

Board of Equalization Meeting

**Carlos Ramos, Secretary
California Technology Agency
Secretary, California Technology Agency**

November 15, 2012



About the Golden State



- **59%** - of California adults own a desktop PC
- **61%** - of California adults own a laptop PC
- **93%** - of California adults own a mobile device
- **29.8 million** internet users in California
- **73%** - have a broadband Internet connection in 2011 at home
(up sharply from 55% in 2008 – the rest of the US = 66%)
- **18.7 million** (more than half of) Californians use Facebook

California is Mobile

- Mobile traffic on CA websites is growing
- Californians accessing the web by mobile device has doubled (from 19% to 40%)
in 3 years
- 25 million - 911 calls in 2011
77% - from mobile phones



We Love Our Mobile Phones

76% of American adults use cell phones for taking photos.



Americans send 2.5 billion text messages per day



55% of American adults would rather give up caffeine than their cell phone

63% would rather give up chocolate



22% would give up their toothbrush rather than their cell phones

The Role of the CA Technology Agency

Technology Services

Data Center

E-Services

**Public Safety
Radio**

**911
Network**

GIS

**Mobile
Computing**

Control Agency

**Review &
Approval**

**Policy &
Strategy**

**Architecture
Standards**

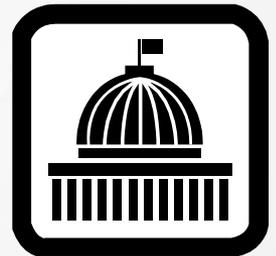
**Project
Oversight**

IT Security

IT Strategic Plan

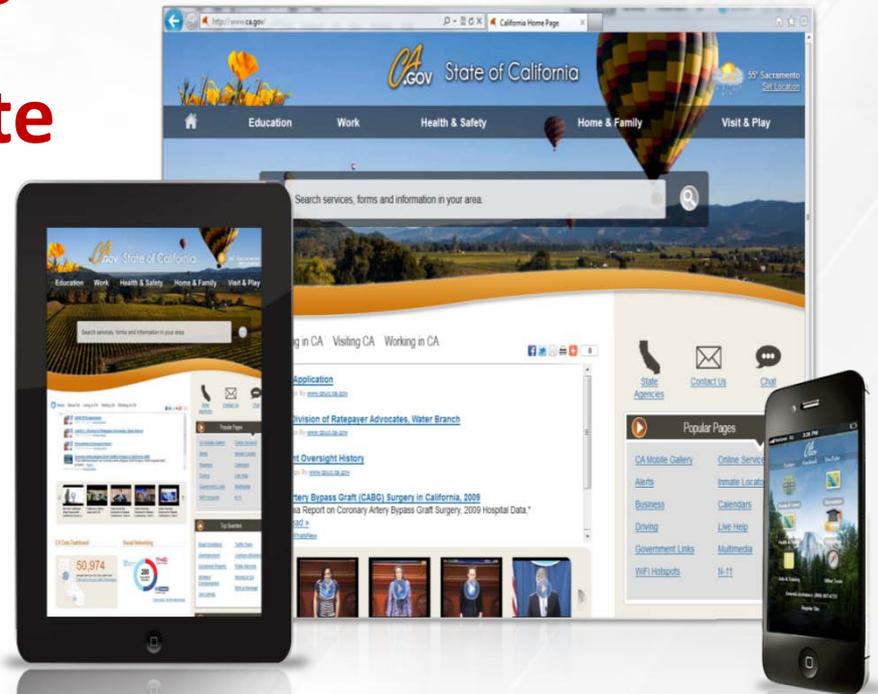
Goals

1. Make govt more accessible to consumers
2. Foster collaboration for cost effective results
3. Leverage information we already have
4. Reliable & secure IT infrastructure
5. Capable IT workforce



Mobile Computing

- **Featured in the IT Strategic Plan**
- **Calif Mobile App Template**
- **Calif Mobile App Gallery**
- **Available for Free**



