

California Information Technology Strategic Plan

**State Portal Steering Committee**

April 15, 2005, 1 p.m. – 3 p.m.

1400 10<sup>th</sup> Street (OPR corner of 10<sup>th</sup> & N), Sacramento  
2<sup>nd</sup> Floor / Rooms 202

**- AGENDA -**

- |      |   |                            |
|------|---|----------------------------|
| I.   | Welcome and<br>Minutes Approval for 3/4/05 & 3/18/05 meetings   | Clark Kelso                |
| II.  | <i>California State Portal</i> <b>Plan / Framework</b> status update  | Clark Kelso<br>John Jewell |
| III. | DMV Portal project status update  | Bernard Soriano            |
| IV.  | Ca Portal Project Governance  | Clark Kelso                |
| V.   | Projects submitted by departments<br>“...CIO will coordinate with Cabinet Secretaries to<br>initiate at least five projects...”<br><br>Review departmental project information received via the<br><i>Information Technology Project Profile Information</i> form | Clark Kelso                |
| VI.  | Next Steps<br><br>Meetings scheduled at OPR every 2 weeks on Fridays  | Clark Kelso                |
| VII. | Adjourn   | Clark Kelso                |

## **Goal 1: Make Government Services More Accessible to Citizens and State Clients.**

### **OBJECTIVE 1- DEVELOP A FOUNDATION FOR TRANSFORMING GOVERNMENT**

**The State will implement an enabling management and technical foundation for the transformation of government, making the technical solution implementation process more customer focused, strategic, efficient, and economical.**

The essential ingredients of this foundation include:

- Leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries to improve efficiency, interoperability, and cross-organizational program integration.
- A governance process for evaluating government needs and challenges across organizational boundaries and prioritizing those initiatives with a high return on investment and public acceptance.
- Common business processes that facilitate interoperability and data sharing.
- Shared applications, architectures and code.
- Streamlined project development, management and implementation to capture early benefits and encourage transformation.
- A robust technical platform to quickly and economically implement and deliver services.
- Industry best practices for the state workforce to build capability and capacity.

#### **Actions:**

1. The State Chief Information Officer (CIO) will appoint a Director of e-Services with the responsibility for providing strong statewide leadership for the review of business processes that lend themselves to e-government applications and for the exploration and implementation of technologies to improve service delivery. The Director of e-Services will collaborate with Cabinet Secretaries, the Departments of Finance, Personnel Administration, and General Services and other state agencies to facilitate process reengineering and the application of enabling technology.
2. **By March 2005, the State CIO will coordinate with Cabinet Secretaries to initiate at least five projects that will achieve early return on e-Services investment including:**
  - a. **A project focused on the delivery of services to citizens (such as licensing, or call center services, or recreation and visitor information, or consumer protection).**
  - b. **A project focused on delivery of services to businesses (such as licensing, or workers compensation, or electronic payment and filing).**
  - c. **A project focused on services that integrate intergovernmental programs (such as self service eligibility determination, or online grants processing, or social services benefits delivery).**
  - d. **A project focused on delivery of services internal to state operations (such as online travel and human resources transactions, or data sharing between state agencies).**
  - e. **A project focused on reorganization of information on departmental web pages around major customer groups or users (e.g., public user, business user, government user) consistent with new look-and-feel standards to be developed by the Director of e-Services.**
3. By June 2005, the State CIO will direct the development of a streamlined web application acquisition and development process methodology that enables the reuse of software assets to increase development speed and reduce development cost and risk.