

ATTACHMENT I - STAFF RESUMES / STAFF QUALIFICATIONS

Staff Résumé

QA Bidder	ClearBest, Inc.		
Candidate Name	Gretchen Williams		
Position in The Company	N/A – New Hire	Length of time in position	N/A
Project Position & Responsibilities	<p>QA Specialist (OCAT)</p> <p>The QA Specialist (OCAT) is responsible for supporting the QA OCAT team in providing quality assurance and management consulting services to support multiple project areas. The QA Specialist must possess strong organizational and communication skills. In addition, the QA Specialist (OCAT) responsibilities shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> • Participating in discussions, meetings, and joint application design sessions pertaining to the design, development, and implementation of the Online CalWORKs Appraisal Tool (OCAT). • Identifying and recommending improvements to implementation, organizational change management, communication, and training processes. • Supporting the development and delivery of the OCAT QA Deliverable Expectation Documents (DEDs) and deliverables, work products, tasks, and services and ensuring that they are of the highest quality and are delivered in accordance with the approved Work Plan. • Reviewing QA OCAT Deliverables for consistency, conflicts, issues, risks, and dependencies, escalating as appropriate and facilitating discussions for awareness, resolution, and/or cross-team discussions. • Providing advice and recommendations to the Consortium and OCAT Vendor Training, Change Management, and Implementation Support teams on the overall approaches and plans, with particular emphasis on supporting CalSAWS County users. • Ensuring adherence to the processes and procedures documented in the CalSAWS and OCAT Project Plans. • Identifying, recording, and escalating risks and issues as appropriate, and making recommendations for issue resolution/escalation tracking. • Maintaining open communication across the OCAT effort and with the CalSAWS Project team. • Conducting reviews and leading or supporting the creation of the following deliverables: <ul style="list-style-type: none"> • QA Assessment of OCAT Project Control Document • QA Assessment of OCAT Work Plan • QA Assessment of OCAT RTM • QA Assessment of OCAT General Design Document • QA Assessment of OCAT Master Test Plan • QA Assessment of OCAT Training Plan 		

	<ul style="list-style-type: none"> • QA Assessment of OCAT Training Materials • QA Assessment of OCAT System Documentation • QA Assessment of OCAT Final Acceptance • Contributing OCAT updates to the QA Monthly Status Report.
Skills & Qualifications for Project Position	<p>Throughout her career, Ms. Williams has successfully managed and ensured high quality for all of her projects and initiatives. She has over 18 years of State of California government experience working with and supporting multi-disciplinary teams and Executive management to achieve consensus, collaboration, and completion of projects within required schedules and budgets. Ms. Williams has led IT projects for both State and Local government partners that include implementation of State and Federal policy, program management, training, change management, technical assessments, risk and issue management, and resource management. Her broad technical and analytical background supports her ability to accurately identify, evaluate, and recommend solution improvements and ensure that proper procedures are followed. Ms. Williams has a strong background in relationship management and is diplomatic in her methods, achieving support and respect from her teams, peers and high-level management.</p>

Relevant Experience

Project Title	California Department of Technology				
Position Title	Deputy Director, Office of Professional Development				
Begin Date	07/2017	End Date	08/2018	# of Months	14
Scope and Description of Responsibility	Scope of responsibilities included all IT Workforce Development programs and services statewide.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> • Statewide Education and Training: Responsible for developing, implementing, administering, managing, and continually evolving all workforce development programs and services for the State's Technology community: <ul style="list-style-type: none"> • Led operations of the statewide training center and partnered with State leaders to expand educational services provided to State and local government employees • Served as Executive Sponsor and provided direct oversight of a complete training center facility upgrade and office suite expansion project • Served as Executive Sponsor for developing college and high school pipelines • Statewide Leadership Academies: Evolved the existing IT Leadership program to include three additional discipline-specific programs offering all four and administered annually: <ul style="list-style-type: none"> • Project Management (PMLA) • Digital Services Innovation (DSIA) • Information Security (ISLA) • Information Technology (ITLA) 				

