



CONTRACTS

WITH THE STATE OF CALIFORNIA

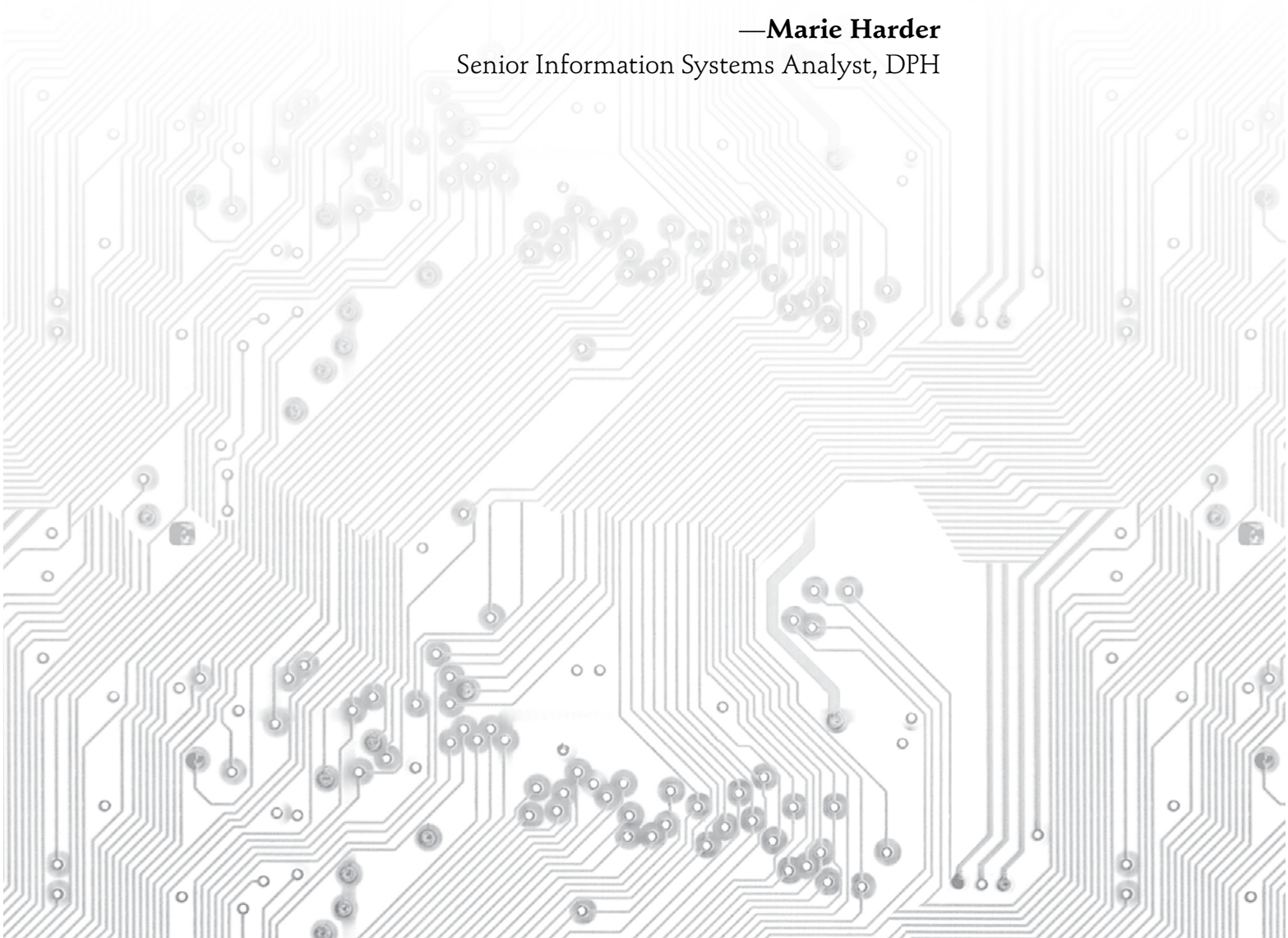
Too Many
Too Costly
Too Little Oversight

A SEIU LOCAL 1000 REPORT

“It’s time for the public and legislators to take a good look at the huge increase in IT contracts ... We need to get these expenditures under control by rebuilding and strengthening the state’s IT workforce.”

