



GovOps Accomplishments

The Government Operations Agency was created on July 1, 2013, as part of Governor Edmund G. Brown Jr.'s reorganization plan, and was approved by the Little Hoover Commission in May 2012 and the Legislature in June 2012. GovOps is responsible for administering state operations including procurement, information technology and human resources.

GovOps consists of nine departments, boards and offices:

- Office of Administrative Law
- Department of General Services
- Department of Human Resources
- Franchise Tax Board
- Department of Technology
- Public Employees' Retirement System
- State Personnel Board
- State Teachers' Retirement System
- Victim Compensation Board

GovOps' mission is to improve management and accountability of government programs, increase efficiency, and promote better and more coordinated operation decisions. Since July 2013, GovOps has undertaken several initiatives to accomplish the mission of the agency:

Civil Service Improvement (CSI)

The goal of this wide-ranging initiative encompassing 70 teams is to produce a modern and nimble civil service system, which will produce a capable and engaged state workforce. This workforce should be able to adapt to new challenges in serving the people of California and reflect the population of the people it serves. In doing so, an improved civil service system should make California government an employer of choice.

To date, the CSI effort has eliminated 483 classifications, allowed people without state service experience to be appointed to career executive assignments, required additional supervisory training and made it easier for persons with disabilities to be hired.

Redesigned CA.gov

GovOps spearheaded the effort to redesign California's state portal, www.ca.gov, into a user-focused site that better helps its citizens access key state services. The site employs geospatial technology to recognize users' location to provide customized information, including relevant service locations and personalized imagery. The site is mobile-friendly, allowing citizens to access information on any device at any time.

Agile Demonstration Project

GovOps and the Health and Human Services Agency have jointly embraced a demonstration project that will produce a new Child Welfare Services case management system using agile procurement and end-user input. The project will consist of several small contracts that will work together, replacing the severely outdated current system. This is the first effort of its kind in California government.

Green Buildings Website

GovOps worked with the Department of General Services and the Department of Technology to launch a website showing that state-run facilities – everything from office buildings, to parks, hospitals and prisons – have markedly reduced energy and water use, as well as greenhouse gas emissions compared to baseline years. These figures put the state years ahead of the aggressive reduction targets set forth by the Governor's 2012 executive order on state buildings.

HR Roundtables

GovOps has hosted two human resources roundtables, bringing together HR leaders from private sector entities to talk about pressing issues for both the private and public sectors. The audiences for these events were selected state government HR leaders who are helping to reshape California's civil service system. The roundtables resulted in collaborations and initiative to help the state in its civil service improvement efforts.

Innovation Conferences

GovOps has co-hosted several conferences to bring new and innovative ideas to state government leaders. In 2014, GovOps co-hosted a Leadership Symposium with Governing on Engaging Government Employees, laying the groundwork for the employee engagement survey and civil service improvement initiatives.

GovOps also co-hosted the Government Transformation Conferences. Representatives from world renowned companies such as Accenture, Deloitte, IBM, Intel, Oracle and Verizon attended and gave presentations on solving current and future issues through collaboration. More than 900 people attended the conferences and engaged in

conversations about civic engagement, innovative solutions and performance management.

Eureka Institute and Lean Academy

GovOps created the Eureka Institute to provide a statewide venue to learn about innovation, train state employees and integrate initiatives that drive continuous improvement. Under the Eureka Institute, GovOps formed the California Lean Academy, which is a customer-focused model of continuous improvement premised on the customer defining value so that employees can deliver value through efficient processes. Since 2015, Lean training has been delivered to more than 500 employees in 55 state departments.

Employee Engagement Survey

GovOps conducted the first-ever statewide Employee Engagement Survey with the goal of discovering more about state employees' level engagement with their jobs. Results showed that employees most agreed with the statement "I believe my work makes a difference in the lives of Californians" and least agreed with the statement "I receive recognition for doing good work." Identifying these strengths and weaknesses has been a critical and necessary step in guiding the work of our Civil Service Improvement teams.

GreenGov Challenge Code-A-Thon

In 2015, GovOps hosted the first-ever CA GreenGov Challenge Code-A-Thon, a contest designed to provide an opportunity for Californians to share ways to improve state government. Using open data, participants were challenged to create visualizations, applications and other tools to better show the work the state is doing to combat climate change. The state uses the resources from the code-a-thon to help improve its services. The contest both exposed the state to the civic coding community and demonstrated the wide range of innovation that is possible through the use of open data.

Open Data

GovOps has been a leader in pushing California's open data efforts since it launched an open data pilot portal in October 2015. In the months since the launch, 63 data sets from 8 different departments have been added. As more datasets are added to the portal, departments will have the opportunity to examine their own processes and innovate with data-driven practices. Other agencies have also launched their own open data portals. At the end of GovOps' one year pilot, all of the state's data will be accessible through one unified portal.