	<ul style="list-style-type: none"> • Statewide IT Apprenticeship: Partnered with the Government Operations Agency to develop and implement the statewide IT Apprenticeship program in collaboration with local colleges: <ul style="list-style-type: none"> • Network • Help Desk • Statewide IT Workforce Development Strategic Plan and Governance: <ul style="list-style-type: none"> • Directly responsible for timely execution and performance metric reporting on all Workforce Development goals and objectives published in the Statewide Technology 2020 Vision Strategic Plan • Served as Chair of the IT Workforce Development Advisory Council leading statewide workforce initiatives • Executive Sponsor for multiple department-wide professional development and workforce initiatives: <ul style="list-style-type: none"> • CDT Mentorship Program • 2018 Workforce Plan • Annual Training Plan
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Project Title	California Health and Human Services Agency (CHHS)				
Position Title	Deputy Agency Information Officer				
Begin Date	01/2010	End Date	06/2017	# of Months	78
Scope and Description of Responsibility	Scope of responsibilities included centralized technology policy and portfolio management for all 15 CHHS Departments and Offices.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> • Agency Strategic Planning, Project Portfolio Management, Enterprise Architecture, Information Security and Governance programs: <ul style="list-style-type: none"> • Conducted oversight of the CHHS project portfolio which encompassed some of largest and most complex IT projects in the state - projected at over \$1.6 billion • Led the development and implementation of the first Agency-level CHHS Information Strategic Plan • Created and managed the CHHS Agency Governance framework • Led enterprise policy and program management • Developed the shared services, common solutions, and project collaboration assessment framework • Project Approval and Budget Proposals <ul style="list-style-type: none"> • Crafted the first CHHS multi-departmental planning budget proposal (MEDS Modernization) • Authored the first CHHS OAIO budget proposal • Testified at budget legislative hearing 				

	<ul style="list-style-type: none"> Developed and managed the CHHS investment approval lifecycle, which through the review of project and budget proposals ensured that informed investment decisions were made, programmatic and business needs were prioritized, and projects were aligned with the CHHS Strategic Plan OSI Project Management Office (Central PMO) <ul style="list-style-type: none"> Led portfolio expansion and project management consulting engagements for CHHS Departments Developed the portfolio entrance, exit, and transition framework
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Project Title	California Office of Systems Integration (OSI)				
Position Title	OSI Chief Information Officer				
Begin Date	01/2012	End Date	01/2014	# of Months	12
Scope and Description of Responsibility	Scope of responsibilities included support of enterprise applications, infrastructure, network, and the centralized help desk.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> Enterprise Strategic Initiatives: Led multiple enterprise initiatives and operated as a change agent to streamline processes and tools to best position the organization for portfolio expansion: <ul style="list-style-type: none"> Implemented IT governance and initiative prioritization Centralized IT and implemented operational efficiencies Implemented the first cloud-based solution Transformed the organization's backup and recovery solution Established and maintained relationships with business partners 				

Project Title	California Office of Systems Integration (OSI)				
Position Title	Strategic Planning and Alignment Office, Manager				
Begin Date	10/2007	End Date	12/2009	# of Months	27
Scope and Description of Responsibility	Scope of responsibilities included development and management the OSI Strategic Plan and Department Project Portfolio Oversight program.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <p>Portfolio Management and Strategic Planning:</p> <ul style="list-style-type: none"> Developed project portfolio oversight guidelines and procedures Managed Agency and Office compliance tracking for IT Policy, Budget Letters, and Executive Orders Provided consulting services and operated as Business and Program IT Liaison 				

	<ul style="list-style-type: none"> Conducted strategic planning sessions <p>Board Member and Sponsorship Coordination Lead:</p> <ul style="list-style-type: none"> National IT Solutions Management (APHS) California representative Member of the Agency Enterprise Architecture workgroup Served on departmental Policy/Procedure Review and Approval Board
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Project Title	California Department of Technology Services				
Position Title	Customer Delivery Division, Account Manager				
Begin Date	09/2004	End Date	09/2007	# of Months	37
Scope and Description of Responsibility	Scope of responsibilities included providing client and services management for the Department of Social Service, Office of Systems integration, and all 25 counties.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <p>Client Engagement Management:</p> <ul style="list-style-type: none"> Responsible for overseeing the portfolio of services provided by the data center, which included mainframe, midrange, network, application hosting, e-mail, and web services Served on the Department's Service Offering Board <p>Relationship and Project Manager:</p> <ul style="list-style-type: none"> Managed the statewide county network redesign project which resulted in leveraging opportunities, operations efficiencies, redundancy (failover), and cost reduction for multiple counties Established strong and lasting relationships with county IT Executives Partnered with client executives to provide technology solutions to meet newly defined business and organizational requirements Directed and managed customer migrations Resolved production support issues Managed service level agreements (SLAs) 				