<http://www.ca.gov/Mobile>

Mobile & Public Safety

The R.E.D. Project

- ❑ 9-1-1 busy signals from 42% to less than 2%
- ❑ Calls processed (CHP & Locals) increased by 4.3 million
- ❑ Incidence of responders dispatched to the wrong locations reduced

CAPSNet - serving State, Feds & Locals

- ❑ Digitizing Public Safety Radio network
- ❑ Over 7000 air miles of Microwave paths
- ❑ Nearly 300 towers & vaults
- ❑ Over 1,300 network circuits

Next Gen 911

- ❑ Digitizing network for 422 dispatch centers
- ❑ Allows text, pictures & video communication



CA Gov & Social Media

- More than **700** on-line services & transactions
- More than **1,000** live highway traffic camera feeds
- Live chat/help operator Monday - Friday
- **130+** Twitter accounts – **2.5 million** followers
- **70+** YouTube channels - **30 million** video views
- **80+** Facebook pages, **600,000+** likes
- **100+** RSS feeds & email subscriptions



CA Technology Initiatives

Accessible Government

- On-line enrollment for health insurance
- Online Disability Claims
- On-line Services to Veterans
- On-line Vehicle Registration

Better use of data

- EDR
- CROS
- Geo Portal

Collaboration

- FI\$Cal
- CHP CAD

Reliable Infrastructure

- UI Modernization & DMV MOD
- eMail in the Cloud
- Data Center Consolidation



Capable Technology Workforce



TECHNOLOGY FORUM

Jan 30

Government in “The Cloud”

Feb 6-7

CIO Academy

Mar 28

Mobile Govt

April

Health IT

May/June

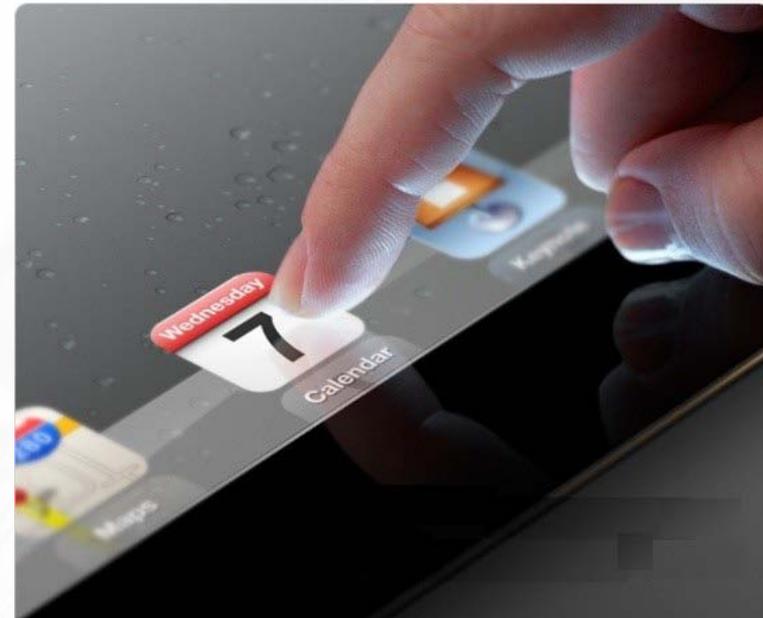
Social Media

August

GIS Conference

October

IT Security Fair



eLearning Services

On-line Training

- Over 3,900 courses in 24 categories
- 24 x 7 access to training
- Over 11,000 eBooks and 6,000 titles
- One year subscriptions starting at \$37



Classroom Training

- Low-cost IT and business professional training to our customers

Available to all Agencies

Challenges to Government IT



**Government runs
on technology**



Cyber Security



The Retirement Bubble



**Zero Tolerance
for Failure**



**We collect
a lot of info**



Tight Budgets



Observations on Successful Practices

- **Strong business case for IT investments**
- **Structured & disciplined management practices**
(projects, contracts, contractors & IT portfolio)
- **Leverage the Department CIO**
- **Collaboration yields better results**
- **Strong IT Governance & Decision-making**

Thank You



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