



## Contact Information

### DCOSB

Gary Nodine, Chief 916-440-7129

[Gary.nodine@cdph.ca.gov](mailto:Gary.nodine@cdph.ca.gov)

### CSS

Donna Snell, Chief 916- 650-0245

[Donna.snell@cdph.ca.gov](mailto:Donna.snell@cdph.ca.gov)

### EPO

John Buffington, Chief 916- 650-6444

[John.buffington@cdph.ca.gov](mailto:John.buffington@cdph.ca.gov)

### SOSS

Paul Adcock, Chief 916-341-6860

[Paul.adcock@cdph.ca.gov](mailto:Paul.adcock@cdph.ca.gov)

### SASS

Yasser Lahham, Chief 916-440-7038

[Yasser.lahham@cdph.ca.gov](mailto:Yasser.lahham@cdph.ca.gov)

### ESS

Dawn Munoz, Chief 916-449-5891

[Dawn.munoz@cdph.ca.gov](mailto:Dawn.munoz@cdph.ca.gov)



1616 Capitol Ave, 3<sup>rd</sup> Floor  
P.O. Box 997377, MS 6801  
Phone 916-440-7129

<http://cdphintranet/technology/Pages/ISB.aspx>

Data  
Center  
Operations and  
Services  
Branch (DCOSB)

# Providing IT Solutions to Support CDPH Goals

DCOSB functions within the Information Technology Services Division of the California Department of Public Health

The Branch provides the technological foundation that CDPH relies upon to support our mission and strategic plan implementation. Our goal is to provide all CDPH programs with the resources and services that enable them to excel and innovate as a national leader in public health administration. DCOSB is committed to providing service excellence with the flexibility required to accommodate the unique IT requirements of programs in their efforts to provide quality public health services to Californians.

## Customer Service Section (CSS)

- ✦ Single point of contact for infrastructure support
- ✦ Provides customer service interfaces for IT services
- ✦ Bridges program and IT needs
- ✦ Supports CDPH mainframe production printing applications hosted at Otech
- ✦ Architects, builds and deploys standard workstation images
- ✦ Supports IT asset management

## Emergency Preparedness Office (EPO)

- ✦ Operational Readiness of the Emergency Operation Centers (EOCs)
- ✦ Information Management Systems & Communication technologies
- ✦ Information Technology tools needed to support Public Health emergency response to disaster

## Server Operation Support Section (SOSS)

- ✦ Maintenance of enterprise hosting centers
- ✦ Maintenance and support of enterprise hosting centers and disaster recovery
- ✦ Server building, storage allocation, security, patching, antivirus and monitoring systems
- ✦ Installs, maintains, and supports all database software (SQL, FileNet, Oracle, etc.)
- ✦ Monitors performance of databases
- ✦ Design, configure, and support hosting centers (includes firewalls, routers and switches)
- ✦ Architects and implements tiered data storage

## Enterprise Services Section (ESS)

- ✦ Web content management, collaboration, reporting and integration support for sites such as cdph.ca.gov, intranet.cdph.ca.gov, and bepreparedcalifornia.ca.gov
- ✦ Web site analytics to aid in evaluating site use metrics
- ✦ SSL (secure socket layer) server certificate services
- ✦ Monitors web sites to aid in maintaining availability and compliance
- ✦ Aids developers in deployment of custom solutions using ESS administered products
- ✦ Domain registration assistance for ESS supported sites

## System Architecture & Engineering Services Section (SASS)

- ✦ Research, evaluate & test new tools, technologies & IT solutions to ensure compatibility & adaptability to CDPH
- ✦ Develop, manage, & govern state enterprise architectures
- ✦ Work with vendors & external agency on projects & initiatives
- ✦ Develop strategies for enterprise IT solutions and foster technology innovations
- ✦ Provide technical support and research to facilitate all IT acquisitions
- ✦ Ensure all IT purchases are completed according to departmental policies
- ✦ Define/manage new change management process & guidelines
- ✦ Manage and review production system changes



CDPH IT Service Desk  
Telephone: 1-855-500-0016  
Website: <http://cdbhintranet/technologav/Pages/ISB.aspx>