

ACHIEVING VISION 2023
THROUGH INNOVATION

Statewide IT Annual Report



INTRODUCTION

A message from State CIO and CDT Director



Technology enables us to do great things by delivering innovative solutions to complex challenges. Events like wildfires and heatwaves continue to challenge California. As a result, government must increasingly leverage technology to protect and improve its residents' lives.

In August 2022, California experienced an extreme and unprecedented heatwave that drove temperatures up 20 degrees above normal and threatened its electrical power grid. The state's technology community stepped up to mitigate the health and economic impacts that affected all residents and fell disproportionately on the most vulnerable communities. Emergency text messages sent to 27 million Californians urged them to conserve energy and within 30 minutes demand fell bringing the state back from the brink of outages. Through social media, multi-language public service announcements and websites with critical heat information we got the word out about how to stay safe, cool and connected.

It is imperative for California to build a strong and vibrant technology workforce dedicated to making continuous improvements with positive impacts across state government. We can accomplish this by becoming a destination tech employer. Our record of accomplishments will foster trust as we lead the digital transformation movement by embracing creativity and change when addressing people, processes and technology challenges that look beyond the status quo.

The state's tech recruitment efforts are continuing to reach a broader and more diverse audience to fill the pipeline and move California forward. Future employees will see the state's flexible hybrid work model, coupled with strong professional development and mobility opportunities, adding strength to the case that state government is a destination employer—a place where technology will enable them to do great things.

Liana Bailey-Crimmins

TABLE OF CONTENTS

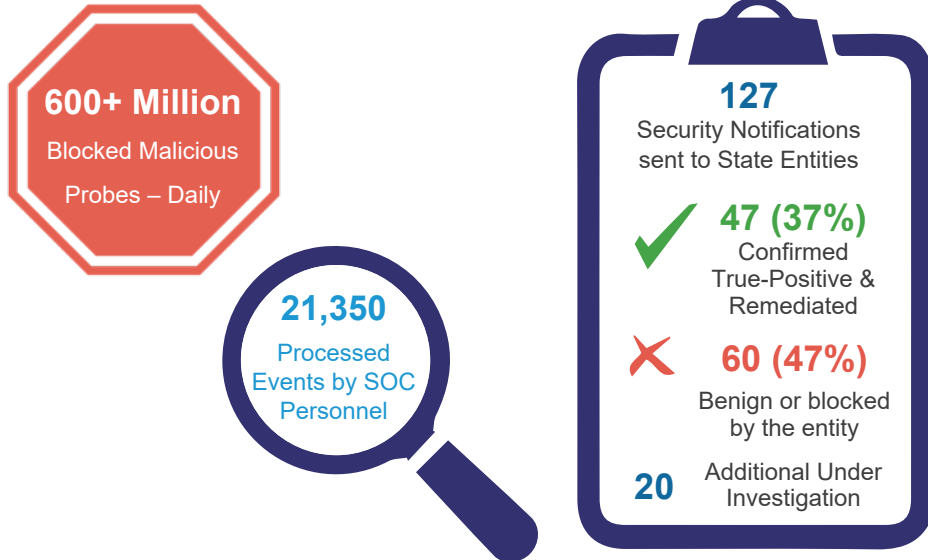
Statewide IT Performance Metrics	2
Equity, Inclusion, Accessibility	8
Vision into Action	11
Our Principles: Putting People First	13
Our Principles: Continuous, Timely Improvement	15
Our Principles: Working Together Beats Working Alone	17
Technology Modernization Fund and Stabilization Update	19
Digital ID Project	20
State of California Notable Projects 2022	21
Recognition 2022	26

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.

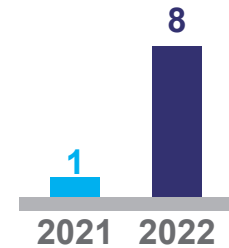
SECURITY

Malicious Activity Detected by the Security Operations Center



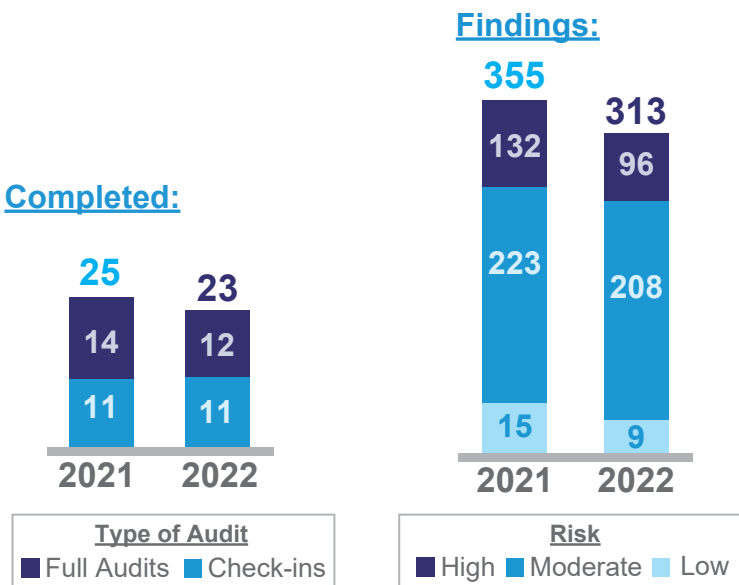
The number of malicious activities detected in 2022 by CDT's Security Operations Center (SOC) targeting the California Government Enterprise Network (CGEN) and other IT systems owned and/or managed by the State Data Center.

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



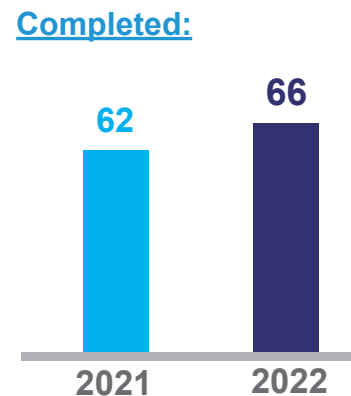
The number of breaches during the calendar year that involved Personally Identifiable Information (PII) contained in lost or stolen unencrypted electronic devices and storage media. This number does not include paper and verbal releases of information.

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.

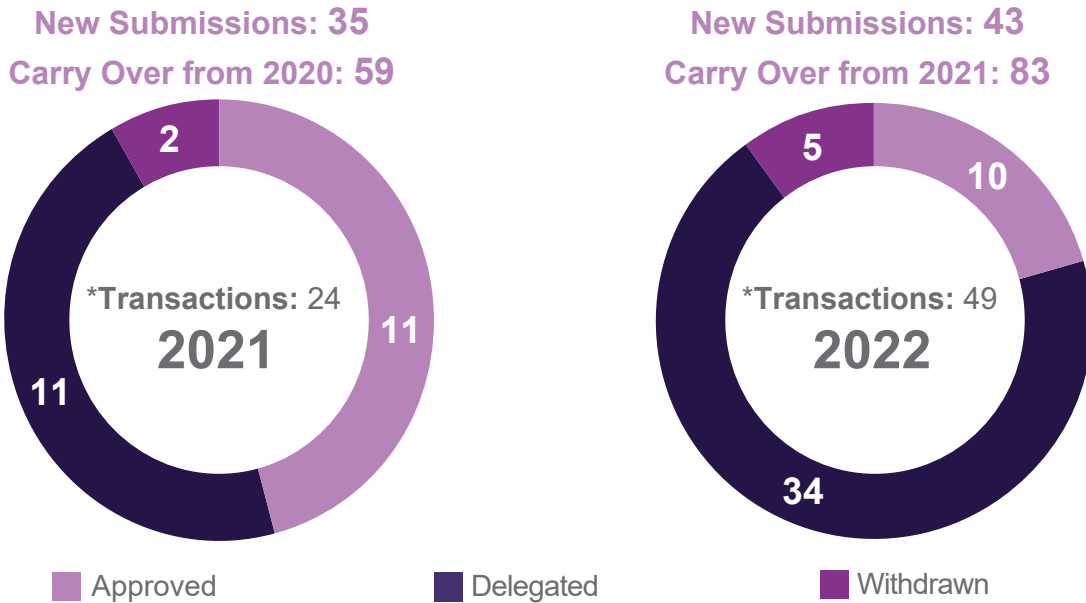
Independent Security Assessments (Technical Focused)