—**Marie Harder**

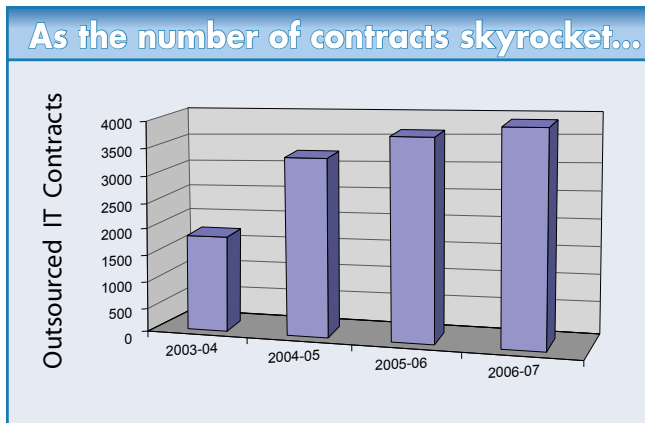
Senior Information Systems Analyst, DPH



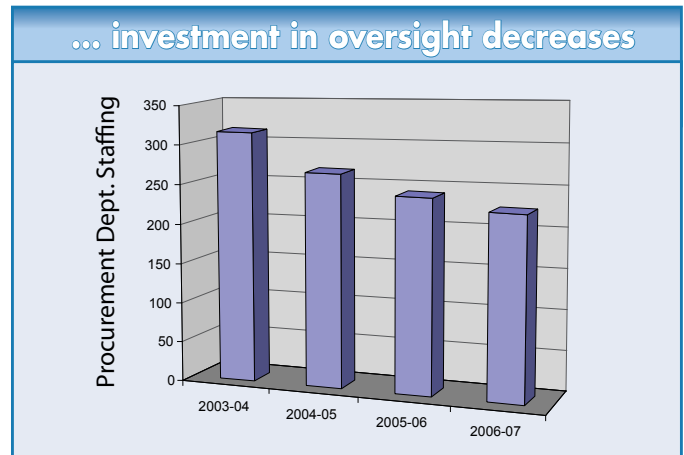
Introduction

IT Contracts — Too Many, Too Costly, Too Little Oversight

The state of California employs 7,800 people to provide Information Technology (IT) services to state government. These IT professionals administer the state’s networks, ensure the integrity of its data, and develop and maintain computer programs utilized in the daily delivery of public services. But this is only a portion of the state’s IT expenditures. Since Fiscal Year 2003-2004, the number of contracts for IT work in force in any given year has doubled while total annual expenditures have increased by at least 50%.¹ And while state departments’ and agencies reliance on IT contracts is on the rise, its oversight mechanisms for these costly contracts remains weak.



2. Is the Legislature in a position to determine where IT contracts are, what they are for and whether they can be cut?
3. Who is reviewing IT contracts to ensure that proper guidelines and state laws are being followed in ensuring departments have the legal authority to contract and whether departments are cancelling contracts?
4. Are there more cost-effective ways to provide IT services now being contracted?



Given the Governor’s executive order to state agencies to cut “non-essential” contracts to reduce state expenditures, we recommend that the Legislature seek answers to the following questions:

1. How are departments taking action to cut “non-essential” IT contracts?

5. Does the Legislature have the information it needs to evaluate the meteoric increase in IT contracts for state services?

This report helps answer some of these questions. It documents the state’s dependence on IT contracts, reviews relevant cost concerns, identifies state practices and controls that need reform, and makes specific policy recommendations to reduce reliance on costly contract staff.

¹ Data is taken from the Department of General Services (DGS) State Contract and Procurement Registration System (SCPRS) database. We eliminated duplicate listings and amendments to avoid over counting, and determined that there were 1,766 IT personal and consulting services contracts in force in FY 2003-2004 and at least 3,650 IT personal and consulting services contracts in force in FY 2007-2008. Our measure of growth is based on estimated changes in spending between FY 2003-2004 and current estimates of spending for FY 2007-2008. We calculated estimated Fiscal Year costs using per-diem contract rates. Since SCPRS reports total contract costs in the year in which contracts are approved, we estimated fiscal year expenditures by spreading contract costs over the duration of the contracts. Using this method, we estimate costs for FY 2003-2004 at \$345,898,095 and presently known costs for FY 2007-2008 at \$527,143,840.

“Outsourcing of the state’s IT work is rampant and the exorbitant price the state is paying for these contracts is a huge waste of our tax dollars.”

—**Antonio Torres**

Senior Information Systems Analyst, CDCR



Background

Outsourcing of IT Work Has Skyrocketed Since 2003

Since the beginning of FY 2003-2004, state agencies have awarded more than 9,700 IT personal service and consultant contracts and have spent approximately \$2.7 billion.²

- **The total number of active IT personal services and consulting contracts in any given fiscal year has risen** from approximately 1,800 in 2003-2004 to approximately 3,600 in 2007-2008.³
- **The state spends an estimated \$1,151,071 each day** on IT personal services contracts and \$267,742 each day on IT consulting services contracts. That's more than \$500 million in a typical year.⁴
- **The annual cost of IT personal service and consulting services contracts has jumped** from about \$346 million in FY 2003-04 to at least \$527 million in FY 2007-08.⁵

2 Based on a count of all individual contracts recorded in the SCPRS database that have been approved since July 1, 2003. Monetary figures are based on annualized estimates of fiscal year expenditures for fiscal years 2003-2004, 2004-2005, 2005-2006, 2006-2007, and 2007-2008.

3 The numbers we report likely underestimate the number of contracts involved because of underreporting in the SCPRS database.

