluation of its data analytics and reporting solution.

DMHC conducted a pilot program, training users to transfer their old analytics data to the new tool. This assessment demonstrated that the tool could meet and exceed DMHC's business objectives. The department realized immediate savings of $47,000 annually.

By adopting the new tool, DMHC gained a modern, secure, and flexible data analysis and reporting platform. The solution offers enhanced public analytics capabilities and positions the department for long-term success in data-driven decision-making. This initiative was recognized with a "Best of California" award at the 2024 California Government Innovation Summit.



Enhancing Data Quality to Address California's Homelessness Crisis

California has been grappling with a homelessness crisis that continues to dominate headlines statewide. Addressing this issue remains a top priority for the Governor's office, which also recognizes the critical need for accurate, reliable data to support programs aimed at helping the homeless population. The Housing and Homelessness Division (HHD) at the Department of Social Services (DSS) has long relied on data to make informed decisions. Still, outdated data collection methods have compromised the quality of the information available to the state and its grantee partners.

With significant budget increases in housing and homelessness programs through the DSS, the scope of these efforts has expanded across California in recent years. As the volume of data grew, it became clear that more sophisticated tools were needed to collect, process, analyze, and visualize this information. In response, HHD launched the Housing and Homelessness Data Reporting Solution (HHDRS) project in April 2018 to improve data quality and reporting capabilities.

However, the project faced several early challenges, including staffing shortages and legislation that temporarily paused progress while additional analysis was conducted on grantee-collected data. After these hurdles, the project was restarted in January 2023. Despite being under tight deadlines due to funding set to expire at the end of Fiscal Year 2023-24, the HHDRS project pushed forward.

With strong backing from project sponsors, the California Department of Technology (CDT) and the California Health and Human Services Agency (CalHHSA), the project met its ambitious timeline. From January 2023 to June 2024, the team successfully navigated CDT's project approval process and secured a procurement contract before funding expired.

Now in the implementation phase, the HHDRS project is on track to release its entire system by April 2025, making it available to state agencies and grantee staff. This modernized system promises to deliver high-quality, dependable data to empower decision-makers to serve California's homeless population better and address one of the state's most pressing issues.

Revolutionizing Application Development at DHCS

Before launching the Modern Development Environment (MDE) in 2018, the Department of Health Care Services (DHCS) faced several challenges in its application development process. These included inefficiencies such as rebuilding instead of reusing existing technologies, siloed development teams, and lengthy delays. The lack of cohesion between teams and systems often resulted in redundant efforts and slow progress.

To address these issues, DHCS introduced the MDE—a comprehensive platform designed to integrate infrastructure, tools, and technologies. The MDE paved the way for rapid application development, promoting reusing existing technologies and streamlining processes across the department. This platform simplified the onboarding of new developers and provided a unified toolset, reducing the need to revisit foundational steps during initial development phases. By identifying common practices and recurring toolsets, DHCS enhanced efficiency across multiple applications.

The MDE also standardized the information security compliance process, ensuring that all applications built within the platform adhered to the highest security standards. Additionally, the platform enforced strict development guardrails to protect sensitive t information and systems while accelerating the development cycle.

Today, the MDE continues transforming DHCS's development landscape by driving innovation and consistency. Beyond creating new systems, the platform has enabled existing systems to integrate modern technologies, standardize code bases, and speed up updates and enhancements. This evolution ensures that DHCS remains agile and responsive, delivering efficient and secure solutions to meet the department's needs.

The MDE has become a cornerstone of DHCS's digital transformation, enabling the department to stay ahead in an ever-evolving technology landscape.

CARB Supercharges Computing Power and Modernizes IT to Combat Climate Challenges

The California Air Resources Board (CARB) has significantly upgraded its High-Performance Computing (HPC) cluster, adding 51 new servers and storage units to enhance air quality modeling, climate monitoring, and environmental efforts. Housed at the California Department of Technology's (CDT) state data center, this upgrade provides greater computing power than all previous CARB systems combined. Thanks to a grant from the California Natural Resources Agency (CNRA), the enhanced system will help CARB meet key goals, including State Implementation Plan (SIP) modeling and wildfire resilience.

This expansion also strengthens CARB's ability to address stricter air quality standards, such as the new regulations that enable the agency to model newly designated nonattainment zones effectively.

In addition, CARB recently implemented the Clean Truck Check—Vehicle Inspection System (CTC-VIS), which aims to reduce nitrogen oxide (NOx) emissions by up to 81 tons daily. The project was launched in just six months through collaboration with the Department of Finance (DOF).

CARB is also modernizing its IT infrastructure by transitioning Clean Truck Check operations to a CARB-managed cloud account, improving efficiency and sustainability. The Cargo Tank Data Management System (CTDMS) was launched on a new Customer Relationship Management (CRM) tool, streamlining fleet management with enhanced security and a new payment portal.