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

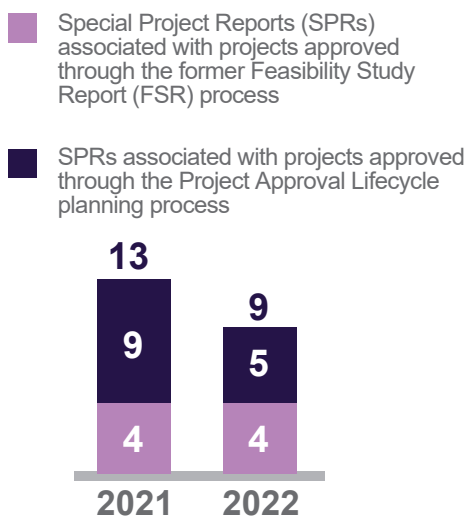
Number of Technology Initiatives in Project Approval Lifecycle



The annual workload results for CDT review and approval through the state's Project Approval Lifecycle (PAL). PAL is a multi-stage project planning and approval process that helps state entities develop a strong business case, clear business objectives, appropriate solutions, and more accurate costs and schedules. PAL provides flexibility to help expedite approvals for low-risk projects and build additional support for more complex, high-risk projects. The COVID-19 pandemic created uncertainty for the state's economic outlook resulting in a decrease in project funding and number of BCPs.

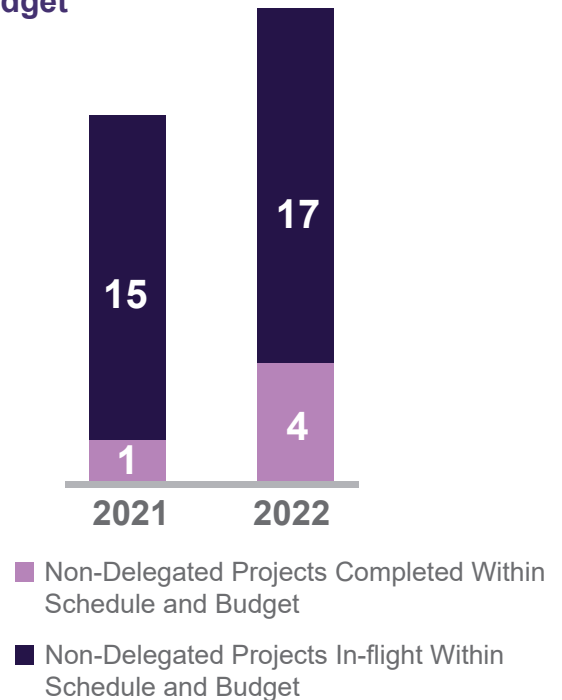
*Transactions: Number of projects "approved", "delegated", or "withdrawn".

Non-Delegated Projects with Major Variances



A non-delegated project is one that remains under CDT oversight based on [cost, criticality and risk factors](#) found in the SIMM and SAM manuals. Delegated projects are not overseen by CDT.

Non-Delegated Projects within Schedule and Budget



The number of complex technology projects completed timely and within budget compared to latest approved schedule and budget (no more than 10% variance).

WORKFORCE

To meet the needs of an evolving workforce, CDT introduced:

Emerging IT Leadership



20
participants

Cybersecurity Boot Camps

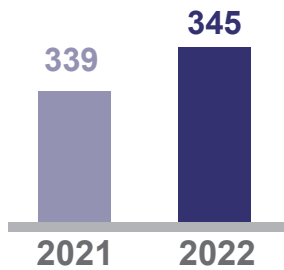


20
participants

By offering remote training, CDT has expanded its audience to the entire state:

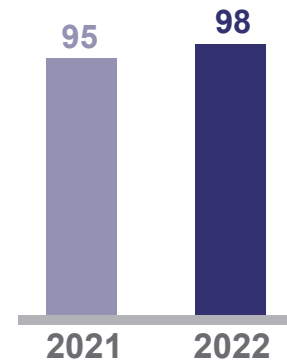


Number of Individuals Completing IT Leadership Training



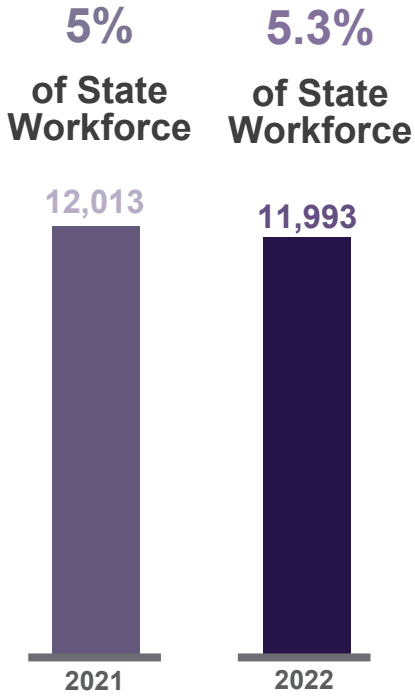
IT leadership training consists of a combination of academies and open-enrollment training courses offered by the Office of Professional Development.