4 Based on SCPRS data. We used only contracts that had not expired by April 1, 2008. We arrived at per diem amounts by dividing contract costs by the number of days in each contract for all contracts with a year or longer duration. For those contracts lasting under one year, we divided by 365 to better reflect a typical annual per diem amount. We then aggregated the per diem daily rate costs for each contract type to estimate daily expenditures by contract type. The numbers we report likely underestimate the total costs of IT contracts because of underreporting in the SCPRS database.

5 Since SCPRS reports total contract costs in the year in which contracts are approved we estimated fiscal year expenditures by spreading contract costs over the duration of the contracts. Monetary figures are based on these annualized estimates for fiscal years 2003-2004 and 2007-2008.

“Departments do a poor job of determining if someone already working for them can do the work that is being contracted out.”

—Kevin Curtis

Staff Information Systems Analyst, DDS



Cost-Saving Potential

Studies Show Huge Savings By “In-Sourcing” IT Services

While there are circumstances when IT contracts may be legitimate, the state is overly reliant on IT contractors—a fact that is borne out by the state’s own studies and by third-party auditors who have found waste in IT contracts.

- **Outsourcing IT work creates considerable additional expense**, according to an independent review by the California Research Bureau.⁶ In its 2006 report, the CRB found that most state departments calculate that outside contractors cost 50 percent more than doing the work in-house.
- **A 2005 audit at CalSTRS found that the agency’s dependence on contract staff increased costs by about 84%.**⁷ In 2005, the agency re-examined its staffing practices and decided to reduce IT contracts and hire more state workers—for a potential savings of \$1.6 million.⁸ By February 2006, CalSTRS had saved \$800,000 by replacing contract staff with state workers.⁹ CalSTRS plans to convert five contract positions to civil service in the coming year.
- **Internal and external audits at State Compensation Insurance Fund (SCIF)** have raised similar issues. Recent audits noted SCIF’s overuse of IT contractors, and found that contract staff posed security issues for the agency and led to improper billing and financial irregularities. As a result, SCIF has cut contract staff by 32 percent since January 2007 and is transitioning this work to civil service IT professionals.¹⁰

6 See “Building a Skilled State Information and Technology Workforce,” Charlene Wear Simmons and Alicia Bugarin, California Research Bureau. June 1999. Also see “The State’s Information Technology Hiring Process: Suggested Reforms,” Alicia Bugarin, California Research Bureau, November 2006.

7 CalSTRS Audits and Risk Management Committee meeting notes, Item 5, “Internal Audits’ Report,” September 7, 2005. Posted at <https://trb.calstrs.com/CalSTRSBoardWebSiteWebUI/Page/CalSTRSCom.aspx?PageName=PublicBoardAgenda>.

8 CalSTRS Annual Plans, meeting notes, Item 4d, “Enterprise Initiatives and Technology Business Plan, July 14, 2005. Posted at <https://trb.calstrs.com/CalSTRSBoardWebSiteWebUI/Page/CalSTRSCom.aspx?PageName=PublicBoardAgenda>.

9 CalSTRS Audits and Risk Management Committee meeting notes, Item 1e, “EIT Update: Selection and Management of Third-Party Consultant Audit,” February 1, 2006. Posted at <https://trb.calstrs.com/CalSTRSBoardWebSiteWebUI/Page/CalSTRSCom.aspx?PageName=PublicBoardAgenda>.

10 See, for example, “State Fund’s Response to the Department of Insurance’s Operational Review, December 11, 2007, pages 50-57. <http://www.scif.com/pdf/FullResponse.pdf>. Also see, “Insurance Commissioner’s Comments on the Operational Review of the State Compensation Insurance Fund,” pages 3-4. http://www.insurance.ca.gov/0400-news/0100-press-releases/0060-2007/upload/SCIF_Exec_Summary.pdf. Also see “State Compensation Insurance Fund Operational Review Report” October 2007. RSM McGladrey for Department of Insurance. Pages 31; 51-54.

- **The new State CIO Teresa Takai has stated that selective in-sourcing reduces public costs for IT services**, because contractors typically cost twice as much as state workers. In-sourcing was an integral part of the reforms she pushed through in Michigan which saved that state nearly \$100 million.¹¹
- **Even companies that provide services to governments indicate that outsourcing has limitations.** Private sector research on business decisions by large private sector firms cautions against large-scale and long-term outsourcing.¹²
- **California could save approximately \$100 million** if it significantly reduced its use of IT contracts. The state typically pays twice as much for IT contractors as it does to employ state IT workers. The typical cost to employ an IT worker is \$98,985 per year (including all benefits and payroll taxes). The typical cost to employ an IT contractor is \$223,500 per year.¹³ We conservatively estimate the state employs between 1,000 and 2,000 full-time equivalent IT contract employees.¹⁴ Filling existing IT vacancies and eliminating the use of contractors to perform work that can be done by state workers could save a \$100 million or more each year.¹⁵

11 http://www.govtech.com/gt/96746?id=&topic=117671&story_pg=1.

12 See "Calling for a Change in the Outsourcing Market: The Realities for the World's Largest Organizations," Deloitte Consulting, April 2005.

