

STATE OF CALIFORNIA
Budget Change Proposal - Cover Sheet
 DF-46 (REV 08/15)

Fiscal Year 2016-17	Business Unit 2100	Department Alcoholic Beverage Control	Priority No. 1
Budget Request Name Information Technology Staffing		Program Administration – Information Technology	Subprogram

Budget Request Description
 Augmentation of Staff Resources for Information Technology

Budget Request Summary

This proposal is to request one System Software Specialist II position and increase the Department's appropriation authority by \$117,000 to provide information technology infrastructure support and security to the Department and public.

Requires Legislation <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Code Section(s) to be Added/Amended/Repealed
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Does this BCP contain information technology (IT) components? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, departmental Chief Information Officer must sign.</i>	Department CIO	Date
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For IT requests, specify the date a Special Project Report (SPR) or Feasibility Study Report (FSR) was approved by the Department of Technology, or previously by the Department of Finance.

<input type="checkbox"/> FSR <input type="checkbox"/> SPR	Project No.	Date:
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If proposal affects another department, does other department concur with proposal? Yes No

Attach comments of affected department, signed and dated by the department director or designee.

Prepared By LYLE STEWART	Date 12/30/15	Reviewed By RANDALL DEEMS	Date 12/30/15
Department Director TIM GORSUCH	Date 12/30/15	Agency Secretary ALEXIS PODESTA	Date 12/31/15

Department of Finance Use Only

Additional Review: Capital Outlay ITCU FSCU OSAE CALSTARS Dept. of Technology

BCP Type: Policy Workload Budget per Government Code 13308.05

PPBA Original signed by Jeff Carosone	Date submitted to the Legislature 1-7-16
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BCP Fiscal Detail Sheet

BCP Title: Information Technology Staffing Increase

DP Name: 2100-002-BCP-DP-2016-GB

Budget Request Summary

	FY16					
	CY	BY	BY+1	BY+2	BY+3	BY+4
Positions - Permanent	0.0	1.0	1.0	1.0	1.0	1.0
Total Positions	0.0	1.0	1.0	1.0	1.0	1.0
Salaries and Wages						
Earnings - Permanent	0	81	81	81	81	81
Total Salaries and Wages	\$0	\$81	\$81	\$81	\$81	\$81
Total Staff Benefits	0	26	26	26	26	26
Total Personal Services	\$0	\$107	\$107	\$107	\$107	\$107
Operating Expenses and Equipment						
5301 - General Expense	0	2	2	2	2	2
5302 - Printing	0	1	1	1	1	1
5304 - Communications	0	2	2	2	2	2
5306 - Postage	0	1	1	1	1	1
5320 - Travel: In-State	0	2	2	2	2	2
5324 - Facilities Operation	0	1	1	1	1	1
5368 - Non-Capital Asset Purchases - Equipment	0	1	1	1	1	1
Total Operating Expenses and Equipment	\$0	\$10	\$10	\$10	\$10	\$10
Total Budget Request	\$0	\$117	\$117	\$117	\$117	\$117

Fund Summary

Fund Source - State Operations						
3036 - Alcohol Beverages Control Fund	0	117	117	117	117	117
Total State Operations Expenditures	\$0	\$117	\$117	\$117	\$117	\$117
Total All Funds	\$0	\$117	\$117	\$117	\$117	\$117

Program Summary

Program Funding						
1640010 - Licensing	0	60	60	60	60	60
1640019 - Compliance	0	57	57	57	57	57
9900100 - Administration	0	9	9	9	9	9
9900200 - Administration - Distributed	0	-9	-9	-9	-9	-9
Total All Programs	\$0	\$117	\$117	\$117	\$117	\$117

Analysis of Problem

A. Budget Request Summary

This proposal is to request one (1) PY System Software Specialist II position and increase the Department's appropriation authority by \$117,000 to provide information technology infrastructure support and security to the Department and public.

B. Background/History

The Department of Alcoholic Beverage Control's (ABC) mission is to administer the provisions of the Alcoholic Beverage Control Act in a manner that fosters and protects the health, safety, welfare and economic well-being of the people of California.

ABC's dependence on technology has increased dramatically over the past several years and the workload associated with it will continue into the future as technological changes occur. The complexity of technology and the volume of support required to meet these workloads has steadily increased. This has not only affected the ability to respond to the new workloads, but also negatively affected the quality of existing work as new workloads increase such as the server consolidation. Currently, ABC only has two positions dedicated to providing network and server support. These are insufficient resources to support a 24/7 law enforcement operation such as ABC, ABC also has public facing web applications such as the License Query System (LQS) and TRACE training system, which require 24/7 support.

To comply with the State policy mandating consolidation of servers, ABC virtualized twenty physical servers located at Headquarters to a blade server located at OTech. ABC is in the process of relocating the remaining physical servers to OTech. Many tasks can be done virtually, but this has resulted in a net increase in work as a result of the complexities of the blade infrastructure including storage area network (SAN) as well as the remote nature of the hardware. It has also increased network support analysis as network traffic that used to either remain within Headquarters or stop at Headquarters now is routed to OTech in Rancho Cordova affecting capacity planning and the performance of the overall network.

Over the last few years ABC has implemented a variety of additional technologies with no increase in staffing. One example is Websense security software. This increases the security of the infrastructure by categorizing and blocking web content as appropriate as well as monitoring web traffic. The Websense solution includes both hardware and software components for which additional resources are required.