Number of individual departments/cities/counties/courts attending training

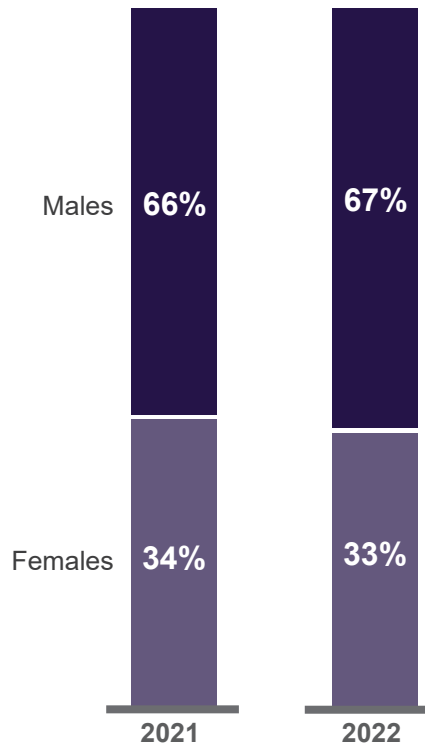


STATEWIDE IT WORKFORCE DEMOGRAPHICS

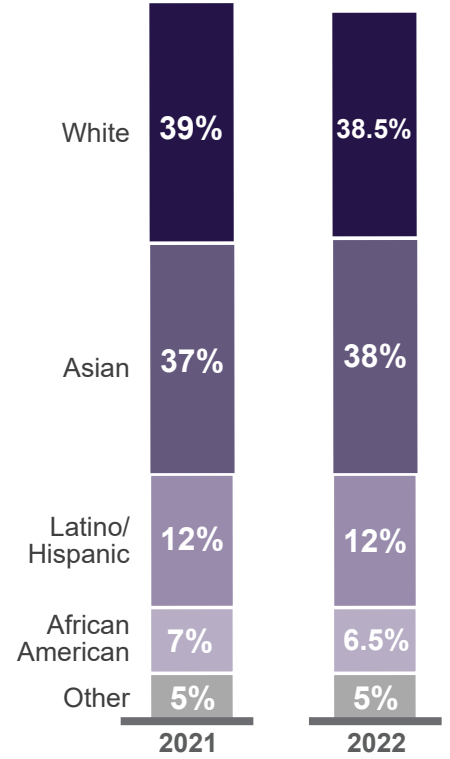
State IT Employees



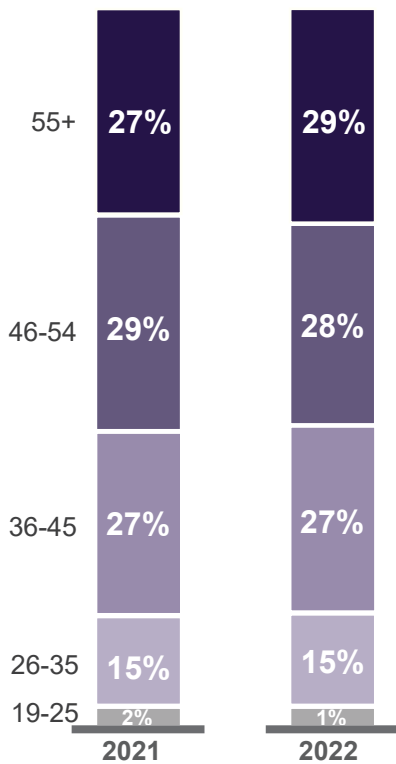
Gender



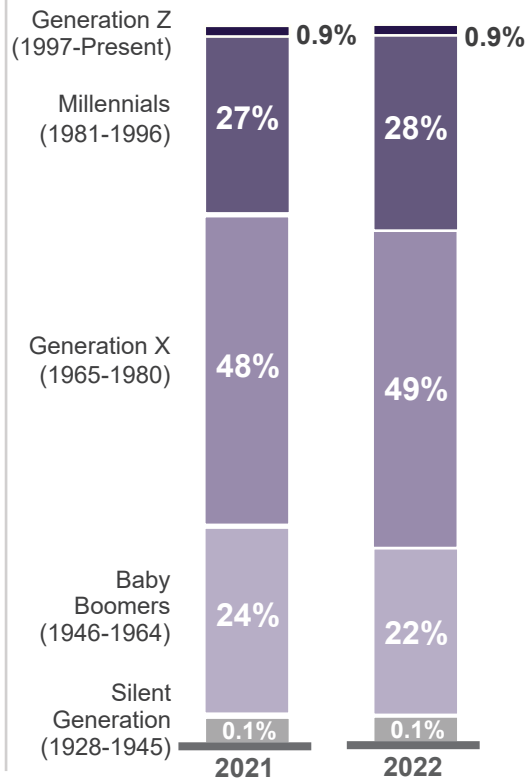
Ethnicity



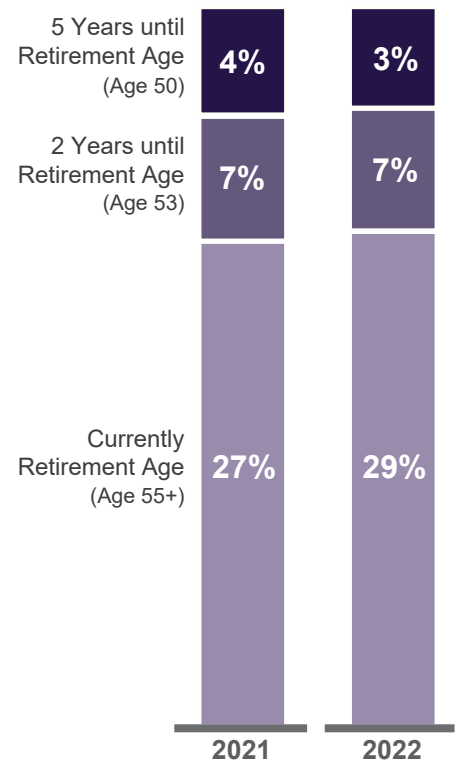
Age



Generation

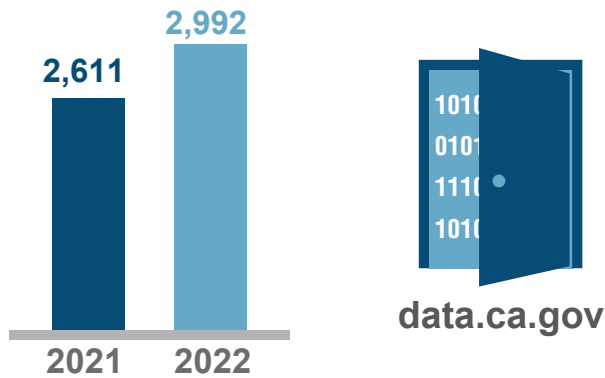


Range to Retirement

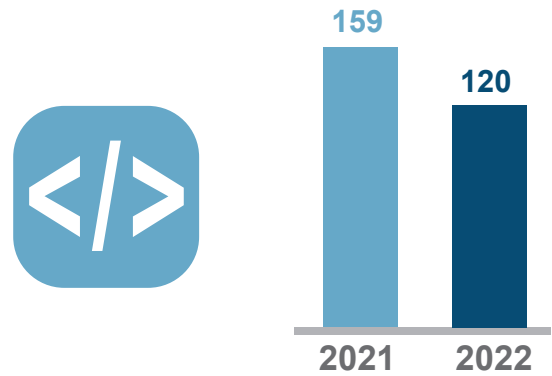


TECHNOLOGY INNOVATION

Number of Datasets Available to the Public

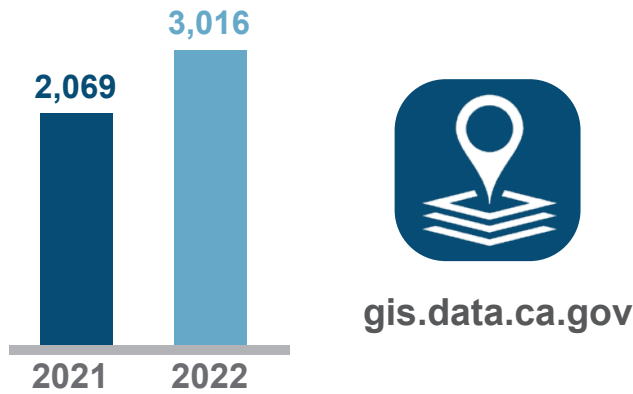


Number of State Contributed Open Source Code Sets repositories

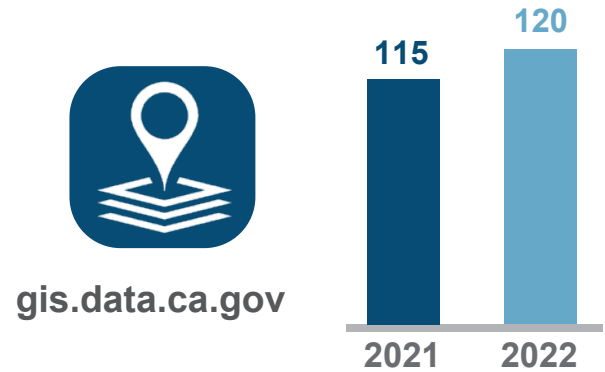


Includes codes from code.ca.gov and github.

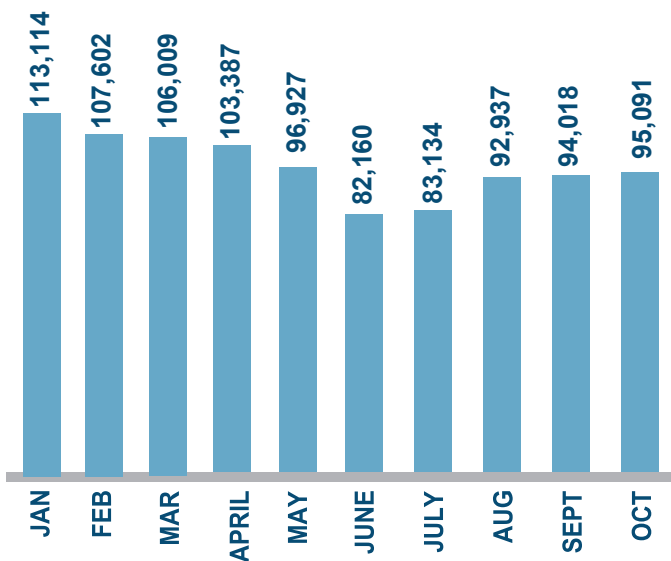
Number of GIS-based Datasets Available to the Public through the Statewide Geoportal



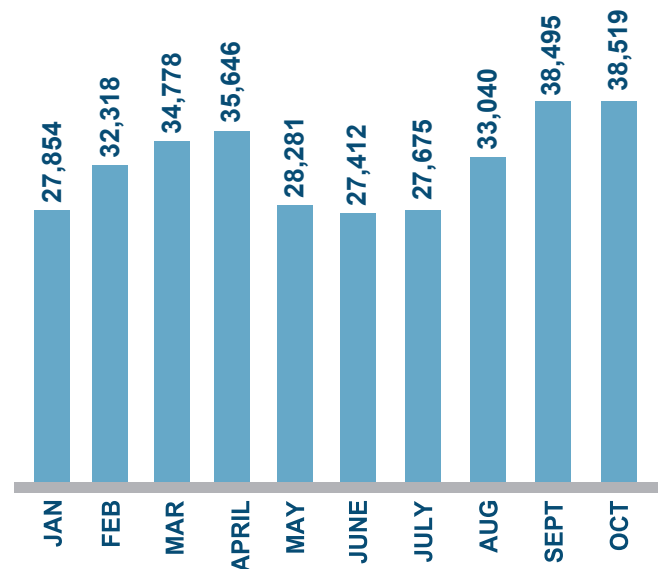
Number of GIS Applications Available to the Public through the Statewide Geoportal



Data.ca.gov Page Views



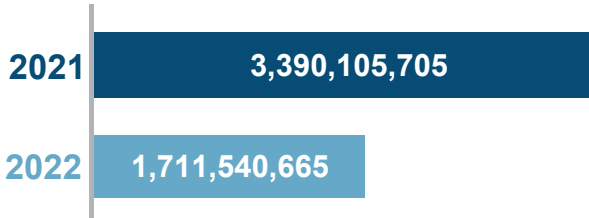
Geoportal Page Views



TECHNOLOGY INNOVATION



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



2022 Page Views declined as pandemic information needs subsided.

The CDT determined the best way to annually collect information relating to information technology service contracts was through the existing Information Technology (IT) Cost Report process. In February of this year, state agencies and entities submitted their annual IT Cost Reports including financial data pertaining to their information technology service annual contracts of \$500,000 or more. The CDT has analyzed the data and is in process of determining where existing and new savings can be achieved by providing centralized shared services contracts.