Project Title	California Health and Human Services Data Center				
Position Title	Messaging Services, Client Liaison				
Begin Date	04/2000	End Date	08/2004	# of Months	53
Scope and Description of Responsibility	Scope of responsibilities included providing engagement management services as well as lead analyst and project manager for state and local government clients.				
Skills Utilized and Experience Attained	Ms. Williams utilized skills and attained experience as follows:				

	<p>Customer Liaison:</p> <ul style="list-style-type: none"> • Communication and Relationship Management • Streamlined business processes to support improved outcomes and client support capabilities • Created and facilitated the data center's first e-mail administrator's forum and online forum tool which enabled statewide collaboration • Developed and published monthly service performance reports • Created and led service offering presentations • Developed marketing materials and represented the Department at State and Local government conferences • Authored the department's first Exchange service offering document which was adopted as the department's standard template <p>Project Management/Lead Analyst:</p> <ul style="list-style-type: none"> • Created and led infrastructure assessment processes to facilitate comprehensive planning, organizational readiness and smooth seamless transitions • Conducted complex technical analysis • Facilitated customer interviews to assess potential infrastructure and/or migration impacts • Developed migration planning tools • Presented design recommendations to technical and management staff • Coordinated resources and implemented procedures to proactively manage risks and issues to ensure a smooth transition for new Exchange customers

Education (add rows as needed)

Years	Course of Study	School
n/a	n/a	n/a

Professional Certifications or Designations (add rows as needed)

Certification or Designation	Organization	Dates
Prosci Change Management Practitioner	Prosci and the Change Management Learning Center	March 2017 – no expiration
Lean Six Sigma White Belt	California Department of Human Resources	June 2017 – no expiration
Leadership Development Academy	Sacramento State College of Continuing Education (CHCS)	October 2013 – no expiration

Customer References

Reference Name	Reference Title	Company/Organization	Project	Phone	Email
Kelly Hassenplug	Project Administration Director	CA Child Welfare Digital Services (CWDS)	Deputy Agency Information Officer position	916-407-9171	kelly.hassenplug@osi.ca.gov
Michelle (Shell) Culp	Agency Information Officer (Retired)	CA Health and Human Services Agency (CHHS)	Deputy Agency Information Officer position and OSI CIO	916-502-1416	shell@almirantepartners.com
David Rial	Assistant Division Chief	California Department of Technology Services	Exchange Migration	916-524-1676	Dprial99@gmail.com

Staff Qualifications

QA Bidder	ClearBest, Inc.
Candidate Name	Gretchen Williams
QA Project Role	QA Specialist (OCAT)
Key Position (Y/N)	N

Role Qualification Requirement #1 (Key Staff defined by RFP / Non-key Staff defined using RFP Attachment L)

Requirement (Key Staff defined by RFP / Non-key Staff defined using RFP Attachment L)	Required Minimum Duration (# of years)	Actual Experience (# of years)
Experience creating, managing, executing, and/or assessing plans to manage risks, issues, quality, schedule, communication, resources, contracts, deliverables, budget, and/or scope.	2 Years	18.3 Years

Supporting Relevant Experience

Project Title	California Department of Technology				
Position Title	Deputy Director, Office of Professional Development				
Begin Date	07/2017	End Date	08/2018	# of Months	14
Scope and Description of Responsibility	Scope of responsibilities included all IT Workforce Development programs and services statewide.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> • Statewide Education and Training: Responsible for developing, implementing, administering, managing, and continually evolving all workforce development programs and services for the State's Technology community: <ul style="list-style-type: none"> • Led operations of the statewide training center and partnered with State leaders to expand educational services provided to State and local government employees • Served as Executive Sponsor and provided direct oversight of a complete training center facility upgrade and office suite expansion project • Served as Executive Sponsor for developing college and high school pipelines • Statewide Leadership Academies: Evolved the existing IT Leadership program to include three additional discipline-specific programs offering all four and administered annually: <ul style="list-style-type: none"> • Project Management (PMLA) • Digital Services Innovation (DSIA) • Information Security (ISLA) 				