13 The median annual salary for state IT workers is \$70,764, based on State Controller's Payroll Data from December 2007. To this sum we added cost-estimates for health care, retirement, Social Security and Medicare. Cost estimates for contractors are based on a median bill rate for contractors of \$125 an hour. This is the median bill rate we found in a sample of 898 bill rates recorded in 391 IT personal services contracts the Union has on hand. To arrive at an annual cost figure for contractors, we multiplied \$125 (the median contract hourly bill rate) times 1,788, the number of hours that would be worked in a year by a full time contract employee equivalent.

14 The lower end estimate is based on state worker vacancies in IT classifications reported by the State Controller's Office. (Actual vacancies are 1,059—we rounded down). The higher-end estimate is based on SCPRS data. We totaled all unexpired contracts for IT consulting and IT services and standardized the costs of those contracts to a per-year cost using pro-rated daily rates. We then calculated the higher-end estimate of contract positions by dividing the typical annual cost for IT personal services and consulting contracts—over \$500 million—by the median annual cost of a full-time equivalent contract employee (\$223,500).

15 Conservatively assuming that the work of all current state IT vacancies is presently being performed by contractors, the state is paying approximately \$236 million a year for consultants to staff work associated with vacant state positions. The state could save \$131 million by paying \$105 million for the salary and benefits of an equivalent number of state workers. However, it is likely that there are even more IT contractors than there are vacancies, given that the state spends over \$500 million for IT contractors in a typical year. So the \$100 million dollar cost-savings estimate is conservative.

“Hidden Government”

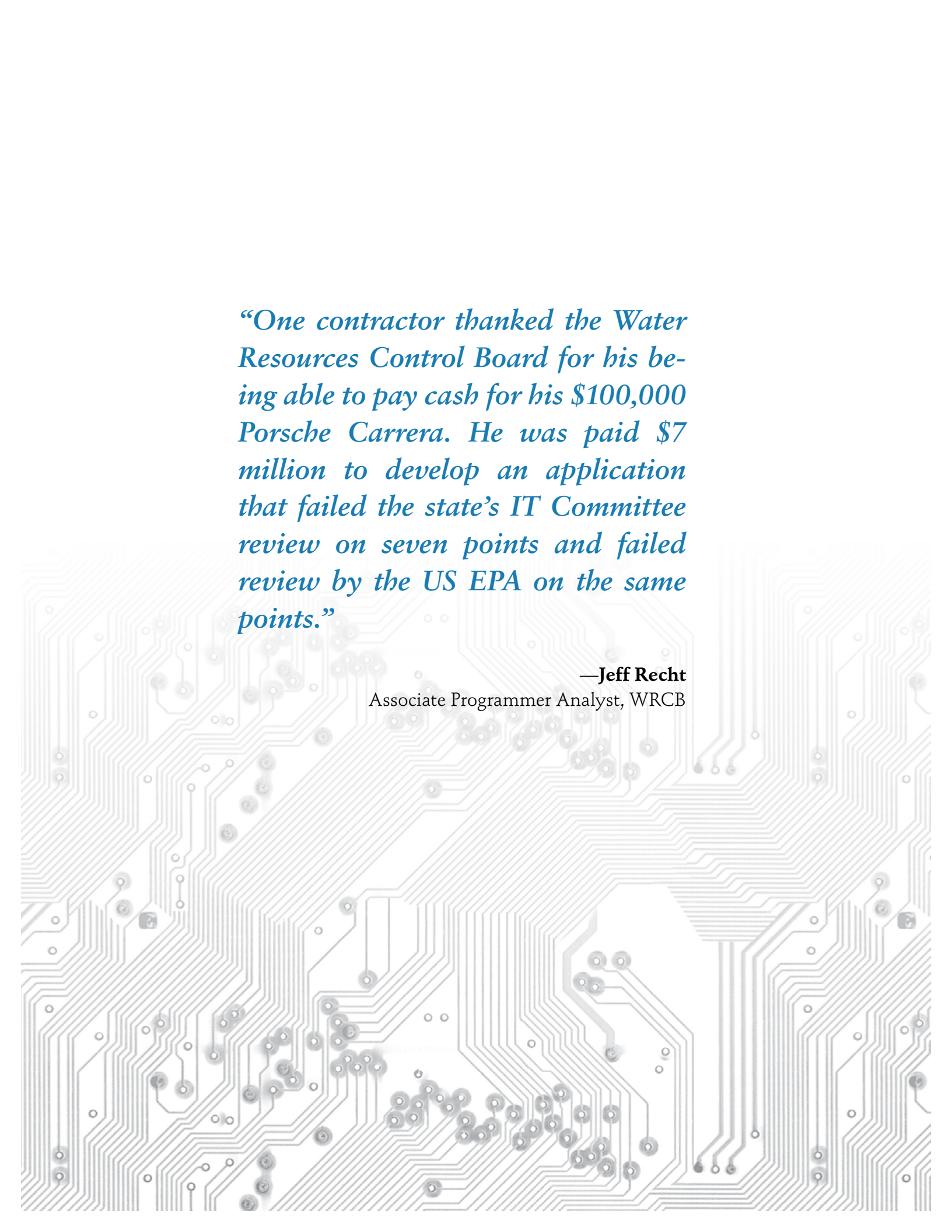
Many Departments spend tens of millions on IT contracts