Lastly, the Board upgraded its headquarters' network, replacing outdated equipment and enhancing security protocol to control access to a network, ensuring stable connectivity across multiple departments. These advancements position CARB as a leader in leveraging technology to meet environmental goals and operational excellence.

Together, these initiatives underscore CARB's leadership in using advanced technology to tackle environmental challenges. From boosting its computational power to modernizing its IT infrastructure, CARB is setting a new standard for how state agencies can leverage technology to drive positive change for the environment and public health.

CalHHSA Unveils Plan to Transform Data and IT for Holistic Wellness

The California Health and Human Services Agency (CalHHSA) has launched an ambitious IT and Data Strategic Plan to support its mission of promoting lifelong, holistic wellness for all Californians. Recognizing that siloed data and fragmented IT systems hinder service coordination, CalHHSA leadership developed this comprehensive strategy to align the agency's technology, data, and program efforts.

The plan envisions a future where secure, streamlined data sharing enables informed policies and personalized services, especially for underserved communities and those disproportionately impacted by adversity. By focusing on proactive service delivery and reducing the complexity of navigating support systems, CalHHSA aims to make wellness services more accessible to all Californians.

A multidisciplinary team drove the plan's creation, ensuring the agency's vision is reflected in its strategic IT and data objectives. The plan outlines eight key foundations, covering governance, asset management, enterprise data, and innovation. These foundations emphasize collaboration across CalHHSA, encouraging stakeholders from programs, technology, and data teams to work together to achieve shared goals.

Success will be measured by improved wellness outcomes, guided by Action Plans that detail ownership, objectives, and key results (OKRs), and timelines. Regular updates to the plan will ensure it adapts based on ongoing learnings, driving CalHHSA's mission forward with a focus on equity and efficiency.

MMBI Closing the Digital Divide with Innovative Partnership

In 2021, the Governor and the Legislature took a major step toward bridging the digital divide by allocating $3.87 billion to the California Department of Technology (CDT) for the Middle Mile Broadband Initiative (MMBI). This initiative aims to create a statewide, open-access middle-mile network to connect communities across California that currently lack high-speed internet. The bulk of the funding comes from the federal American Rescue Plan Act (ARPA), and it comes with deadlines: The money must be contracted by the end of 2024, and all work must be completed by the close of 2026.

Due to inflation, there was a real concern that CDT could only afford to build less than half of the 8,000 miles of network needed to serve California's unconnected communities.

Faced with this funding challenge, CDT turned to a creative solution. In 2023 and 2024, the department sought partnerships with private industry and other government agencies through a Request for Innovative Ideas (RFI2) process.

These partnerships allowed CDT and its collaborators to share construction costs through joint-build agreements and secure long-term, capitalized leases known as indefeasible rights of use (IRUs).

Thanks to this collaborative approach, CDT secured funding for more than 7,200 miles of the MMBI network. This efficiency means the department can now construct the full 8,000 miles needed to connect every county in California, including all 105 applicants for the CPUC's Federal Funding Account grants who have committed to using MMBI as their middle-mile provider.

By leveraging these partnerships, CDT has ensured that the MMBI network will reach the majority of the state's unserved communities while staying within its original budget. This innovative approach is a game-changer for the state's digital equity efforts, paving the way for high-speed internet access to finally reach all corners of California.

2024 RECOGNITION

American Association of Motor Vehicle Administrators Awards

Innovative Use of Technology

California Department of Motor Vehicles – ELP Intelligent Automation

Excellence in Government Partnership

California Department of Motor Vehicles – CA DMV Wallet – Mobile Driver's License

Customer Convenience

California Department of Motor Vehicles – Disabled Person Parking Placard Modernization

Customer Service Award

California Department of Motor Vehicles – Lauren Plines, Motor Vehicle Representative

Community Service Award

California Department of Motor Vehicles – Homeless Connect

Fraud Prevention and Detection: Investigations Individual

California Department of Motor Vehicles – Amy Burks, Staff Services Manager I, Data Forensics Team

Fraud Prevention and Detection: NMVTIS Enforcement

California Highway Patrol – Northern Export and Recovery (NoFear) team.

Communications Awards – Publications and Visual Arts

California Department of Motor Vehicles – DMV Driven – Civil Service Recognition Poster Campaign

Advertising Award

California Department of Motor Vehicles – California DMV Wallet and Mobile Driver's License Advertising

Video Award

California Highway Patrol – The Road to Safety: The Story of El Protector: Documentary

Best of CA

Innovation Serving an Agency's Business Needs

California Governor's Office of Emergency Services (Cal OES): EMPOWER: Human Capital Management Legacy Replacement

Department of Rehabilitation (DOR): Transition to FI$Cal, the statewide financial system

California Department of Corrections and Rehabilitation (CDCR): Automated Restricted Housing Unit; Correctional Officer Application System Tracking

California Department of Transportation (Caltrans): AirWatch Mobile Device Management to Microsoft Intune Migration

Employment Development Department (EDD): EDDNext, myEDD Customer Portal

Department of Managed Health Care (DMHC): Digital Transformation of Financial Exam and Health Quality Survey Scheduling; Enterprise Data Analytic and Reporting Modernization

