

2012



**Information Technology
Supports the Business**

**INFORMATION TECHNOLOGY SERVICES
2012 ANNUAL REPORT**



2012 Annual Report

Executive Summary

The Chinese philosopher Lao Tzu said, “A journey of a thousand miles begins with a single step.” Over the past year Office of Information Technology Services (OITS) has taken significant steps towards delivering valued services to the business of California Department of Food and Agriculture. This includes implementing the zero-based budget, the field office support model, and re-focusing on the business programs through project partnerships. This approach enables the agile delivery of new applications efficiently and effectively as possible.

With this renewal there must be a regular assessment of its goals and the operational principles for attaining success. As information technology (IT) is a strategic component in reaching California Department of Food and Agriculture (CDFA) goals, this enterprise function must find its balance in leadership, service, partnerships, and fiscal responsibility. When strategically balanced in a agency-wide plan, information technology will both drive and support innovative and cutting-edge initiatives that will position board members, inspectors, veterinarians, scientists, technicians and other CDFA constituents not only to achieve the goals of today and tomorrow, but to reach beyond and foster the information technology of the future.

CDFA OITS is being recognized on a national level with our projects and initiatives. As we build on the foundation established, I have every confidence that our improvements will have a positive impact in the delivery of other government services. - **Robert Schmidt, CDFA AIO**

Our Mission Statement

We provide the information technology leadership, standards and governance that enables the programs and operations of CDFA to deliver their respective missions in an efficient, effective and secure manner through the use of advanced information technology solutions and services.

Our Vision Statement

To be a state leader in delivering technology solutions and services that directly contribute to the mission accomplishment; a trusted partner in program growth, resulting in protection of consumers and promotion of agriculture; secure infrastructures; and cost efficient performance.

Our Core Values

Integrity: We are truthful, trustworthy and operate in a fair and ethical manner.

Transparency: We conduct all our operations in an open manner.

Accountability: We are responsible to ourselves and others for our actions and decisions.

Thoughtful

Communication: We listen and share information openly and honestly with the goal of mutual understanding.

Respect: We treat everyone with courtesy, dignity, and consideration.

Creativity: We believe in fostering a creative environment

Balance: We strive to maintain effective partnerships so that our decisions are fair to all our stakeholders.

Diversity: We are committed to maintaining a diverse workforce.