The total value of current IT service and consulting contracts which expire on or after April 1, 2008 is about \$1.9 billion for all state departments and agencies, according to the State’s Contracts and Procurement Registration Systems database (SCPRS).¹⁶

Several departments will spend at least \$10 million on IT contracts:

- Department of Motor Vehicles \$156 million
- Department of Technology Services..... \$131 million
- Department of General Services \$76 million
- Department of Health Care Services\$58 million
- Department of Transportation\$53 million
- Employment Development Department\$50 million
- Department of Corrections & Rehabilitation\$39 million
- Department of Industrial Relations\$35 million
- Department of Justice\$28 million
- Department of Conservation..... \$18 million
- Department of Forestry and Fire Protection..... \$12 million
- Department of Water Resources \$10 million

¹⁶ Data is taken from the Department of General Services (DGS) SCPRS. Dollar values represent total contract costs over the entire contract length for all contracts that had not expired by April 1, 2008; figures are not annual or Fiscal Year expenditures.



“One contractor thanked the Water Resources Control Board for his being able to pay cash for his \$100,000 Porsche Carrera. He was paid \$7 million to develop an application that failed the state’s IT Committee review on seven points and failed review by the US EPA on the same points.”

—**Jeff Recht**
Associate Programmer Analyst, WRCB

The Broken Contract Control Process

Big Job, Decreasing Resources

The state is misspending millions on IT contracts because the control process setup to guard against unnecessary contract expenditures and to enforce the State's Constitutional civil service mandate has become overwhelmed. Moreover, corrective action is generally not taken until after money has been misspent.

SEIU Local 1000 believes that the sheer volume of IT personal and consulting service contracts being awarded renders the current control process unworkable. Each year state departments and agencies are signing between 1,700 and 2,200 IT personal service and consultant contracts, and the numbers are increasing. At the same time, staff assigned to review IT contracts for compliance with state laws has shrunk more than 25 percent since 2003.

Control processes governing the use of IT personal and consulting service contracts are set forth in both the Public Contract Code—which determines the bidding, reporting, oversight and procurement requirements for contracts—and the Government Code—which sets forth exceptions to the civil service mandate for personal services contracts.

The Department of General Services (DGS) and the State Personnel Board (SPB) share responsibility for enforcing the relevant laws and regulations of both the Public Contract Code and the Government Code. However, SPB has the constitutional authority and duty to uphold the civil service mandate.

Because the state departments claim authority to contract under the provisions of Government Code 19130(b) it is important to understand how DGS and SPB enforce the relevant statutes and consider whether current control processes need to be strengthened to safeguard the tax-paying public from costly contracts.

Government Code 19130(b) delineates ten very specific exemptions to the civil service mandate. The state can contract for personal services if one of the following conditions is met:

- The services are exempt as defined by Section 4 of Article 7 of the state Constitution (legislative staff and political appointees);
- The services are for new state functions and the legislature has specifically authorized contracting for the services;
- The work is of a highly technical nature and the skills needed cannot be provided by civil servants;
- The services are incidental to the purchase of goods;
- The services are contracted to avoid a conflict of interest;

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- Emergency services are being provided;
- Legal services are provided to avoid a conflict of interest;
- It is not feasible for the state to provide the services;
- Service providers are training civil servants on an interim basis; or
- Services provided are temporary, urgent, or of an occasional nature.

All IT personal services contracts authorized under 19130(b) and valued at more than \$50,000 are subject to DGS review and are also subject to union challenge at SPB.

Essentially, DGS administers the control process on the “front-end,” by defining the contracting requirements and guidelines that determine whether claims for 19130(b) exceptions are legitimate, while SPB adjudicates—on the “back-end”—whether approved or proposed contracts challenged by the union are constitutionally compliant with the civil service mandate.

Since 2005, SEIU Local 1000 has challenged 47 IT contracts; SPB has rendered decisions affecting 25 of these contracts (with decisions pending on another 17 challenges brought in the last five months).¹⁷

In 21 of 25 decisions, SPB either found the contract invalid or directed the departments involved to make efforts to replace contract employees with civil service staff. In 18 of the 25 challenges, or 72 percent of the time, SPB ruled that the contracts were invalid.¹⁸

Three other contracts were approved only on the condition that the responsible agency ramp-up recruitment and retention efforts.¹⁹ In each of those cases, SPB asserted that future contracts for similar work would not be approved.²⁰

The fact that SPB is overturning contracts and directing departments to make diligent efforts to recruit IT professionals should not be interpreted as a sign that the control process is working. On the contrary, it suggests that DGS is routinely approving contracts—on the front-end—that would be overturned if challenged at SPB. Moreover, a contract disapproved at SPB does not fully remedy the problem because Departments continue to thwart the civil service mandate and misspend scarce public resources:

¹⁷ Five contract challenges have been placed in abeyance while the Union works collaboratively with SCIF to in-source IT work. Decisions are pending for SPB cases 08-001(b) (5 DGS contracts), 08-003(b) (1 Board of Chiropractic Examiners contract), and SPB case number PSC 08-01 (1 DGS contract). The Union filed a challenge on 10 additional IT contracts at DMV on March 3, 2008, but these challenges have not yet been assigned a number.

