

**SAM – INFORMATION TECHNOLOGY  
(California Technology Agency)**

**AGENCY INFORMATION OFFICER AND DEPARTMENT CHIEF INFORMATION  
OFFICER RESPONSIBILITIES**  
(Revised 03/11)

4815

Within the authority of Government Code (GC) Section 11545 and 11546, the Secretary of California Technology shall be responsible for providing technology direction to Agency Chief Information Officers (AIO) and department Chief Information Officers (CIOs) to:

1. Integrate statewide technology initiatives,
2. Ensure Agencies and departments are in compliance with information technology and security policies and standards, and
3. Promote the alignment and effective management of information technology resources.

**Agency Information Officers**

All Agency Information Officers (AIOs) are responsible for overseeing the management of IT assets, projects, data systems, infrastructure, services and telecommunications through the oversight and management of department CIOs. Each AIO is responsible for developing an Agency Enterprise Architecture to rationalize, standardize and consolidate IT infrastructure, data, and procedures for all departments within their Agency.

Specific responsibilities for the AIOs are published in Information Technology Policy Letters or the Statewide Information Management Manual (SIMM) for new policies and initiatives. Each AIO must be compliant with the responsibilities as described in SAM, SIMM, and IT Policy Letters.

**Department Chief Information Officers**

Department CIOs are directly responsible for all IT activities within the department. CIOs are responsible for all IT systems, assets, projects, purchases, and contracts and will ensure departmental conformity with the Agency Enterprise Architecture. Department CIOs are also responsible for:

- Portfolio management of the department's technology initiatives.
- Operational oversight of IT functions, personnel and operations including:
  - Web application development;
  - Application and database management;
  - Security administration;
  - Telecommunications, including Public Safety Communications;
  - Project planning, consulting, and management; and
  - Help desk and customer service management.

Agency and department CIOs must be in compliance with state IT policies and procedures as described in SAM, SIMM and IT Policy Letters.

**Non-Affiliated Chief Information Officers**

With the exception of the responsibilities related to the oversight of Agency-affiliated department CIOs, non-affiliated department CIOs have the same responsibilities as AIOs. In addition, non-affiliated department CIOs also have the same responsibilities as Agency-affiliated department CIOs.

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(Continued)

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**4815** (Cont. 2)

**Reporting**

Agency and Department CIOs are accountable to the Secretary of California Technology with respect to technology direction, including, but not limited to, IT policy, planning and management.

All state employees in information technology classifications, and all other state employees or contractors performing IT activities and/or functions must be in a direct reporting relationship to the appropriate Agency or department CIO.

Consistent with the federated governance model, the Technology Agency will work with the Agencies and departments to implement this operating model in a way that aligns with their business operations.