Number of Digital Services Accessible Through the CA State Portal

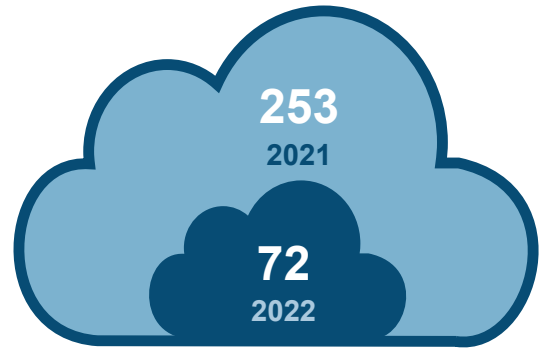


CA.gov



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

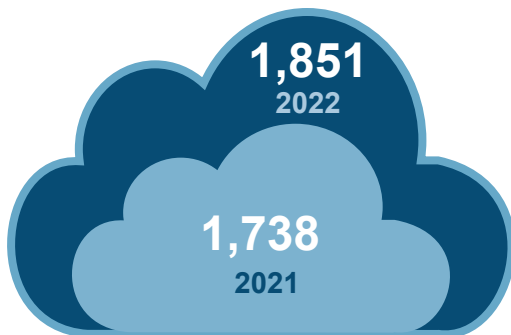


The cloud-based SaaS solutions used by state entities offered through the state data center as part of its Vendor Hosted Subscription Services (VHSS).

CDT retired some products and services in the SaaS line.

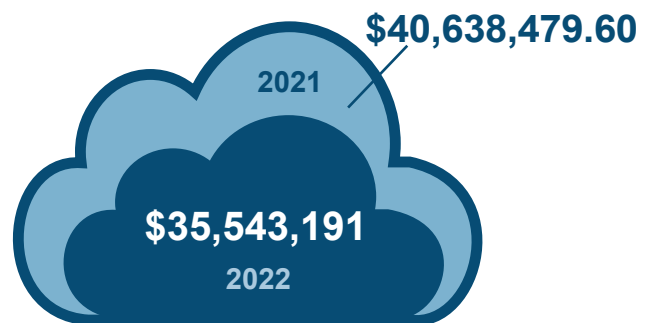
Number of Subscriptions to Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) Cloud Services by State Entities Offered through the State Data Center

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.

EQUITY, INCLUSION, ACCESSIBILITY

“In California, we recognize that our incredible diversity is the foundation for our state’s strength, growth and success – and that confronting inequality is not just a moral imperative, but an economic one.”

Governor Gavin Newsom



Reimagining technology's role in equality

Broadband for All

Governor Gavin Newsom prioritized digital equity, access and inclusion when he issued his Executive Order in 2020 calling for a broadband plan to outline our path to [Broadband for All](#). Since that time, our state has embarked on a multi-department, multi-agency fast track to ensure the possibility of connectivity for every resident of our state.

In July 2021, SB 156 was signed into law paving the way for a 10,000 mile digital “highway” built along our interstate corridors. Known as the “middle mile,” the [broadband network](#) is made up of fiber optic cable that can carry faster signals for longer distances. The middle mile connects to the global internet, and when the middle mile is built, “last mile” internet service providers will run lines from the middle mile to their customers’ homes and businesses.



Because of the requirements of the American Rescue Plan Act funding being used to build the middle mile -- \$3.25 billion must be expended by 2024, and construction should be completed by 2026 -- state partners leapt into action to begin work on this historic undertaking:

- Within one month of the new law, the Middle Mile Advisory Committee held its first meeting;
- By November 2021, the first 18 test locations were announced;
- In June 2022, the entire 10,000 mile network was mapped out;
- and in October 2022, work began on the first leg of the network in Poway, California.

It wouldn't have been possible to move this quickly without the collaborative efforts of the California Public Utilities Commission, Caltrans, CDT, Department of Finance, Government Operations Agency, the State Transportation Agency and the many local and regional partners who participated in the planning and public comment process.



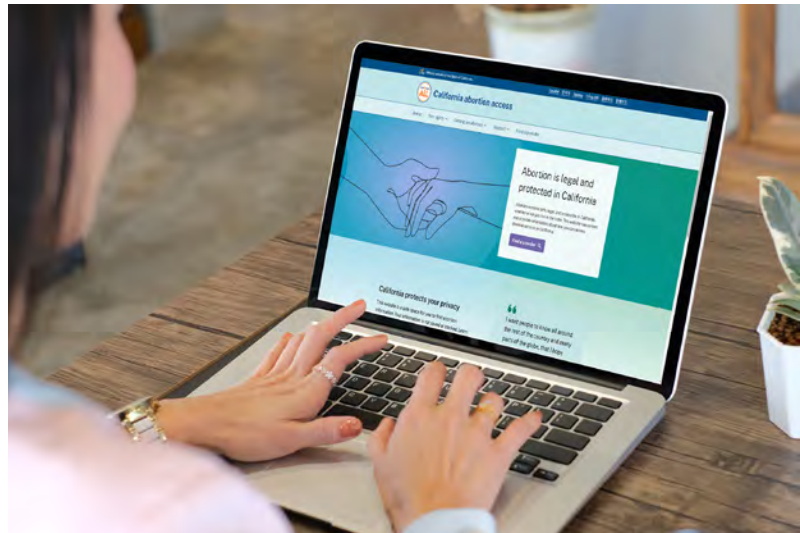
Looking ahead, the state expects to receive hundreds of millions in additional federal funding to go toward last-mile connectivity and digital equity programs.

As we all experienced first-hand when the COVID-19 pandemic took hold of our state, our nation and the world, a reliable internet connection is required for full access to education, work, healthcare, government services and social interaction. We are proud of our state's efforts to deliver Broadband for All without delay.

California Launches Abortion Website

Immediately following the June 2022 decision by the U.S. Supreme Court to overturn *Roe v. Wade*, many states began outlawing fundamental reproductive health care and threatened to criminalize doctors and patients who participated in abortions. However, California solidified its stance in support of a woman's right to choose and launched abortion.ca.gov in September. The important website provides people inside and outside of the state with information about abortions, their legal rights, where to find providers, how to pay for services and financial assistance, and ways to locate wellness and emotional support.

Abortion.ca.gov includes information about different types of abortion and how to get one along with sections devoted to those living outside of California and immigrants who are living in the country without legal permission. A map shows the location of 166 abortion clinics statewide and users can click to see the entire map, or they can enter a city and get a list of clinics nearby. The site is available in English and Spanish with plans to be translated into several additional languages.



California has a history of supporting the rights of residents and non-residents alike. Abortion.ca.gov is a testament to the state's support of a woman's right to make her own decisions about her reproductive health and will increase access to accurate information so that people all over the country can seek the care they need here in California.

BCSH Agency Launches Digital Tool to Help End Homelessness

In a six-year period between 2014 and 2020, data show the homeless count in California climbed 42 percent. On any given night, about 70 percent of the state's homeless, or more than 160,000 people, reside outside of a shelter system sleeping in tents, vehicles or out in the open. California's Business, Consumer Services and Housing Agency launched the Homeless Data Integration System (HDIS) as a key to its comprehensive strategy to get more homeless Californians into stable living environments and connect them to the health services they need.