¹⁸ Five DHS contracts were overturned in SPB case 05-026(b), one DDS contract was overturned in case 07-032(b), and 12 DHCS contracts were overturned in cases 07-033(b) and 07-025(b).

¹⁹ SPB case 06-004(b) (3 CHP contracts).

²⁰ SPB made a similar ruling in an earlier case against a DHS IT contract.

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- When contracts are overturned, a department may issue a new contract and claim that “urgent circumstances” require the continuation of contract services in order to meet the agency needs.
- Departments do not view an overturned contract as impacting future staffing decisions. Essentially new contracts for similar services are awarded under specious new claims of legal exemption.
- By the time the contracts have been overturned, a substantial portion of the money has already been misspent in violation of Government Code 19130(b).

Unfortunately, while SPB is consistently ruling to overturn inappropriate IT contracts, these decisions are having little immediate impact on staffing trends or expenditures. Consequently, more must be done on the “front-end” to curtail use of and dependence on IT personal service contracts. DGS, however, is poorly equipped to provide adequate front-end controls because the agency does not have sufficient staff resources.

- Between FY 2003-2004 and the current fiscal year, the DGS Procurement Division (which reviews IT contracts for legal compliance) has seen a 27% drop in staffing, falling from a staff of 312.2 to 227.8.²¹
- The number of DGS staff in the unit responsible for providing oversight of IT contracts has been decreasing while the number of IT contracts subject to review has increased.

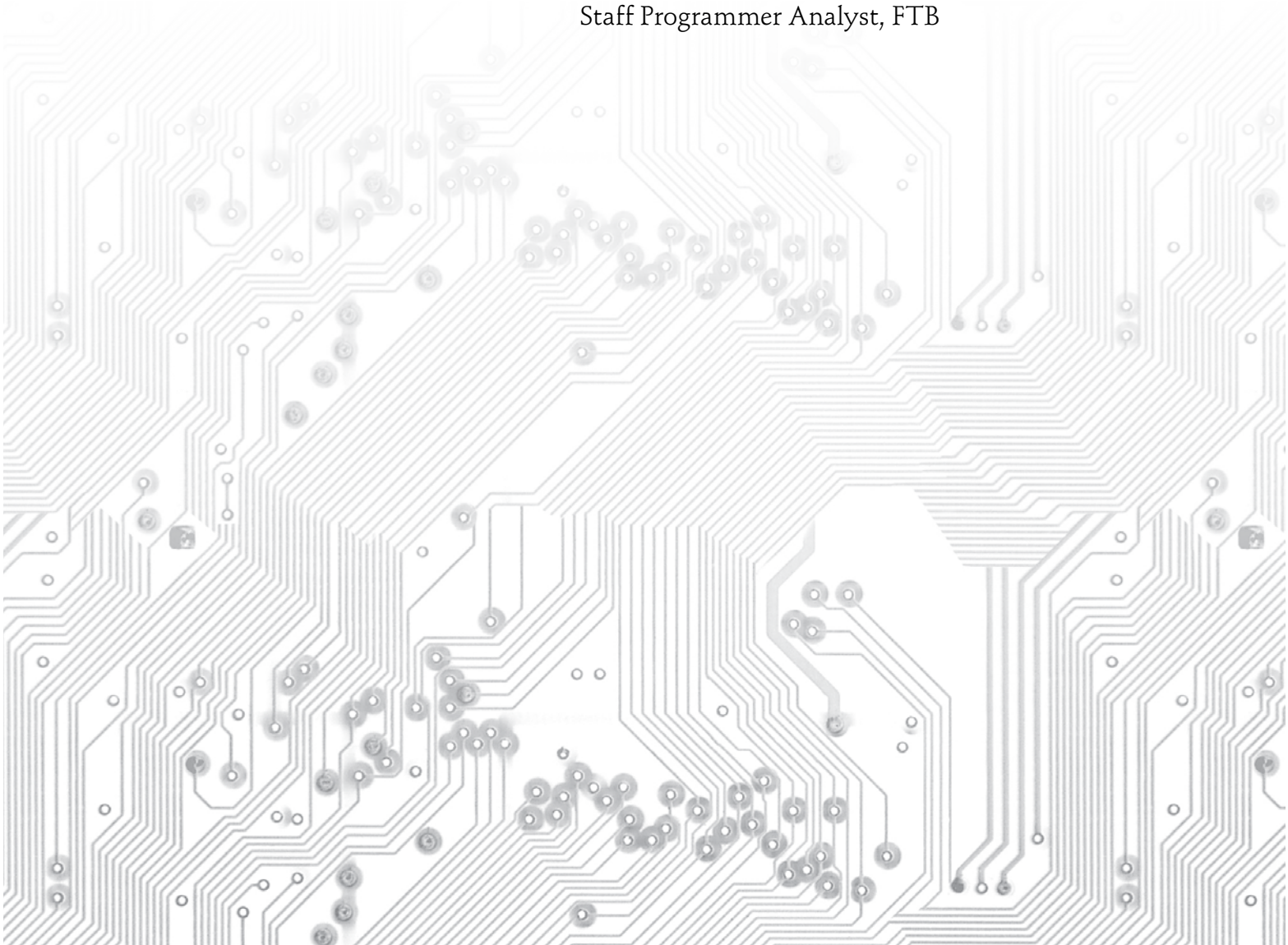
The control process cannot properly function under these conditions. If the state wants to fix these problems, rationalize its staffing practices and save tax-payers’ money, it needs to be more proactive in reducing its use of IT contracts.