ABC redirects a staff information systems analyst from the primary role of Help Desk lead to perform information security officer duties on a part time basis. In this model ABC is only able to perform in a reactive mode on security issues. This also negatively impacts the completion of required policy and procedure development. In addition these additional responsibilities result in delays or incompleteness of primary assigned tasks.

Resource History
(Dollars in thousands)

Program Budget	2010-11	2011-12	2012-13	2013-14	2014-15
Authorized Expenditures	58,496	57,171	56,156	56,831	56,198
Actual Expenditures	48,137	50,390	55,496	56,011	56,875
Revenues	51,105	52,884	52,694	54,728	56,198
Authorized Positions	460.2	460.2	427.9	427.9	427.9
Filled Positions	400.1	395.0	411.9	401.9	399.9
Vacancies	60.1	65.2	16.0	26.0	28.0

Analysis of Problem

The chart below summarizes the tasks to be performed by the proposed system software specialist II position. Average monthly hours required to perform these tasks is also included.

Task	Monthly Hours
Daily monitoring of remote Physical and Virtual server environment for performance issues	6
Daily monitoring of remote SAN Disk environment for performance, integrity	6
Backup/restore remote server infrastructure	4
Work with OTech staff regarding performance and modifications of infrastructure	4
Websense SQL Database Administration (DB integrity, backups, restoration, performance)	2
Websense daily monitoring of logs	5
Websense website unblock requests	4
Websense user activity reports for supervisors, managers, or internal affairs	2
Websense resolution of technical issues	2
VPN daily administration and support of appliances	12
Process add/remove ACL requests on VPN	2
Work with manufacturer on VPN technical issues	1
Daily monitoring and administration of firewall appliances	10
Respond to firewall changes, adds, removes	5
Work with OTech on CGEN router issues	4
Work with AT&T or Verizon vendor on CGEN router issues	3
Review daily server logs for security, integrity and/or threats	15
ISO mobile technology risk analysis and mitigation	8
ISO analyze application changes and make recommendations	8
ISO evaluate and recommend monthly patch management	6
ISO evaluate and recommend monthly IP blocking	6
ISO recommend and implement training including annual security training for employees	8
ISO evaluate, recommend and implement SANS best practices	8
ISO server security best practices	8
ISO public facing website and application risk analysis and mitigation	8
ISO respond to active security issues	8
	155

PY equivalent computation: 155 hours per month X 12 = 1,860

1,860 / 1800 (PY equivalent) = 1.03 PY

C. State Level Considerations

ABC is special funded through fees paid by licensees regulated by the ABC. No other state department will be impacted as a result of the implementation of this BCP.

D. Justification

ABC does not have sufficient staffing to address current needs given that the network, server and security workload has expanded and continues to expand as employees, the public and stakeholders

Analysis of Problem

use technology to a greater degree. Security workloads have increased both in response to tangible security risks and increased State policy and procedural requirements. Further, ABC has experienced increased utilization and demand for automation by employees and the public through a combination of web applications, mobile devices, Wi-Fi and virtual private networks.

ABC relies on OTech and AT&T to provide network support on CGEN. Ongoing support is a partnership between OTech, AT&T and ABC. With current staffing levels, ABC has a difficult time performing its responsibilities. For example requests for analysis of network performance issues go unfulfilled. With additional resources, ABC will have the capability to perform additional troubleshooting and analysis activities on the AT&T CGEN routers and ABC switches in twenty-six district field/headquarters office locations. This will facilitate quicker response to effectively address and resolve infrastructure issues. An additional position would ensure ABC has sufficient resources to effectively support our infrastructure. This will also facilitate better communication with OTech and AT&T.

Each District Office uses the Alcoholic Beverage Information System (ABIS) which is a web based application for all licensing and law enforcement activities. This additional position will provide additional resources for quicker diagnosis of performance issues within the ABIS system.

ABC currently has only limited capacity to proactively monitor network and server security logs. This position would provide a resource for more proactive monitoring. Further, business automation is increasingly moving to mobile technology, which is an area that ABC does not have the capacity to effectively analyze and support. ABC does not currently have sufficient technical resources to fully support ISO-driven analyses. Almost daily communication is received from OTech, the State ISO and industry sources regarding security risks and patches. The additional resource would facilitate more complete analysis, recommendations and implementation of needed security mitigations.

Looking to the future, this position would help develop technologies such as Voice over IP (VOIP) telecommunications. This position will help enable ABC to evaluate those technologies toward possible cost savings. For example, ABC has not implemented video conferencing technologies. Additional resources will facilitate the support of this technology toward potential reduced travel expenses.

E. Outcomes and Accountability

Adoption of the recommended alternative will enable ABC to continue to provide appropriate levels of infrastructure support and risk mitigation.

F. Analysis of All Feasible Alternatives

1. Adopt the proposal.

Adoption of the proposal is the most cost effective way for ABC to meet ongoing and expanding infrastructure support and security needs.

2. Contract for the services with external service provider.

There are several challenges with this approach. First, external contractors do not have an in depth understanding of ABC architecture. Second, contractors after factoring in all costs for these services have been found by ABC to be more expensive. Third, it can be difficult to get a timely response dependence on technology has increased and will continue to increase into the future.

3. Redirection of staff from another Program.

The System Software Specialist II role within IT is highly technical requiring specialized training and years of experience. There are no other employees at ABC with the requisite skillset to fulfill this role on either a temporary or permanent basis.

Analysis of Problem

G. Implementation Plan

ABC will recruit at the System Software Specialist II level toward filling a permanent position effective as soon as possible.

H. Supplemental Information

I. Recommendation

Adopt alternative #1 to obtain position and expenditure authority.