California Department of Tax and Fee Administration (CDTFA): Implementation of Amazon Connect Contact Center Solution

Department of Social Services (DSS): Governance and Process Improvement

Department of Motor Vehicles (DMV): Driver Safety System Modernization

Innovation Serving the Public

California Department of Technology (CDT): State of California Department Website Emergency Alerts

California Department of Emergency Services (CalOES): Grants Central System

Office of Tax Appeals (OTA): Pro Bono Program

Employment Development Department (EDD): Language Access

California Department of Tax and Fee Administration (CDTFA): Implementation of Amazon Connect Contact Center Solution

California Department of Corrections and Rehabilitation (CDCR): California Model — Enhanced Public Visiting Experience; California Incarcerated Records and Information Search (CIRIS)

California Public Utilities Commission (CPUC): Broadband Grant Portal

Department of Motor Vehicles (DMV): DMV Wallet and mobile driver's licenses (mDL)

Covered California: Quick, Easy, Covered: California Accelerates and Simplifies Health Insurance

Innovative Use of Data Analytics

California Department of Corrections and Rehabilitation: RJU Data Project

California Office of Emergency Services (CalOES): Wildfire Forecast and Threat Intelligence Integration Center

Division of Drinking Water (DDW): Forecasting community water system outages

Employment Development Department (EDD): Fraud Analytics

Department of Managed Health Care (DMHC): NetMap — An Automated, Data-Centric GIS Tool for Health Care Provider Network Adequacy Analysis

Department of Motor Vehicles (DMV): Environmental License Plate

California State Teachers' Retirement System (CalSTRS): Cloud IVR Solution With Sentiment Analysis

California State Teachers' Retirement System (CalSTRS): Predictive analytics to forecast staff workload, business intelligence and data warehouse implementation project

Best Collaboration

California Department of Technology (CDT): Governor's Office website redesign

California Office of Emergency Services (CalOES): LEMA Fund Online Portal; LEMA Portal

Employment Development Department (EDD): ACH Direct Deposit

California Department of Transportation (Caltrans): Cybersecurity Business Liaisons Project

Department of Motor Vehicles (DMV): DMV Homeless Connect

California Health and Human Services (CHHS): Homeless Data Integration

California Cradle-to-Career Data System: Cradle-to-Career Data System

Best Workforce Initiative

California Department of Transportation (Caltrans): Resource Capacity Management Planning Project

Employment Development Department (EDD): Apprenticeship Program

Department of Motor Vehicles (DMV): Automation Creates Efficiencies for the DMV Team

Excellence in Customer Experience

California Office of Emergency Services (CalOES): Priya Santhanam; Ravi Bhadana

California Department of Corrections and Rehabilitation (CDCR): Rakhee Tiwari; Kyle Clark; Azadeh Gargiulo; Analee Farley-Coen

California Department of Transportation (Caltrans): Quoc Vu

Employment Development Department (EDD): Nathan Gillie; Paulette Matthews; Brandon Hooker; Kyle Montero; Elizabeth Nobriga; Stefanie Walker; Customer Experience Team, Public Affairs Branch; Contact Center Modernization Initiative; Mathavan Mohan; Cosmin Negrea

Department of Motor Vehicles (DMV): Steve Gordon

California State Teachers' Retirement System (CalSTRS): David Liao

California Innovator of the Year

Matthew Morgan, Department of Rehabilitation

CIO Academy

CIO of the Year – Kevin Cornish, Chief Information Officer, Covered California

CTO of the Year – Mike Nguyen, Chief Technology Officer, California Department of Transportation (Caltrans) and California State Transportation Agency (CalSTA)

The Center for Digital Government

2024 Digital States Survey

California – Grade A

2024 Digital States Survey Category Awards

Leadership – California – 1st place

NASCIO

2024 NASCIO State IT Recognition Finalist California Department of Public Health - CalGenetic Portal

The Government Experience Award

Overall Government Experience – State of California – 3rd place

Overall County Government Experience Winner – County of Placer – 4th place

Overall County Government Experience Finalist – County of San Diego

Overall County Government Experience Finalist – County of San Mateo

Overall City Government Experience Winner – City of San Diego – 1st place

Overall City Government Experience Finalist – City of Los Angeles

Overall City Government Experience Finalist – City of Riverside

City Government Experience Project Winners

City of Irvine, CA – PermitsDIRECT

City of Santa Rosa, CA – Low Impact Development Compliance Manager Application

County Government Experience Project Winners

County of Alameda, CA – Youth Scholarship Program

Los Angeles County DPSS, CA – EBT Theft Prevention Efforts

Los Angeles County RR/CC, CA – Text-to-Vote Audio

County of Santa Clara, CA – MedAssist

StateScoop 50

State IT Leadership Award – Vitaliy Panych, State Chief Information Security Officer

State IT Innovation of the Year – California Department of Technology – Digital ID

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