The HDIS is a warehouse of data from 44 local homelessness response systems, or Continuums of Care, throughout California. The HDIS [dashboard](#) details a wealth of information. Of the 268,263 people counted through the homeless response systems, 25,182 were unaccompanied youth and more than 90,000 were in family groups that included children. The system provides a significant amount of detailed data including an interactive map of California counties with homeless numbers for

each county. Other data provides budget allocations, funding for major programs by county, new homelessness programs making a difference and the annual number of building permits for needed housing.

The HDIS data also highlights a link between racial inequities and homelessness by showing the number of people experiencing homelessness does not mirror the racial makeup of the state. For instance, Black or African American people represent 6% of the state's population but 30% of those accessing homeless services.

During 2022, the California Interagency Council on Homelessness will work to establish system-wide performance measures to help state and local jurisdictions better assess their progress toward preventing, reducing and ending homelessness equitably in California. Once finalized, the HDIS website will focus more on the outcomes of people accessing services through the California homelessness response system.

Vision into Action

California's state government IT community has a vision of the future inspired by thousands of passionate, dedicated public servants.

Vision 2023

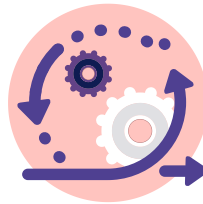
Technology powering a compassionate, human-centered government.

Our Principles



Put people first

Deliver what Californians and the public servants working for them need.



Create continuous and timely improvements

Update and improve systems and services every day.



Working together beats working alone

Solve big challenges with multi-disciplinary teams from different departments.

Our Goals

Deliver clear, fast, secure and dependable public services

Make government services and information stable, easy to find and simple to navigate.

Ensure public services are equitable and inclusive

Improve interaction with the government by providing equitable access to all services and information, and expand diversity in the state workforce.

Make common technology easy to access, use, share and reuse across government

Encourage collaboration among multi-disciplinary teams by making it easier and faster to apply shared experience and patterns to solve problems.

Build digital government more quickly and effectively

Prioritize technology investments, and balance oversight and planning to increase project delivery. Modernize state legacy systems through an agile management and procurement approach, and document successes and failures so others may learn.

Build confident, empowered multi-disciplinary teams

Empower leaders to integrate technology into their programs and operations to improve outcomes by attracting new talent, developing diverse technology leadership, continuously upgrading training, and fostering multi-disciplinary teamwork.

Join a Challenge Team! vision2023.cdt.ca.gov

Pub. 2-9-21

We believe in technology powering compassionate, human centered government and we can make this vision real by working together and using technology to listen to people, help people, and improve what we do. In 2022, we advanced the goals of Vision 2023 and brought our principles to life through IT projects. Following are notable examples of California state government IT initiatives aligned with the principles and goals of Vision 2023.



Our Goals



Deliver clear, fast, secure and dependable public services



Ensure public services are equitable and inclusive



Make common technology easy to access, use, share and reuse across government



Build digital government more quickly and more effectively



Build confident, empowered multi-disciplinary teams

Putting People First

Delivering what Californians and the public servants working for them need.

CDCR Builds a Better Future for its Incarcerated through Technology



The California Department of Corrections and Rehabilitation (CDCR) facilitates the successful

reintegration of individuals back to the community with the tools to be drug-free, healthy, and employable members of society. With a goal to make incarcerated people successful following their release, CDCR focuses on programs that increase literacy, obtain GEDs or high school diplomas, provide job skills and training, and offer college-level programs. In recognition of the essential nature of technology in the modern workforce, CDCR has invested in a vision of 21st century learning that infuses instruction with technological tools replicating those our students will utilize in their daily lives upon release.

CDCR is making [laptop computers available to incarcerated students](#) in all educational programs, combined with upgrading the secure infrastructure to support the expansion of student technologies. This upgraded infrastructure added capacity to the Division of Rehabilitative Programs learning network by improving bandwidth and IP addresses that expand student access, among other security enhancements. A significant component of this technology is the Division of Rehabilitative Program's (Virtual) Learning Portal that represents a compendium of software

programs designed to enhance instruction and extend learning beyond the physical classroom space. In addition, the implementation of a Learning Management System allows collaboration with university and community college partners to deliver college level content and curricula to students who would have otherwise been limited.



The Doctor Will See You Now: Scheduling Tool Minimizes Appointment Conflicts for Inmate-Patients



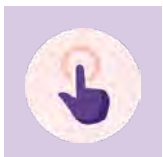
Patients in California's adult correctional institutions juggle job assignments, education classes, custody appointments, and medical,

dental and mental health appointments—including individual therapy appointments and group sessions. Many patients also participate in the Integrated Substance Use Disorder Treatment program. This comprehensive program coordinates timely, evidence-based treatment and transition services to treat incarcerated individuals with substance use disorders. Previously, health care schedulers did not have a practical way to avoid non-health-care events when they scheduled appointments, so scheduling conflicts were common, leading to missed appointments and wasted provider time. In 2022, California Correctional Health Care Services (CCHCS) used Lean Six Sigma principles to identify this critical need and developed three new scheduling applications: the Consolidated Patient/Provider Calendar, the Dental Scheduling Utility, and

the Mental Health Group Scheduling Utility. CCHCS IT staff developed these scheduling tools in-house using a procured graphical interface application. IT staff customized the graphical interface application using a collection of JavaScript User Interfaces and .Net Core 5.0. Together, the consolidated calendar, dental scheduler, and the mental health scheduling tools enable comprehensive schedule visibility within CCHCS's and the California Department of Corrections and Rehabilitation systems.

With these new scheduling tools, health-care event conflicts have reduced from 30% to 10%, which will improve attendance in other programs such as educational classes and job assignments. By scheduling appointments when the patient has the highest likelihood of attending and optimizing the providers' schedules, CCHCS's new scheduling tools demonstrate a commitment to creating continuous and timely improvements and building an effective digital government that delivers clear and dependable services for inmate-patients.

A Big Dose of Teamwork Delivers e-Prescribe to Veterans Homes



Only recently the only way CalVet medical professionals could order prescriptions from pharmacies for their patients was by hand. That changed in early December when the department unveiled its new e-Prescribe software

system that modernized and streamlined the process of prescribing medications for the more than 1,700 veterans and their spouses living at the eight Veterans Homes throughout California. e-Prescribe is the first element of planned CalVet's Electronic Health Record Program that will provide medical professionals with a single electronic record.

The initiative received strong support from the department's executive level and included a project team comprised of IT staff, doctors, pharmacists and nurses, as well as clinical, administrative and financial experts. As a result, the team was able to identify and leverage technology to deliver a fast and secure solution to the outdated, labor-intensive way of writing prescriptions.

No one appears to complain that the days of hand-scribbled and faxed prescriptions are over. Thanks to e-Prescribe, all eight veterans homes use this

standardized process in compliance with federal and state laws that require prescription submissions. In the first 20 days, ePrescribe processed 1,482 prescriptions. Nearly 90% of CalVet's physicians and 76% of all trained personnel logged into the system during its first 30 days.

Thanks to e-Prescribe, veterans' and their spouses' medications are monitored by experts who ensure they are getting exactly what was ordered.



Our Goals



Deliver clear, fast, secure and dependable public services



Ensure public services are equitable and inclusive



Make common technology easy to access, use, share and reuse across government



Build digital government more quickly and more effectively



Build confident, empowered multi-disciplinary teams

Continuous, Timely Improvement

Updating and improving systems and services every day.

Oakland PERB Connects Virtually by Design



The pandemic has transformed nearly every aspect of how we use technology, including how we work. The Public

Employee Relations Board (PERB) is finding new ways to harness technology in an ever-changing environment while balancing the ability to reliably serve constituents for decades to come.

The executive team at PERB has embraced telework and is committed to adopting the governor's directive to reduce the real estate footprint with a transition of office spaces. PERB is redesigning its Oakland office to help the department operate

more efficiently and effectively. The multi-purpose space will include virtual hearing rooms for judges and flexible offices with cameras and monitors to continue the focus on technology for regional attorneys. The Oakland hearing room is in process of being moved to a shared space with another state department in the Elihu Harris state building. PERB will rely on shared conference spaces in the state building throughout 2023 but will be able to offer the newly designed spaces for reservation upon project completion in early 2024. PERB's expansion of virtual technology and redesign of collaborative spaces connect parties across the entire state, allowing people to work together to resolve labor relations matters.