²¹ See Department of Finance data taken from the Wages and Salaries Supplement for all relevant fiscal years: http://www.dof.ca.gov/budget/Budget_2007-08/Salaries_Wages_2007-08/documents/1000%20SCS.pdf; <http://www.dof.ca.gov/Budget/Budget2006-07/SalariesWages2006-07/documents/1000%20SCS.pdf>; http://www.dof.ca.gov/html/Budget_05-06/SalariesWages2005-06/SCS.pdf#nameddest=TOC; http://www.documents.dgs.ca.gov/osp/SalaryWages04/pdf/1000_scs.pdf.

“The state has failed to provide sufficient oversight on IT contracts. Local 1000 members are stepping up to challenge illegal contracts and save taxpayers’ money.”

—**Kevin Menager**

Staff Programmer Analyst, FTB



Human Resource Failure

IT Staffing Practices Need Greater Scrutiny

As reported in the previous section, the SPB is consistently ruling to overturn inappropriate IT contracts, yet these decisions are having little immediate impact on staffing trends or expenditures. It would be far more efficient for the Legislature to ask the following questions and then develop public policies to ensure long-term cost savings for the tax-paying public.

- Are departments being offered and/or taking advantage of in-house training to reduce unnecessary dependence on contractors? Is the failure of departments to provide training to state staff in skill areas that are regularly contracted-out, creating an artificial dependence on contract staff?
- Are departments engaged in regular, ongoing and appropriate recruitment efforts for IT professionals?
- Do departments hold regular exams for IT classifications whose job specifications cover the type of work being contracted-out?
- Do departments use highly detailed, complex duty statements to discourage prospective job seekers from applying for state work?
- Do departments use implausible justification for contracts, such as “temporary or occasional in nature” even though contractors continue to perform the same duties for many years through the serial use of “temporary” contracts?
- Do departments require and enforce “knowledge transfer” language in personal service contracts which would build in-house capacities and skills?
- Do departments use salary “savings” from vacant IT civil servant positions to fund IT personal services contracts that cost far more than the so-called salary “savings?”
- Are departments engaging in chronic understaffing of IT positions to create an artificial need to contract-out work?
- Are state IT professionals being paid non-competitive salaries, and is this increasing turnover and therefore artificially creating the need to contract-out at much higher costs?

“DHCS has had a contractor working since 1997. Clearly if a contractor has been performing a job for the state for more than 11 years, it really is maintenance and therefore should be done by a state worker.”

—**Kim Maun**

Staff Programmer Analyst, DHCS



Recommendations

Strengthen Controls, Require Transparency, Increase Knowledge Transfer and Professional Development

California has an opportunity to join other states, as well as private companies, that are saving on IT expenditures, providing IT services more efficiently, and investing more wisely in their IT workforces.

The state should consider the following recommendations to reduce dependence on contract staff, invest in our state workforce, and save hundreds of millions of dollars in the next few years:

I. Strengthen the Control Process

Staffing levels at DGS and SPB must be at adequate levels in order to ensure proper oversight, review and adjudication of all IT personal services contracts. New operational practices at DGS and SPB should be adopted to discourage the use of these personal service contracts.

- A. DGS must require departments to detail recruitment and retention efforts when they claim civil service employees are unavailable to perform the duties being contracted-out.
- B. DGS should require departments to demonstrate that temporary contracts are not being serially “rolled-over” as means to circumvent prohibitions on contracting-out. For example, DGS should require departments to provide a detailed analysis of a contractor’s/consultant’s history performing work for that agency. Has the contractor been granted “temporary” contracts in the recent past? If so, how often and when? Have contracts been renewed on a regular, ongoing basis? Have the contractors completed work in the time frames required by the contracts and have they adequately transferred knowledge to staff?
- C. DGS must require departments to affirmatively demonstrate that so-called “technical” requirements “justifying” contracts are not covered by the class specifications of any civil service classifications.
- D. DGS staff and state agency staff should be trained to interpret and apply 19130(b) exemptions in a manner consistent with SPB rulings. Contracts are still being approved by DGS, Department Directors and Agency Secretaries on the basis that authorized budgeted positions were not available to perform work being contracted-out even though SPB has unequivocally ruled that this is not a legitimate basis for contracting-out. An analysis is needed as to why IT positions are not being approved while contract dollars are appropriated.

