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ITSD focus

A MONTHLY NEWSLETTER TO DISCUSS CURRENT TRENDS AND NEW TECHNOLOGIES WITHIN CDPH.

A Message from Nabil Fares, Deputy Director and CIO for Information Technology Services Division (ITSD)

Welcome to the CDPH Information Technology Services Division (ITSD) newsletter. Technology is now deeply embedded in every aspect of our lives...CDPH is no exception. At CDPH expert and knowledgeable deputies, public health staff, and IT professionals have all contributed to our technology capability. Our new data center, successful business projects, Wireless/Mobile Technology, the community based social networking are just few examples. As you visit our website you can see a portion of the technology assets that are offered at the CDPH and can assist you with your search for successful business solutions.

Overall, we are making very good progress on the IT Consolidation effort, and I am very pleased with the cooperation we have received from the Deputies, senior leadership teams, and the respective programs IT professionals. In these challenging times, the key to success of this effort, more than ever before, is that we dedicate ourselves to open and direct communications so that together we can implement effective and efficient technologies that meet the needs of the CDPH.

The Directorate is counting on all IT professionals to work together to help meet one of their critical priorities for CDPH –

To leverage key opportunities to define and shape the future of public health in a changing environment. A few highlights of our accomplishments include:

- Established an [IT Governance Council](#).
- Enabling wireless capability in all EEC.
- Piloting 24/7 helpdesk support.
- Performed a number of upgrades to our Business systems.
- Enhanced our ITCP process.
- Began the process of upgrading the CDPH email platform to Microsoft Outlook early 2013.

And finally, we are enhancing our infrastructure to provide better reliability and availability in a secure environment.

The latest update within the Data Center Operations and Services Branch. This month's focus is on the Customer Service Support Section.

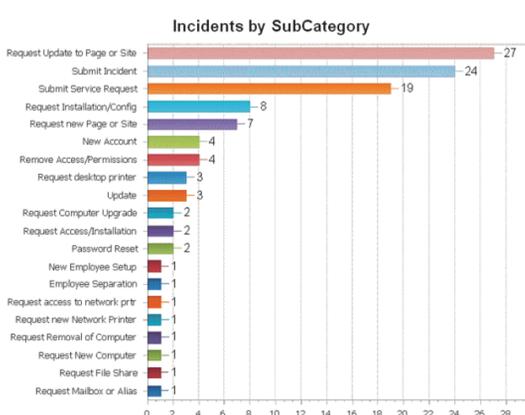
Coming Soon!

The Data Center Operation Services Branch, Information Technology Services Division, California Department of Public Health (CDPH -ITSD-DCOSB) is pleased to introduce Cherwell, a new Help Desk Ticketing System. Cherwell was implemented in a test environment with the Nutrition Education and Obesity Prevention Branch (NEOP). After the success of the pilot testing, the system went "live" with the Chronic Disease and Injury Control Division (CDIC) on April 22, 2013. Cherwell is an easy to use software system that will allow staff to easily request help with any type of IT requests or issues.



Please click [here](#) to find out how to get desktop support.

Cherwell NEOP Pilot from 2/18/2013 to 4/15/2013



The Cherwell NEOP Pilot test resulted in 113 help desk tickets, created over a period of two months. There were 143 staff (NEOP) that participated in this initial pilot test.

Pilot Project: Nutrition Education Obesity Prevention (n=143)



IT Consolidation—Phase 2

ITSD receives many questions regarding the implementation of Phase 2 IT consolidation. As we move forward we appreciate any feedback you can provide. We welcome questions, and will strive to answer them promptly. Please click on the link below to read the latest questions related to the Phase 2 consolidation.



[Phase 2: Questions and Answers](#)



CDPH IT Projects

Are you curious to know what IT Projects are on the horizon within CDPH?

AWARD NOMINATION

2013 State IT Recognition Awards

Did you know that the Project Planning and Management Branch within ITSD (PPMB-ITSD) provides up-to-date status information on projects and work efforts that involve ITSD? Would you like to see the latest technology efforts within CDPH? Please click [HERE](#) to see the PPMB

The CDPH Time Entry and Activity Management (TEAM) project has been nominated for the 2013 National Association of State Chief Information Officers Award (NASCIO). TEAM is a secure web-based system for capturing the time spent on conducting licensing and certification activities within the CDPH Licensing and Certification Program (L&C).

TEAM substantially improves L&C operational effectiveness and efficiency by:

- reducing manual data entry requirements for L&C surveyors;
- effectively monitoring and managing surveyor workload; and
- allowing L&C to meet statutory requirements for calculating health facility licensing fees through the use of timely and accurate data

IT GOVERNANCE: Working Together



What is IT Governance?

IT Governance is a monthly meeting of the executive team that provides the vision and executive support for the enterprise-wide IT governance plan. This includes Center and Division level program sponsors, deputy director level sponsor, and Information Technology Services Division (ITSD) Chief Information Officer (CIO) level sponsor.

[Click Here to See Past Meeting Minutes](#)

Congratulations

Mary Shear (ITSD-PPMB) for winning the CDPH Director's PHAME Service Award!

Joshua McCloskey (ITSD-ADSB) promoted to a Staff Information Systems Analyst.

Brian Gentry (ITSD-DCOSB) Promoted to Systems Software Specialist III

WELCOME!

ITSD-New Employees

- Ryan Hughes**
Customer Service Section—DCOSB
- Jason Perry**
Information Security Office
- Jeni Shipley**
Enterprise Services Section—DCOSB
- Van Vu**
Enterprise Architect

CONTACT US:

We welcome your suggestions. Please contact Rebecca.Kyles@cdph.ca.gov