CalPERS Goes Digital to Simplify Health Plan Changes



CalPERS is the largest purchaser of health benefits in California and second largest in the nation after the federal government. Close to 1,200 public agencies in the state contract with CalPERS for health benefits – totaling around 1.5 million health subscribers.

To submit health care changes, active members have been required to fill out and submit a health benefits enrollment form and supporting documentation of eligibility to their employer. Then the employer would have to manually key the transaction or build and upload a file into myCalPERS, or for some employers send the file via secure file transfer protocol. This has historically been a very cumbersome and manual driven process that can be exacerbated with the large volume of transactions during Open Enrollment each fall.

To reduce this workload for all stakeholders, CalPERS streamlined the health enrollment process by allowing members to submit most health

enrollment transactions online via myCalPERS. The new functionality allows nearly all of CalPERS 1.5 million health members to be able to make health plan changes, anytime they need, online, in only a few clicks.

The resulting reduction in paperwork by members and employers, as well as the reduction in mailed hard-copy letters, is substantial. Digital notifications will also come faster than traditional mail. Efficiencies in personnel offices are immense, as specialists will no longer need to manually review, track, or retain copies of supporting documentation. These benefits will be most pronounced during Open Enrollment, when some 50-60% of health transactions are made each year.



Department of Conservation Explores New Data Governance Strategy



The Department of Conservation's (DOC) mission depends on extensive scientific and engineering data. Improving the decision making across the state's natural and

working landscapes including natural (earthquakes, landslides) and human (oil and gas, mining, and land use change) impacts requires that these data be catalogued, accessible, documented, and usable. As DOC's data holdings grow in size, complexity and

demand, we are reaching the limits of our current data management practices. To address this, DOC is launching a full department review of our data holdings to understand their use, rate of growth, and requirements for access.

More significantly, DOC is initiating a process to place all the department's data under a robust data governance strategy that is inclusive of the hardware, software, data, policies, and practices needed to administer and increase the return on investment for our exponentially growing data holdings. Implicit in this is improving DOC's ability to provide performant services to all Californians that are easily shared and reused, faster and at lower cost, to inform decisions that are inherently multi-disciplinary. This will be a multi-year process but is essential to continuing to enhance our support of many critical issues confronting the state including public health and safety, climate change, environmental health, and the wise stewardship of the state's natural resources for both present and future needs.



Our Goals



Deliver clear, fast, secure and dependable public services



Ensure public services are equitable and inclusive



Make common technology easy to access, use, share and reuse across government



Build digital government more quickly and more effectively

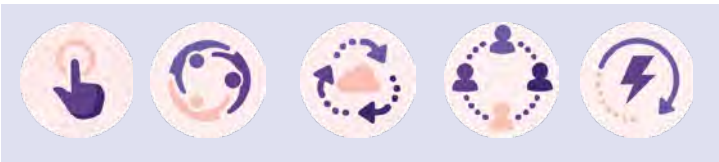


Build confident, empowered multi-disciplinary teams

Working Together Beats Working Alone

Solving big challenges with multi-disciplinary teams from different departments.

California Design System Solves Common Problems Across State Websites

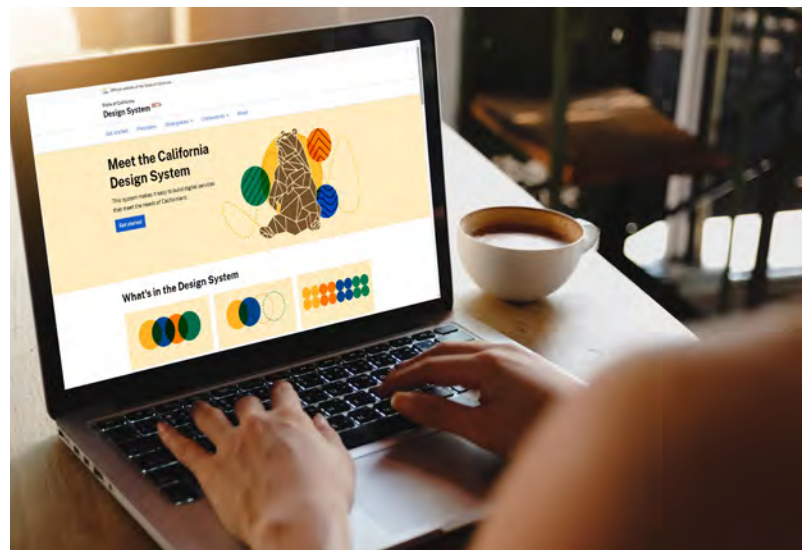


The [California Design System](#) began as a collaboration between the California Department of Technology and the Office of Data & Innovation to empower state government to deliver a seamless online experience for Californians to access digital products and services.

As a set of core principles, style guidelines and collection of independent components, state entities can choose structural elements that best meet their users' needs. The components are customizable and usable in any framework, saving developers and designers time best spent working on delivering services to residents.

True to its collaborative roots, the Design System is an open-source project that relies on contributions and feedback from users across state government to iterate and refine reusable technology that works

anywhere. The Design System considers a wide range of experiences, abilities, education and technical literacy to improve access to important online government services while seeking to address the common needs across a shared digital infrastructure, allowing teams to focus on new problems and residents to access services more quickly.



With CROS, Customers Come First



California Department of Tax and Fee Administration (CDTFA) administers nearly 40 tax and fee programs that generate revenue

essential to the state of California. Over one million discrete businesses currently interact annually with the CDTFA, many involved with multiple tax and fee programs. CDTFA had legacy computer systems that were reaching the end of useful life and needed to be replaced. CDTFA needed a single, integrated system designed to improve the efficiency and effectiveness of operations, to expand tax and fee payer services, and to increase revenues.

The [Centralized Revenue Opportunity System](#) (CROS) replaced CDTFA's legacy computer systems with a customer-centered solution and helped CDTFA fulfill its mission to make life better for Californians by fairly and efficiently collecting the revenue that supports essential

public services. CROS created a responsive, online filing and payment system for California business owners and allowed the CDTFA to offer expanded online services to taxpayers, including the ability to view real-time account information. Through these online services, taxpayers can file tax returns, manage their accounts, and make payments. Additionally, CROS allowed CDTFA to offer key online services in Spanish.

The CROS project was the most significant technology initiative the department has ever undertaken, and it was delivered on time and under budget. Businesses can work from any device anytime, anywhere, allowing owners to view balances, enable third-party access, send secure messages, and complete other important tasks. The CROS is an intuitive and secure enterprise-centered platform that utilizes the latest technology to meet the needs of businesses and enable them to spend more time on work that makes a difference.

Cal-Secure Collaboration Safeguards Californians' Data and Critical Public Services



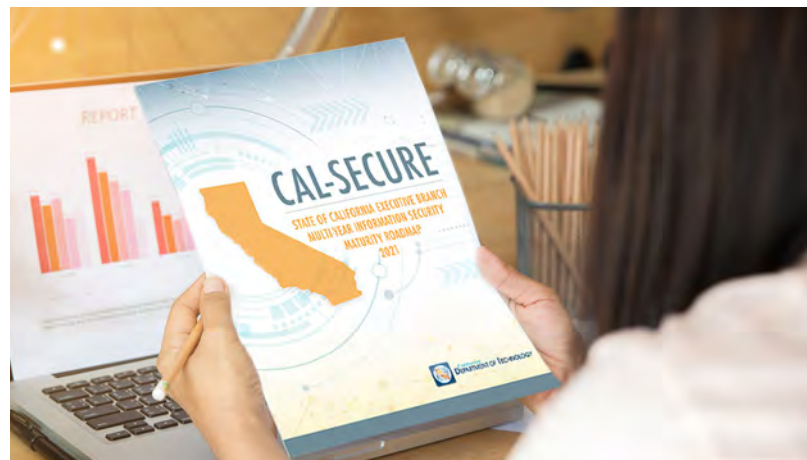
[Cal-Secure](#) is the state's first universal cybersecurity initiative and marks the first time California's cybersecurity

community —federal, state, local, education and private sector providers—united to produce a security plan that outlines an overarching road map to prioritize initiatives and guide organizations at any level of maturity.