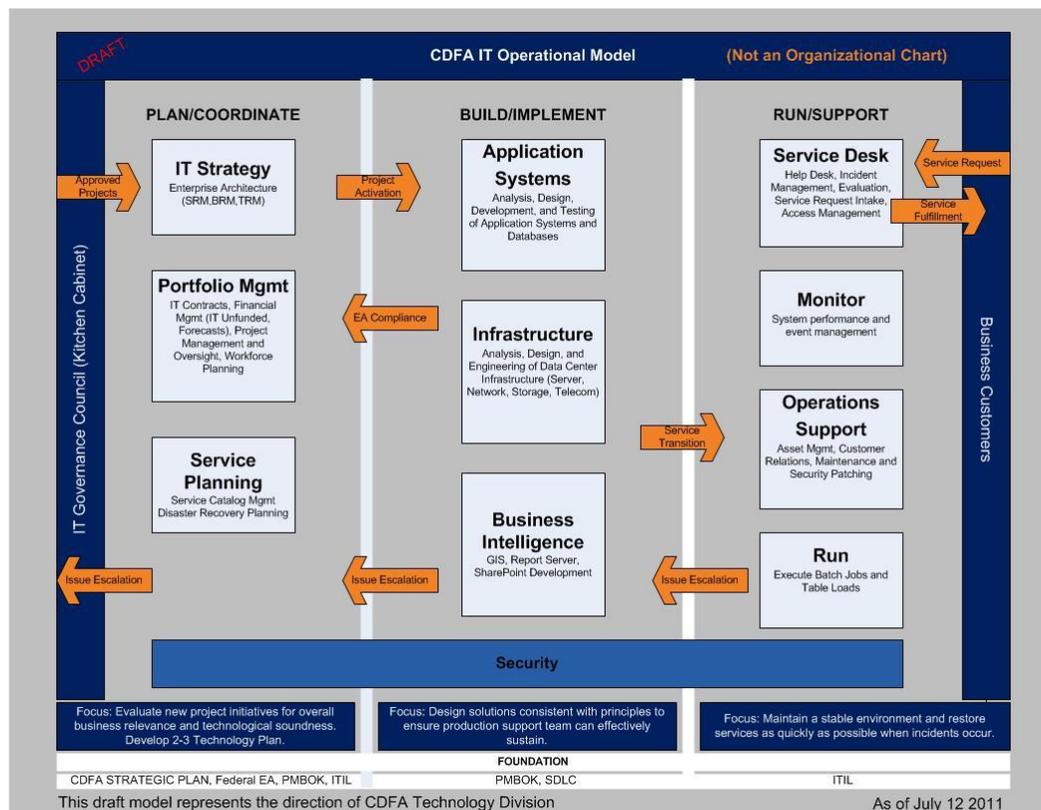
Our IT Service Operational Model

“An operational model is a logical representation or blueprint of the IT value chain process architecture, agnostic to existing organizational structure and sourcing strategies. It’s provides a framework to identify and define the major activities, capabilities, process dependencies and critical success factors required to directly or indirectly convert customer requirements or requests into the expected service outcomes or deliverables” - IT Process Expert, Troy DuMolin

CDFA’s operating model is an agreed framework to support strategic governance decisions related to:

- Organizational Structure, Governance and Process Ownership
- Enterprise Process / Capability improvement prioritization
- Workforce Strategy
- IT Management tool and automation requirements

Following the initial development of the Operating Model it provides the basis for Enterprise IT Continual Service Improvement and is reviewed and adjusted as required.



Our IT Purpose, Objectives and Services

The Office of Information Technology (OITS) manages the Department's information technology assets, projects and infrastructure. The goal of OITS is to help CDFA programs successfully meet their business objectives, enabled by information technology innovation.

Our purpose in California State Law:

“Supervise all information technology and telecommunications activities within his or her state entity, including, but not limited to, information technology, information security, and telecommunications personnel, contractors, systems, assets, projects, purchases, and contracts.” - Government Code 11546.1

Our objectives include:

Security Management: Maintain a secure environment for both technical and non-technical CDFA resources and assets. Our team prepares and submits security related documents to the Office of Information Security and Privacy Protection.

IT Service Management: Manage, coordinate and resolve service requests and act as a single point of contact for reporting incidents related to operation and functionality of the computer infrastructure (i.e. personal computers, peripheral and mobile devices, software, hardware etc.).

Infrastructure Management: Manage the internal CDFA technical network to ensure an effective level of service, connectivity, and network integrity.

Application Development: Manage the application service requests, maintain existing applications and develop software applications and web-centric business solutions.

Budget and Administration: Manage the IT budget, resources, and initiates IT procurements. Through long term planning, our team ensures that OITS is operating efficiently and effectively.

Our services include:

Service Desk: The single point of contact for reporting incidents or service requests related to the operation and functionality of the computer infrastructure, i.e., personal computers, peripheral and mobile devices, software, network, etc.

- Provide information and/or escalate incidents to the appropriate IT Services group as necessary
- Communicate to the customer regarding the status of initial inquiries and resolutions to ensure customer satisfaction

Desktop and Mobile Support: Provides direct support to customers when needed to resolve incidents and fulfill service requests. Perform computer hardware adds, moves, changes, and routine maintenance.

- Work with the Service Desk to resolve incidents Install new hardware, software, network printers, etc
- Set up presentation equipment (laptop & projector)
- Supports the network infrastructure including the Local Area Network (LAN) and the Wide Area Network (WAN)
- Field office visits (12/13 Pilot Study)
- Connectivity/access to Internet/Intranet, network, and mainframe servers at DTS
- Network services: e-mail, remote access support, data backup and recovery, Blackberry data services
- Provide consultation services regarding infrastructure considerations for the adoption of new technology
- Administer user accounts and anti-virus applications to maintain network security and integrity

Infrastructure Services: Supports the network infrastructure including the Local Area Network (LAN) and the Wide Area Network (WAN)

- Connectivity/access to Internet/Intranet, network, and mainframe servers at DTS
- Network services: e-mail, remote access support, data backup and recovery, Blackberry data services
- Provide consultation services regarding infrastructure considerations for the adoption of new technology
- Administer user accounts and anti-virus applications to maintain network security and integrity

Application Development Support: Provides consulting services for defining and developing business and technology solutions.