	<ul style="list-style-type: none"> • Information Technology (ITLA) • Statewide IT Apprenticeship: Partnered with the Government Operations Agency to develop and implement the statewide IT Apprenticeship program in collaboration with local colleges: <ul style="list-style-type: none"> • Network • Help Desk • Statewide IT Workforce Development Strategic Plan and Governance: <ul style="list-style-type: none"> • Directly responsible for timely execution and performance metric reporting on all Workforce Development goals and objectives published in the Statewide Technology 2020 Vision Strategic Plan • Served as Chair of the IT Workforce Development Advisory Council leading statewide workforce initiatives • Executive Sponsor for multiple department-wide professional development and workforce initiatives: <ul style="list-style-type: none"> • CDT Mentorship Program • 2018 Workforce Plan • Annual Training Plan
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Project Title	California Health and Human Services Agency (CHHS)				
Position Title	Deputy Agency Information Officer				
Begin Date	01/2010	End Date	06/2017	# of Months	78
Scope and Description of Responsibility	Scope of responsibilities included centralized technology policy and portfolio management for all 15 CHHS Departments and Offices.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> • Agency Strategic Planning, Project Portfolio Management, Enterprise Architecture, Information Security and Governance programs: <ul style="list-style-type: none"> • Conducted oversight of the CHHS project portfolio which encompassed some of largest and most complex IT projects in the state - projected at over \$1.6 billion • Led the development and implementation of the first Agency-level CHHS Information Strategic Plan • Created and managed the CHHS Agency Governance framework • Led enterprise policy and program management • Developed the shared services, common solutions, and project collaboration assessment framework • Project Approval and Budget Proposals <ul style="list-style-type: none"> • Crafted the first CHHS multi-departmental planning budget proposal (MEDS Modernization) • Authored the first CHHS OAIO budget proposal • Testified at budget legislative hearing 				

	<ul style="list-style-type: none"> Developed and managed the CHHS investment approval lifecycle, which through the review of project and budget proposals ensured that informed investment decisions were made, programmatic and business needs were prioritized, and projects were aligned with the CHHS Strategic Plan OSI Project Management Office (Central PMO) <ul style="list-style-type: none"> Led portfolio expansion and project management consulting engagements for CHHS Departments Developed the portfolio entrance, exit, and transition framework
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Project Title	California Office of Systems Integration (OSI)				
Position Title	OSI Chief Information Officer				
Begin Date	01/2012	End Date	01/2014	# of Months	12
Scope and Description of Responsibility	Scope of responsibilities included support of enterprise applications, infrastructure, network, and the centralized help desk.				
Skills Utilized and Experience Attained	Ms. Williams utilized skills and attained experience as follows: <ul style="list-style-type: none"> Enterprise Strategic Initiatives: Led multiple enterprise initiatives and operated as a change agent to streamline processes and tools to best position the organization for portfolio expansion: <ul style="list-style-type: none"> Implemented IT governance and initiative prioritization Centralized IT and implemented operational efficiencies Implemented the first cloud-based solution Transformed the organization's backup and recovery solution Established and maintained relationships with business partners 				

Project Title	California Office of Systems Integration (OSI)				
Position Title	Strategic Planning and Alignment Office, Manager				
Begin Date	10/2007	End Date	12/2009	# of Months	27
Scope and Description of Responsibility	Scope of responsibilities included development and management the OSI Strategic Plan and Department Project Portfolio Oversight program.				
Skills Utilized and Experience Attained	Ms. Williams utilized skills and attained experience as follows: <p>Portfolio Management and Strategic Planning:</p> <ul style="list-style-type: none"> Developed project portfolio oversight guidelines and procedures Managed Agency and Office compliance tracking for IT Policy, Budget Letters, and Executive Orders Provided consulting services and operated as Business and Program IT Liaison Conducted strategic planning sessions 				