Launched in 2021, the Cal-Secure roadmap is a world-class cybersecurity defense system that benefits the residents of California today and beyond. The plan focuses on three pillars to develop security capabilities: a diverse and innovative security workforce; an agile and flexible model; and an investment in technology and services to develop effective defenses to sustain the state's collective protection measures.

Since its launch last year, Cal-Secure has met all year one deliverables and has made significant progress on year two initiatives. The state has seen

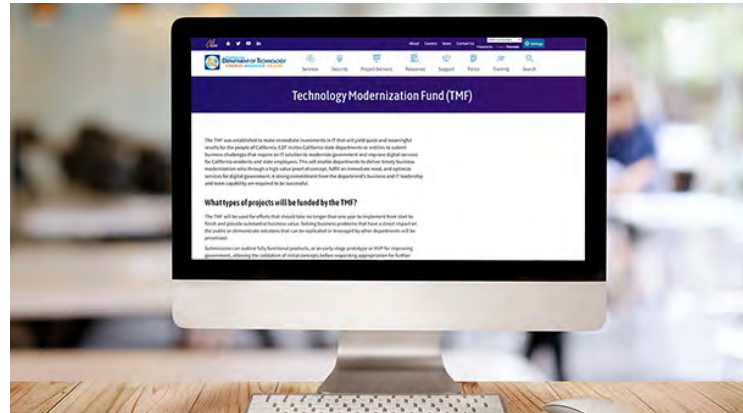
a 19% reduction in high-risk vulnerabilities since February. California is disrupting its adversaries before they can attack critical emergency response and public service efforts. We've come a long way, but there's more work to be done. The success of Cal-Secure depends on the input, information-sharing and adoption of guidelines by agencies and departments and California's cybersecurity community to embed cybersecurity into everything we do.



Technology Modernization Fund and Stabilization Update

With the establishment of the Technology Modernization Fund (TMF) and Technology Stabilization Fund (TSF), the California Department of Technology (CDT) continues to assist Departments in delivering fast and secure public services and making technology easy to use for government workers and our residents.

Through both the TMF and TSF, CDT partners with state agencies to improve the efficiency and effectiveness of the services they deliver to Californians. In 2022, CDT has partnered with 9 departments/agencies through the Stabilization program and has approved 11 projects and over \$11 million in funding for TMF efforts. The Stabilization program proactively assists departments in preventing costly unplanned downtime, while the TMF program avoids unnecessary administrative burden for high-value, low-risk technology investments. Here are some partnership highlights from 2022:



Stabilization:

- **Department of Industrial Relations (DIR)** to ensure stability with the state worker's compensation case management and payment service.
- **California Office of Emergency Services (CalOES)** to review the capabilities and provide alternatives to managing emergency response through their legacy technology.
- **California Department of Human Resources (CalHR)** to provide recommendations to improve efficiencies on the Examination and Certification Online System (ECOS) that provides employment opportunities for civil service.
- **State Land Commission (SLC)** [assessment of their legacy technology](#) that tracks regulation and inspection of marine oil terminals.
- **California Department of Transportation (Caltrans)** and assessment of the system that manages lane closures and construction throughout the state.

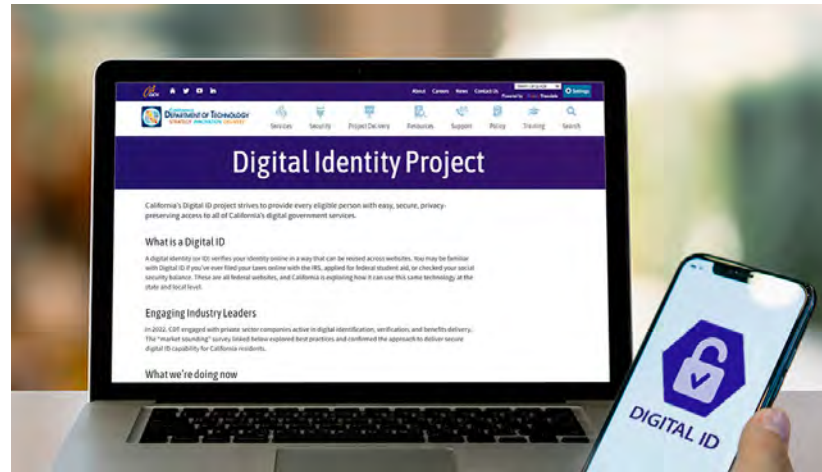
TMF:

- **California Department of Food and Agriculture's (CDFA)** Registered Service Agents Project has completed delivery, so all the Agencies and Registered Service Agents are now able for the first time to interact and conduct business digitally with the CDFA through this new portal.
- **Department of Consumer Affairs (DCA)** is implementing an online system with application, processing, and payment functionality for 13 licenses administered by the Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board.
- **Department of Managed Healthcare (DMHC)** is enhancing the capabilities to schedule and track financial and operational examinations of managed health care plans.
- **California Environmental Protection Agency (CalEPA)** is developing a geospatial data system for the California Unified Program Agencies (CUPA), which will help protect Californians from hazardous waste.

Digital ID Project

The California Department of Technology (CDT) continues to assist Departments in exploring ways to provide convenient access to State programs that serve millions of residents. To support this effort, CDT has undertaken the Digital Identity Project to provide an inclusive, easy, secure, and privacy-preserving identity verification process to access digital state services while providing consistency, reliability and cost savings to partnering Departments. By creating a framework that is extensible and scalable, this effort has the potential to eliminate the need for California residents to provide their identity and manage multiple user IDs to obtain state services. Milestones for this project include, but are not limited to:

1. Selection of initial pilot launch partner;
2. Executing necessary service contracts;
3. Defining and reviewing technical architecture;
4. Launching a small-scale pilot intended to demonstrate single sign-on (SSO), policy authorization, privacy and fraud controls in a centralized and interoperable system;
5. Engagement with the stakeholder community for technical and policy input



Here are some of the highlights from 2022:

- Launched pilot demonstration with the California Department of Transportation (Caltrans) and the California Integrated Travel Project (Cal-ITP), Monterey-Salinas Transit (MST) Agency, and US General Services Administration's (GSA) Login.gov to provide an online tool for transit riders to verify their identity and benefit eligibility to link fare discounts to their debit or credit card. More details available in the press release.
- Completed market sounding with private sector players active in digital identification and verification, payments, and benefits delivery to verify the soundness of the Digital Identity project's approach and gather insights to inform the direction of new demonstrations. Our findings are publicly available in the market sounding report.
- Created Digital Identity Agreement as a contract to streamline integrations with state partners and vendors to deliver eligibility verification as a service.
- Enhanced digital identity product by integrating a third-party product to enable data exchange via SAML (in addition to the existing support for OpenID Connect (OIDC)) and system upgrade to IdentityServer V6.
- Identified new pilot demonstration in partnership with Caltrans and select colleges to provide eligible college students and affiliates a method to receive discounted transit fares to their bank card by integrating with the universities' SSO system as a new identity provider (IDP).
- Exploring additional integration opportunities with state partners to deliver identity and eligibility verification services for select state services. Department and agency-level engagements to date include DMV, LWDA, HHS, and CalSTA, among others.

State of California Notable Projects 2022

CA Civil Rights Department

[CA vs. Hate Portal](#)

The CA vs. Hate portal will serve as a single repository for individuals, government entities and community organizations to report incidents of hate and direct victims to appropriate community resources in California.

CA Correctional Health Care Services

[Minimizing Appointment Conflicts for Inmate-Patients](#)

CCHCS developed three new scheduling applications that reduced the reduction of health-care event conflicts from 30% to 10%, helping inmate-patients to receive critical healthcare.

CA Department of Food and Agriculture

[Registered Service Agent Portal Project](#)

The Registered Service Agent Portal received funding and reaching minimum viable product through CDT's Technology Modernization Fund, allowing service agents to access agency registrations, licenses and update contact information to be more efficient at delivering

CA Public Employment Relations Board

[Connecting Virtually by Design: PERB Oakland Regional Office](#)

PERB expanded the use of virtual technology in the redesign of their Oakland office to include flexible office spaces, virtual hearing rooms, and cameras to connect parties from around the state while reducing the real estate footprint.

CA Student Aid Commission

Grant Delivery System Modernization

CSAC migrated key data match processes and procedures to a secure cloud-based application program interface to reduce manual tasks and processing time 7-21 days and limit single points of failure in legacy systems.