- E. SPB decisions overturning contracts should more concretely direct departments to remedy staffing problems. Departments must be made to develop plans with timelines and measurable benchmarks to reduce reliance on contract staff. Departments should appoint a resolution task force that works with IT civil servants to develop a process and timeline to in-source work contracted-out.

II. Require Greater Transparency

The public has a right to know, and the Legislature needs to know, how tax dollars are being spent. IT contracts typically cost state agencies far more than having the work performed by state workers.

- A. The Legislature should require departments to report the amount of money being spent on personal services and consulting contracts as well as associated staffing levels measured in PY or FTE terms.
- B. We encourage the Legislature to pass legislation that increases transparency, like AB 2603 (Eng).

III. Strengthen and Enforce Knowledge Transfer Requirements

Both private sector companies and public agencies are successfully using contractors in the short-term who transfer skills and knowledge to their IT workers during the term of the contract. In California, however, inadequate contract design and oversight continues our dependence on more costly contract services and increases our exposure to service interruptions and security breaches. In addition, there is the appearance of inappropriateness and even conflicts of interest when contractors fail to adequately train state workers, because they may have a financial stake in the state's continued dependency on their services.

- A. All IT contracts for consulting or personal services contracts should require that the contractors work with agency staff to define and complete measurable goals to adequately train civil service employees to perform the services contractors are providing.
- B. Departments, rather than contractors, should monitor and enforce these requirements and should make all future contracting activity conditional on demonstrated knowledge transfer.
- C. Contractors should not receive the contract payment in full until they demonstrate that knowledge transfer is complete. Those who fail to abide by knowledge transfer requirements should be barred from all further contracting with the state.

IV. Make Equity, Opportunity and Professional Development a Priority

The state needs to make workforce investment for IT professionals a top priority.

- A. The state must improve its recruitment and retention efforts by paying competitive wages, offering long term career opportunities, and investing in workforce development by devoting resources to training. Budget cuts that reduce expenditures on training are penny-wise and pound foolish because they foster dependence on more costly contractors.
- B. The state must fast-track current efforts to implement a new classification, testing, and hiring process for IT professionals. It should be easier to hire a state worker than a contractor but under the current structure of incentives and controls the opposite is true.²²
- C. Departments must be directed to review their hiring process to determine why it is such a lengthy process. It is not uncommon in large departments to take up to three months or more, after candidates have been interviewed and selected, to “complete the paperwork” before a new employee can report for the first day of work.
- D. The state must implement the policy recommendations for testing changes made by the California Research Bureau in November 2006.²³ The state should centralize and hold regular, ongoing, open online IT exams for all IT professionals for all levels of professional development, including entry-level, journey level, and advanced skill levels. SPB should centralize online departmental access to lists of eligible applicants and should facilitate rapid appointment.
- E. The state must take action to address impending workforce succession problems. Forty percent of the state’s aging IT workforce, 3,120 individuals, will be eligible to retire within the next three to five years. Given the large number of anticipated future vacancies, the state must prioritize development of an IT Apprenticeship Program. The state currently has an agreement with SEIU Local 1000 to develop such a program, but its start is tied to completion of a revamping of the state’s outdated IT classifications.
- F. The State must treat workers with dignity and respect. A good workplace environment is critical to retaining quality employees.

22 “The IT managers we interviewed feel caught between a personnel system that does not work well to meet their needs and the mandate to complete critical projects within tight deadlines and budgets. These managers report that the state’s outdated civil service classifications and the slow recruitment and testing systems have contributed to an increasing reliance on outside contractors to get the job done,” Alicia Burgin. “The State’s Information Technology Hiring Process: Suggested Reforms,” California Research Bureau, November 2006, page 4.

23 Alicia Burgin. “The State’s Information Technology Hiring Process: Suggested Reforms,” California Research Bureau. November 2006.

“We have contractors that were with the state in 1993 and were transferred to DCSS when it was formed, in 2000, as if they were state employees.”

—**Thomas Perine**
Staff Programmer Analyst, DCSS



SEIU Local 1000

The largest union of California state employees

SEIU Local 1000 represents approximately 7,800 Information Technology professionals in 29 classifications working at nearly all of the state's agencies.²⁴

IT professionals represented by Local 1000 provide support, and administer and are involved in every part of state business that depends on information technology; their responsibilities include:

- Administer the state's electronic communication networks;
- Administer databases that house information on taxpayers, medical providers and professional licensees;
- Provide security and support for state departments' and agencies' networks and databases;
- Develop and maintain computer programs utilized in the daily delivery of public services, including tax collection systems, assistance payments, child protection systems, monitoring the availability of electricity, payments to doctors and hospitals, coordinating equipment and resources to respond to emergencies, and a myriad of other services.

²⁴ Classifications include Programmers, the Programmer Analyst series, the Information Systems Analyst series, System Software Specialists, Information Systems Technicians, and Computer Operators.

NOTES





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