	Board Member and Sponsorship Coordination Lead: <ul style="list-style-type: none"> National IT Solutions Management (APHSa) California representative Member of the Agency Enterprise Architecture workgroup Served on departmental Policy/Procedure Review and Approval Board
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Project Title	California Department of Technology Services				
Position Title	Customer Delivery Division, Account Manager				
Begin Date	09/2004	End Date	09/2007	# of Months	37
Scope and Description of Responsibility	Scope of responsibilities included providing client and services management for the Department of Social Service, Office of Systems integration, and all 25 counties.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <p>Client Engagement Management:</p> <ul style="list-style-type: none"> Responsible for overseeing the portfolio of services provided by the data center, which included mainframe, midrange, network, application hosting, e-mail, and web services Served on the Department's Service Offering Board <p>Relationship and Project Manager:</p> <ul style="list-style-type: none"> Managed the statewide county network redesign project which resulted in leveraging opportunities, operations efficiencies, redundancy (failover), and cost reduction for multiple counties Established strong and lasting relationships with county IT Executives Partnered with client executives to provide technology solutions to meet newly defined business and organizational requirements Directed and managed customer migrations Resolved production support issues Managed service level agreements (SLAs) 				

Project Title	California Health and Human Services Data Center				
Position Title	Messaging Services, Client Liaison				
Begin Date	04/02/2000	End Date	08/31/04	# of Months	53
Scope and Description of Responsibility	Scope of responsibilities included providing engagement management services as well as lead analyst and project manager for state and local government clients.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <p>Customer Liaison:</p> <ul style="list-style-type: none"> Communication and Relationship Management 				

- Streamlined business processes to support improved outcomes and client support capabilities
- Created and facilitated the data center's first e-mail administrator's forum and online forum tool which enabled statewide collaboration
- Developed and published monthly service performance reports
- Created and led service offering presentations
- Developed marketing materials and represented the Department at State and Local government conferences
- Authored the department's first Exchange service offering document which was adopted as the department's standard template

Project Management/Lead Analyst:

- Created and led infrastructure assessment processes to facilitate comprehensive planning, organizational readiness and smooth seamless transitions
- Conducted complex technical analysis
- Facilitated customer interviews to assess potential infrastructure and/or migration impacts
- Developed migration planning tools
- Presented design recommendations to technical and management staff
- Coordinated resources and implemented procedures to proactively manage risks and issues to ensure a smooth transition for new Exchange customers

Role Qualification Requirement #2 (Key Staff defined by RFP / Non-key Staff defined using RFP Attachment L)

Requirement	Required Minimum Duration (# of years)	Actual Experience (# of years)
Experience working with and providing training, organizational change management, implementation support, or conversion support to California State agencies and/or counties.	2 Years	7.5 Years

Supporting Relevant Experience (Add additional tables as needed)

Project Title	California Department of Technology				
Position Title	Deputy Director, Office of Professional Development				
Begin Date	07/2017	End Date	08/2018	# of Months	14
Scope and Description of Responsibility	Scope of responsibilities included all IT Workforce Development programs and services statewide.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> • Statewide Education and Training: Responsible for developing, implementing, administering, managing, and continually evolving all workforce development programs and services for the State's Technology community: <ul style="list-style-type: none"> • Led operations of the statewide training center and partnered with State leaders to expand educational services provided to State and local government employees • Served as Executive Sponsor and provided direct oversight of a complete training center facility upgrade and office suite expansion project • Served as Executive Sponsor for developing college and high school pipelines • Statewide Leadership Academies: Evolved the existing IT Leadership program to include three additional discipline-specific programs offering all four and administered annually: <ul style="list-style-type: none"> • Project Management (PMLA) • Digital Services Innovation (DSIA) • Information Security (ISLA) • Information Technology (ITLA) • Statewide IT Apprenticeship: Partnered with the Government Operations Agency to develop and implement the statewide IT Apprenticeship program in collaboration with local colleges: <ul style="list-style-type: none"> • Network • Help Desk • Statewide IT Workforce Development Strategic Plan and Governance: <ul style="list-style-type: none"> • Directly responsible for timely execution and performance metric reporting on all Workforce Development goals and objectives published in the Statewide Technology 2020 Vision Strategic Plan 				