- Business process analysis, data modeling, functional requirements definition, and user interface design for the development of software applications
- Plan, design, develop, and implement software applications and web-centric business solutions
- Establish websites including setup, configuration, and domain name registration

Administrative Services: Application Development Support: Provides consulting services for defining and developing business and technology solutions for Administrative Services such as HR, Budget, Financial Services and other applications.

- Business process analysis, data modeling, functional requirements and definition, and user interface design
- for the development of software applications
- System administration:
 - Management & Accounting Reporting System

- Expenditure Forecast Report System (EFR)
- Maintain Administrative Services website

IT Security: Prepares and submits security related documents to the Office of Information Security and Privacy Protection.

- Develop and review security related policies and provide customer education in relation to those policies
- Prepare and review the Operational Recovery Plan
- Monitor network activity for security
- Investigate suspicious activity on the network

Control Agency Reporting: Assists with the development and review of documents to meet control agency requirements.

- Liaison to the Department of Finance and State CIO
- Feasibility Study Report & Special Project Report
- Agency Information Management Strategy
- Budget Change Proposal – IT Requirements

Project Management and Business Analysis: Applies prescribed Project Management Methodology to manage projects that meet or exceed customer and stakeholder expectations for the delivery of services.

- Plan, coordinate, and facilitate project activities/meetings
- Deliver the project within cost, schedule, and scope
- Present, communicate and prepare reports for stakeholders
- Develop, monitor, and maintain project plans
- Manage the project portfolio and analyze project performance

Procurement Review, Justification, and Approval: Monitors the Service Level Agreements with clients and manages the procurement process for IT goods and services.

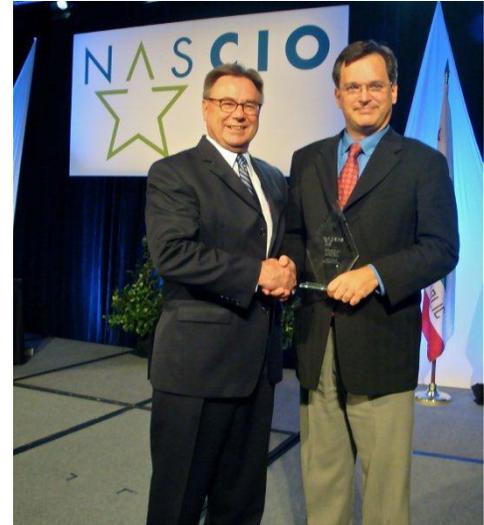
- Facilitate meetings and monitor services provided to clients
- Review the SLA with the client to ensure IT services are being provided as agreed
- Develop and review IT procurement documents

Our National Recognition

More efficient government operations

Recently the CDFA IT initiative, The Emerging Threats Project, was honored as a finalist for 2012 Recognition Award for Outstanding Achievement in the Field of Information Technology in State Government from the National Association of State Chief Information Officers (NASCIO). The project facilitates the monitoring of animal disease and dairy food safety for threats that can cause disease in humans, the death of millions of animals, and huge economic losses.

Its web-based, GIS-enabled features provide CDFA and its partners with accurate animal population information and milk safety surveillance information at all times. Significantly, this system will not only be useful under emergency conditions, but it will also support day to day business operations related to food safety inspections and livestock and poultry disease testing. This daily use will ensure that the information remains current, and will also avoid duplication of effort and improve data integrity.



Producing better service/outcomes

Leveraging information technology through partnerships with agency programs is a key to success at California Department of Food and Agriculture, which recently received a 2012 Recognition Award for Outstanding Achievement in the Field of Information Technology in State Government from the National Association of State Chief Information Officers (NASCIO). The award recipient was the Video Interact Project (VIP). It's basically a portable video cart, providing two-way, interactive video conferencing that enables CDFA employees to communicate with peers over the Internet. It facilitates communications between urban and remote rural offices for a low initial cost and no monthly fees. The project demonstrates that government truly can do more with less.