CA Unemployment Insurance Appeals Board

Modernized Appeals System Expands Access

CUIAB successfully transformed the previously paper-based appeals system into a fully electronic case management system that incorporated several legacy technologies into a single operating system, providing an efficient, fair and user-friendly hearing process.

CA Workforce Development Board

Changes to Promote Hybrid Work

CWDB is reducing and redesigning its workspace, upgrading laptops, and transitioning to Microsoft O365 for all employees to promote hybrid teleworking.

CalPERS

[myCalPERS Simplifies Health Plan Changes](#)

With myCalPERS, California's 1.5 million health plan members may make health plan changes any time they need, online, in just a few clicks.

CalVet

[ePrescribe](#)

CalVet ePrescribe – the first element of CalVet's Electronic Health Records Program – eliminates the paperwork of regular medication orders to CalVet pharmacies, increasing security and streamlining the process of prescribing medications for the more than 1,700 veteran residents and their spouses at the eight Veterans Homes of California

CDCR

[CDCR Technology Supporting Incarcerated Students in Educational Programs](#)

To ensure all incarcerated individuals are successful and employable members of society upon release, CDCR has invested in secure laptop computers available to students in all educational programs, upgraded the secure infrastructure to support the expansion of learning resources, and implemented a Learning Management System to allow collaboration with university and community college partners.

Parole Leads 3.0

Parole LEADS 3.0 allows law enforcement agencies to search for over 95,000 offenders on parole using a variety of search techniques, on a variety of devices, and gives end users the ability to create and reset passwords, improving agency engagement by 233%.

CDPH

[Digital Covid Vaccine Record Portal](#)

CDPH, in partnership with CDT, developed a Digital COVID-19 vaccination portal to offer the public a secure, digital copy of their vaccination records and providing businesses an efficient way to enforce mandates for indoor gatherings.

[Future of Public Health](#)

CDPH will develop a Future of Public Health framework that includes foundational strategic planning, enterprise-wide modernization efforts, and an overarching data, technology, digital transformation strategy and roadmap for a 21st century public health system.

CDSS

Project Management Hub

Based on CDT Project Management Framework, the CDSS Project Management Hub was created as a one-stop-shop to successfully manage and deliver IT projects throughout CDSS.

[County Expense Claim Reporting Information System \(CECRIS\)](#)

CECRIS is an integrated web-based system developed using agile methodology and used by the CA Department of Social Services and counties to document, report and analyze the county expense claim cost data.

CDT/ODI

[CA Design System](#)

CDT and the Office of Data & Innovation released a set of core principles, style guidelines and independent website components that state entities may use or customize, to save developers' time while prioritizing the accessibility and functionality of state websites.

CDTFA

[With CROS, Customers Come First](#)

The Centralized Revenue Opportunity System replaced CDTFA's legacy computer systems with a responsive and easily accessible filing and payment system that enables business owners to file tax returns, manage their accounts and make payments online.

CHP

[WMVARS Patrol Car Footage Data Transfer System](#)

The Wireless Mobile Video and Audio Recording System (WMVARS) replaces the existing DVD-based MVARS in patrol cars, increases the percentage of enforcement vehicles with MVARS to 100 percent and eliminates the need for officers to book DVDs of recordings into evidence at the end of each shift, enhancing public trust and facilitating collaboration between allied agencies.

Department of Cannabis Control

[Equity Fee Waiver Mapping Tool](#)

DCC partnered with CDT to create a mapping tool that allows prospective or current business owners to input their address and see if they may qualify for an equity fee waiver for those who were negatively affected by criminalization of cannabis.

Department of Child Support Services

Cloud Migration Improves Service to California's Families

In just 21 months, DCSS in partnership with CDT and Microsoft migrated the California Child Support Enforcement System to a Linux-based Microsoft Azure Government Cloud, optimizing DCSS' mission critical application to reduce costs up to \$10 million annually while preserving scalability.

Department of Conservation

Department Review of Data Holdings and Data Governance Strategy

DOC is launching a full department review of the scientific and engineering data of the state's natural landscapes to understand their use, rate of growth and requirements for access, and to place all the department's data under a robust data governance strategy that is inclusive of exponentially growing data holdings.

Department of Financial Protection and Innovation

Prisma VPN and Multi-Factor Authentication

The Department of Financial Protection and Innovation implemented Prisma VPN and multi-factor authentication to provide employees a secure connection between their devices.

Department of Healthcare Access and Information

[Hospital Supplier Diversity Program](#)

HCAI expanded its data management infrastructure to collect new data reports from California hospitals, allowing the department to better report procurement efforts regarding certified minority, women, LGBT and disabled veteran groups.

Department of Managed Healthcare

Provider and Consumer Complaint Analytics Project (part of NIMBUS modernization)

The Provider and Consumer Complaint Analytics project provides program staff with the ability to leverage high-quality historical data collected through automated processes to perform advanced analytics on all historical claims submitted for payment to DMHC.

EDD

[EDDNext](#)

The next modernization phase of EDDNext will incrementally modernize the unemployment insurance, disability insurance, paid family leave and tax program operations, business processes and technology to better deliver timely and quality service to California's workers and working families.

FI\$Cal

[Purchase Order Payment History Search](#)

In partnership with the Department of General Services, FI\$Cal developed the purchase order payment history search tool to provide entities doing business with California multiple ways of searching for payment data in a customer friendly format, ensuring statutory obligations are met and businesses are paid timely.

Franchise Tax Board

[Golden State Stimulus II \(GSSII\)](#)

FTB deployed rapid application development techniques and the Golden State Stimulus II Estimator to help administer nearly 13 million combined GSSI and GSSII economic relief payments to recipients across California.

Strengthening Security Through Automation

FTB's Cybersecurity Governance, Risk and Compliance project prioritized and automated risk management, vulnerability and compliance management activities, increased department visibility in areas of non-compliance and provided audit reporting structures to develop a more efficient and integrated risk management program.

Office of the State Public Defender

Upgrading Platforms to Improve Communication

OSPD Information Technology unit expanded the use of O365, implemented a new VPN, upgraded the VoIP system, and will soon unveil a new digital ID system to provide accessible and high-performing tools to staff.



RECOGNITION

2022



American Association of Motor Vehicle Administrators Awards

Excellence in Government Partnership

Regional: California Department of Motor Vehicles: California ID Program (Cal ID) Interagency Portal Project

Innovative Use of Technology

International and Regional: California Department of Motor Vehicles: Chrome Summary

Public Affairs and Consumer Education (PACE) Awards

DIVISION 2: Visual Arts

Photography: California Department of Motor Vehicles: COVID-19 Safety Precautions

Best of CA

Best Application Serving an Agency's Business Needs

Automation at the Otay Water District

CalPERS Regional Offices Queue Management System Replacement

Best Application Serving the Public

State Fiscal Recovery Fund

City of Sacramento 311 Virtual Agent (Maria)

Virtual Hearings and Digital Evidence Management System (DGS)

Best IT Collaboration

CDCR Ed-Tech Initiative (one award for each of the below)

CDCR, Division of Rehabilitative Programs

CDCR, Division of Enterprise Information Services

CDCR, Division of Adult Institutions

California Community Colleges

California State Universities



FI\$Cal Purchase Order Payment History (one award for each)

California Department of General Services (DGS)

California Department of FI\$Cal (FI\$Cal)

California Design System (one award for each)

California Department of Technology

Office of Data & Innovation

Best Workforce/Workplace Initiative

CDTFA Team Member Dashboard

Innovative Use of Data Analytics

California Parole Data Management Analytics and Visualization

Caltrans Virtual Public Project Dashboard

Excellence in Project Management

Robert Schmidt

Matthew Moore

Cyndi Reimer

CIO Academy: [Link](#) to full list of winners

Catherine Lanzaro, CIO of the Year

NASCIO:

Finalists: CDTFA CROS; FTB's Cybersecurity Governance Risk and Compliance; DCVR

Thomas M Jarrett Cybersecurity – State CISO Vitaliy Panych

CDT: 2nd place for exemplary work in Resilience in State Government: the state's ability to maintain continuous IT and business operations during peak usage, disasters and crisis conditions.

StateScoop 50:

Digital Covid Vaccine Record Portal

GoldenGov: State Executive of the Year - Amy Tong, GovOps

GovX:

Digital Covid Vaccine Record Portal

California Department of Technology

703 3rd Street ● West Sacramento
California 95605