	<ul style="list-style-type: none"> Served as Chair of the IT Workforce Development Advisory Council leading statewide workforce initiatives Executive Sponsor for multiple department-wide professional development and workforce initiatives: <ul style="list-style-type: none"> CDT Mentorship Program 2018 Workforce Plan Annual Training Plan
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Project Title	California Office of Systems Integration (OSI)				
Position Title	OSI Chief Information Officer/CHHS Deputy Agency Information Officer				
Begin Date	01/2012	End Date	01/2014	# of Months	12
Scope and Description of Responsibility	Scope of responsibilities included support of enterprise applications, infrastructure, network, and the centralized help desk.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <ul style="list-style-type: none"> Enterprise Strategic Initiatives: Led multiple enterprise initiatives and operated as a change agent to streamline processes and tools to best position the organization for portfolio expansion: <ul style="list-style-type: none"> Implemented IT governance and initiative prioritization Centralized IT and implemented operational efficiencies Implemented the first cloud-based solution Transformed the organization's backup and recovery solution Established and maintained relationships with business partners 				

Project Title	California Health and Human Services Data Center				
Position Title	Messaging Services, Client Liaison				
Begin Date	04/02/2000	End Date	08/31/04	# of Months	53
Scope and Description of Responsibility	Scope of responsibilities included providing engagement management services as well as lead analyst and project manager for state and local government clients.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <p>Project Management/Lead Analyst:</p> <ul style="list-style-type: none"> Created and led infrastructure assessment processes to facilitate comprehensive planning, organizational readiness and smooth seamless transitions Conducted complex technical analysis Facilitated customer interviews to assess potential infrastructure and/or migration impacts Developed migration planning tools 				

	<ul style="list-style-type: none"> • Presented design recommendations to technical and management staff • Coordinated resources and implemented procedures to proactively manage risks and issues to ensure a smooth transition for new Exchange customers <p>Customer Liaison:</p> <ul style="list-style-type: none"> • Communication and Relationship Management • Streamlined business processes to support improved outcomes and client support capabilities • Created and facilitated the data center's first e-mail administrator's forum and online forum tool which enabled statewide collaboration • Developed and published monthly service performance reports • Created and led service offering presentations • Developed marketing materials and represented the Department at State and Local government conferences • Authored the department's first Exchange service offering document which was adopted as the department's standard template
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Role Qualification Requirement #3 (Key Staff defined by RFP / Non-key Staff defined using RFP Attachment L)

Requirement	Required Minimum Duration (# of years)	Actual Experience (# of years)
Experience with State or County large-scale systems projects.	2 Years	18.3 Years

Supporting Relevant Experience (Add additional tables as needed)

Project Title	California Department of Technology				
Position Title	Deputy Director, Office of Professional Development				
Begin Date	07/2017	End Date	08/2018	# of Months	14
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Project Title	California Health and Human Services Agency (CHHS)				
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Position Title	OSI Chief Information Officer				
Begin Date	01/2012	End Date	01/2014	# of Months	12
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Project Title	California Department of Technology Services				
Position Title	Customer Delivery Division, Account Manager				
Begin Date	09/2004	End Date	09/2007	# of Months	37
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Project Title	California Health and Human Services Data Center				
Position Title	Messaging Services, Client Liaison				
Begin Date	04/02/2000	End Date	08/31/04	# of Months	53
Scope and Description of Responsibility	Scope of responsibilities included providing engagement management services as well as lead analyst and project manager for state and local government clients.				
Skills Utilized and Experience Attained	<p>Ms. Williams utilized skills and attained experience as follows:</p> <p>Customer Liaison:</p> <ul style="list-style-type: none"> Communication and Relationship Management Streamlined business processes to support improved outcomes and client support capabilities Created and facilitated the data center's first e-mail administrator's forum and online forum tool which enabled statewide collaboration Developed and published monthly service performance reports Created and led service offering presentations Developed marketing materials and represented the Department at State and Local government conferences 				

	<ul style="list-style-type: none"> • Authored the department's first Exchange service offering document which was adopted as the department's standard template <p>Project Management/Lead Analyst:</p> <ul style="list-style-type: none"> • Created and led infrastructure assessment processes to facilitate comprehensive planning, organizational readiness and smooth seamless transitions • Conducted complex technical analysis • Facilitated customer interviews to assess potential infrastructure and/or migration impacts • Developed migration planning tools • Presented design recommendations to technical and management staff • Coordinated resources and implemented procedures to proactively manage risks and issues to ensure a smooth transition for new Exchange customers
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Education and Certifications



Lean Six Sigma White Belt certificate is unavailable at this time. The California Department of Human Resources has not yet provided copy of certificate.