California
DEPARTMENT OF TECHNOLOGY

Technology Vendor Forum

Thursday, November 5, 2020
10 am – 12 Noon

Opening Remarks

Amy Tong
State Chief Information Officer & Director

Richard Rogers
Chief Deputy Director and Deputy State CIO

California Department of Technology

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Agenda

1. Opening Remarks

2. Updates

3. Q & A

4. Closing Remarks

5. Networking

In this unprecedented time

- Meeting the moment (COVID19, Wildfires, PSPS, etc.)

- Strategic Direction

- Operation Continues

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Strategic Direction

Justin Cohan-Shapiro

Chief Strategist

California Department of Technology

Strategy

- **Building a solid foundation** (e.g., Broadband, CA.gov, Digital ID, Automation - AI pilot, etc.)

- **Investing for the future** (e.g., California Technology Strategy – Vision 2023)

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Governmental Affairs

Stephanie Tom
Deputy Director, Broadband and Digital Literacy
California Department of Technology

Pam Haase
Chief, Policy
California Department of Technology

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Broadband

- Broadband Executive Order N-73-20

- 2 Key Work Streams: Action Plan and Order Tasks

- 4 Listening Sessions

- How can vendors support and participate?

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Policy

Statewide AI Pilot Initiative

- Objective 1: Demonstrate how leveraging AI can improve the delivery of digital services for California.

- Objective 2: Provide guidelines on ethical and responsible use of AI.

- Objective 3: Provide practical and pragmatic approach on implementing AI technology.

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Policy

Statewide IT Policies

- PS-009 Cloud Security Standard

- PS-010 Phishing Exercise Standard

- Cyber Security Maturity Metrics

- AI Policies

- AB 434 recertification July 1, 2021

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Technology Services

Ellen Ishimoto

State Chief Technology Officer (Acting)
Office of Technology Services
California Department of Technology

Kami Dudley

Chief, CALNET Program
Office of Technology Services
California Department of Technology

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Technology Services – Focus Areas

- Eliminate outdated hardware/software at Statewide Data Centers to ensure security, reliability, and supportability of products and systems.
- Continue to expand new services:
  - Software Defined Wide Area Network (SD WAN) – Pilot phase completed and deployed in 53 field offices
  - California Managed Cloud (CAMC) - Use commercial cloud computing to quickly deploy infrastructure with pre-established code

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Technology Services – CALNET

- Data Networks & Communication Services - IFB to replace expiring CALNET 3 contract services
  - April 2020 – awarded MPLS, MAN-E and Internet services
  - September 2020 – awarded Broadband
  - In Progress – VoIP services
  - In Progress – Contact Center / IVR
  - See Cal eProcure for additional Key Action dates https://www.caleprocure.ca.gov/event/75021/0000014578

- Satellite Voice and Data – In progress, release date TBD

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Enterprise Technology

Manveer Bola

Acting State Chief Technology Innovation Officer
Office of Enterprise Technology
California Department of Technology

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Enterprise Technology

- **Data**: Using Big Data tools to deliver critical information, inform the public and support decision-making.
  - Data Warehouse & Pipelines
  - Data Engineering (ETL/ELT)
  - Data Analytics/Visualization/Reporting

- **GIS**: Using spatial technology to drive public awareness, emergency preparedness and coordination.

- **Web**: Taking a user centered approach to deliver digital services and information.
  - Practicing new ways of working (User Research, Content Design, Accessibility, Lighter Content)
  - Using Analytics to drive design and prioritize content

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Enterprise Technology

- **Cloud Streamline**: Building infrastructure that is highly scalable, resilient and yields greater speed to deployment.
    - Unify Infrastructure-as-Code (IaaC) process across cloud providers
    - Build certificate management as a pipeline and explore Quantum Technology use cases
    - Unify secret management across all platforms
    - Build Pipeline-as-a-Code, conducting live vulnerability scanning during development

- **Artificial Intelligence (AI) and Machine Learning (ML)**: Tailor digital services to meet specific user needs.
    - Using cognitive services to provide richer language translations
    - Leveraging Bots to perform conversational style exchange
    - Analyze open form survey responses to capture sentiment
    - Utilize Optical Character Recognition (OCR) to improve accessibility

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Information Security

Vitaliy Panych

Acting State Chief Information Security Officer
Office of Information Security
California Department of Technology

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Information Security-Security Operations

Leveraging Cloud
- Scalable Infrastructure as Code using Terraform
- Geographic Load Balancing / Redundancy