Our Projects Completed

- **Almanac:** Completed Prototype for Agri-tourism, <http://blogs.cdfa.ca.gov/almanac/>
- **California Email Service (CES):** Migration of e-mail to 2,000 user accounts to a cloud based service.
- **County Maps:** Interactive map of contact information for county agricultural commissioner's (County Liaison): <http://cdfa.ca.gov/exec/county/countymap>. County maps is consistently in our top-ten requests to the CDFA website.
- **Department Training:** Updates to online slide show presentation (w/ voiceover) for Protecting Privacy in State Gov't quiz (CDFA employees): <https://ssl.cdfa.ca.gov/apps/privacyquiz>
- **Emerging Threats Project:** Completed five year externally reportable project in February 2012.
- **Establishment of IT Budget:** Successfully implemented first IT budget for CDFA.
- **Field Office Support:** Established statewide field office support program.
- **Food Drive:** Updated statewide Food Drive website for 2012-13 <http://www.fooddrive.ca.gov/>
- **Livestock ID Brand Book:** Created CDFA's first mobile application potentially saving the department \$40 printing and mailing charge per book.
- **Lyris Rollout:** Established e-mail subscription service for Dairy programs (Dairy Marketing): <http://cdfa.ca.gov/dairy/subscribe.html>
- **Public Scales Mapping:** Created live online mapping service for lists of California public scales (DMS): <http://cdfa.ca.gov/dms/publicscales/>
- **Mobile Device Rollout:** Provided customers choice of smart phones using Android or iPhones.
- **Mosaic Graphics:** Interactive Flash Avian Health Program image mosaic (Animal Health Branch): http://www.cdfa.ca.gov/ahfss/Animal_Health/Avian_Health_Program.html and http://www.cdfa.ca.gov/ahfss/Animal_Health/BioSpecies/BioPoultry.html
- **Integrated Social Media:** Planting Seeds Blog integration with FaceBook and Twitter. Overall traffic has increased doubled since establishment.
- **Report-a-Pest:** Completed a native application for the Apple iPhone.
- **Uninterruptable Power Supply Upgrade:** Ensures CDFA can sustain a limited power outage in the server room.
- **Video Cart:** Rolled out video capabilities to all ten Sacramento locations and in conjunction with Animal Health to 20 remote sites.
- **Voice Over Internet Protocol (VOIP) Phone System:** Installed Headquarters and Meadowview Laboratory, reducing long distance calls by thousands.
- **V-Sphere 5 upgrade:** Upgraded our server infrastructure to the current version of VMWare.

Our Ongoing Projects

- **Livestock Identification:** CDFA proposes to migrate a legacy system to a robust and supported environment for Animal Health.
- **Organic Database:** CDFA proposes to replace the Organic Database. The replacement will provide capabilities to the CDFA to perform laboratory sampling, inspection, registration, county contract administration, accounting, and reporting for the Organic Program. This application will offer a web-based application using mobile PC's for mobile inspections and the uploading of collected data at the County Agricultural Commissioners' offices. This alternative would leverage the usable modularity of the FFLDERS INSPECT Replacement and Leafy Greens Audit Verification Checklist projects.
- **Pest Damage Report:** CDFA proposes to update Pest and Damage Records (PDR) code to latest ASP.NET to maximize automation, security and data sharing with county and federal partners; share PDR code for automation of Pest Exclusion Information System; and update PDR GIS software.

Our Proposed Projects

Pending approval, we anticipate the following major projects will commence in 2013 with completion within 1-3 years depending on complexity.

- **CDFA Auditorium audio visual refresh** will ensure our presentations and Board Meetings are successfully recorded and shared with our stakeholders.
- **The FFLDRS2 project** proposes to re-write an existing legacy system supporting the Feed, Fertilizer and Livestock Drugs Regulatory Services (FFLDRS) Branch into a modern, supported programming language.
- **The California Health Emergency Management System (CAHEMS)** will track emergency incident response data and documents for Animal Health.
- **The Electronic Plant Trap project** proposes to track data across 500K plant traps.
- **Virtual Desktops Infrastructure** will establish a VDI as the first choice for user desktops improving the desktop asset lifecycle and user experience.