Enhanced Process
- 200+ of SOC Playbooks implemented with Atomic Threat Coverage framework
- Leverage SOAR for case management as well as automation

SOC Capability, Growth, and Metrics
- Using MaGMa framework for use case and correlation rule efficacy
- Ingesting data from State customer infrastructure, endpoints, and applications

   Threat Intelligence Sharing
   Leveraging Mitre ATT&CK Framework and SIGMA generic alert rules for more open
   intelligence sharing

Use of Artificial Intelligence
   Implementation of machine learning tools
   Behavior-based
   Helps detect unusual "lateral" (internal) communication

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Governance

- Cloud Security Standards adopted August 2020 (SIMM 5315- B)

https://cdt.ca.gov/wp-content/uploads/2020/08/ProceduresStandardsUpdate-PS009.pdf

- SLP+ as a procurement vehicle for cloud controls orchestration platforms/services
  - Acknowledge that Cloud implementations are a shared responsibility.

- Vendors should review these with a perspective as applicable to their services and any sub-cloud service providers they use in support of their XaaS solution/services (e.g., PaaS and IaaS).
  - Next will be Vulnerability Management, InfoSec Awareness Services

IT Project Delivery

Andrea Spears
State Chief Project Officer

Marlon Paulo
Deputy Director, State Technology Procurement

Office of Statewide Project Delivery
California Department of Technology

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IT Project Delivery

- Oversight: Planning, Procurement & Implementation

- Opportunities to partner with the State
  - IT Projects in planning under Project Approval Lifecycle (PAL) (70+)
  - IT Projects in planning with Departments/Agencies (Countless)
  - IT Project related Procurements (Challenge based, incremental, competitive and efficient)

- Look ahead – broadening our lenses (IT portfolios, systems & services, user focus, incremental delivery), PAL Alignment, Project Cost Delegation (accreditation process), Iterative Project Report (IPR) Pilot

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IT Project Delivery - Procurement

- Innovative, iterative procurements which include POC/POT in a multi-phase approach

- Leveraging Problem Statement approach and allowing digital bid submissions

- Market Research (engaging opportunities)
  - DMV Vendor Day 2020 Reloaded 9/9/20
  - Vaccine Management System RFI
  - COVID related market research – TSG portal and CaleProcure

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IT Project Delivery - Procurement

- Solicitations in progress:
  - CDCR – Communications and Technology Services: RFP is currently posted to Cal eProcure, will replace Inmate Ward Telephone System
  - CDT STP – Releasing Satellite Voice and Data Services IFB to result in multiple award statewide contract
  - CWS – PaaS SI, CDI, PVS, Independent Advisor, Salesforce Licensing
  - CalTrans - Transportation System Network Replacement (TSNR)
- Key projects in Market research (Stage 2)
  - Digital Application for COVID-19 Provider Enrollment and Ordering Management System

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Enterprise Architecture

Tim Murphy

Acting State Chief Enterprise Architect
Office of Enterprise Architecture
California Department of Technology

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Office of the Enterprise Architect

Advancing the Vision of Business Programs
- Business strategy-driven planning and advice
- Inform "best for business" decision-making

Revised Statewide EA Framework – Nov. 2020 – Web Forum
- Actionable documentation, guidelines and templates
- Post questions, blogs, videos and Knowledge Base
- Connect/collaborate with OEA, peers

Connect with the Statewide Community!!
- Connecting 180+ active members
- Open Monthly Forms

Reach-out with Questions!!

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Professional Development

Brenda Bridges Cruz

Deputy Director
Office of Professional Development
California Department of Technology

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Professional Development

- **Continuous Improvement of Leadership Academies and Course Offerings**

- **Continuous Improvement of Open Registration Course Offerings**

- **Workforce Development and Planning**
  - **GO Cybersecurity Taskforce / WFD and Education Subcommittee**
  - **Education Pipeline Development**

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Legislation

John Mann
Deputy Director, Legislation
California Department of Technology

Matt Bender
Deputy Director, Legislative Affairs
California Department of General Services

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Legislation

- **AB 588, Archuleta (Chapter 80, Statutes of 2020)**

- **2020**

- **2021**

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DGS IT Procurement

Angela Shell

State Chief Procurement Officer
Deputy Director
California Department of General Services

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DGS IT Procurement

- DGS Updates

- Upcoming IT Procurements

- Timeline and approach for 401-IT updates

Q & A

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Closing Remarks

Daniel Kim
Director
California Department of General Services

Amy Tong
State Chief Information Officer &
Director of California Department of Technology

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Thank You!

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