



2019 STRATEGIC PLAN



DEPARTMENT *of* GENERAL SERVICES

Table of Contents

2

A Message from the Director

4

Strategic Foundations

Mission

Our Vision

Values

Strategic Direction

8

2019 Strategic Plan Goals

50

DGS By the Numbers: 2018

52

Collaborative Working Groups and Customer Forums

57

DGS Management

Connect With Us in 2019

Follow us on social media to stay up to date on DGS throughout the year.



facebook.com/
CalDGS



twitter.com/
CalifDGS



youtube.com/
CalifDGS



dgsnewswire.
wordpress.com



instagram.com/
DGSCalif



A Message *from* the Director



As we embark on 2019, it is my pleasure to introduce the Department of General Services' (DGS) annual Strategic Plan.

This plan, like those we created over the prior three years, is full of ambitious goals—each a challenge to achieve, pushing DGS to stretch beyond the ordinary into new ways of thinking and acting. We embrace these challenges because our customers deserve our best efforts. And now that we've seen how setting the bar high yields remarkable results, we are more motivated than ever to strive for excellence.

To some, the idea of an annual strategic plan might seem contradictory. How can we act strategically if we set and accomplish new goals each year? Admittedly, this is a daunting and fast-paced cycle, and because the goals are lofty, we know it may not be possible to complete all of them. But over the last three years, we have learned and adjusted our approach to ensure that our annual goals are aligned with our longer-term vision, and we know that completing the majority of them constitutes victory. Since our first annual strategic plan in 2016, DGS has completed 146 goals, and we're tracking 57 goals for 2019, four of which are being continued from our 2018 plan. Within these pages, we document the strategic themes that guide our long-term direction and describe the goals that each division and office has established for itself and the services it provides.

Change is relentless and inevitable, but at DGS, we embrace it because we know progress can't happen without it. The 2019 Strategic Plan is our public commitment to thoughtful, deliberate changes that advance our capabilities and benefit our customers. We know that obstacles may arise, but the vision and goals we pursue strengthen our ability to drive change rather than just react to it. Together, with our customers and partners, we are changing DGS and state government operations for the better.

Sincerely,

DANIEL C. KIM | DIRECTOR



Strategic Foundations

The Department of General Services (DGS) serves as business manager for the state of California, with more than 3,500 employees and a budget in excess of \$1 billion. DGS helps California state government better serve the public by providing a variety of services to state agencies through innovative procurement and acquisition solutions; creative real estate management and design; environmentally friendly transportation; and funding for the construction of safe schools.

MISSION

DGS serves the state as its business manager. Our mission is to:

Deliver results by providing timely, cost-effective services and products that support our customers, while protecting the interests of the state of California.

OUR VISION

At DGS, our vision is:

Excellence in the business of government.

We strive to achieve excellence by providing our customers with the products and services they need in a professional, value-added way.

VALUES

At DGS, we have a set of core values that provide an important foundation for how we conduct ourselves and our business.

These values are:

- **Integrity:** We do the right things for the right reasons.
- **Accountability:** We hold ourselves and each other responsible for all that we do.

- **Communication:** We listen and share information openly, honestly and respectfully with the goal of mutual understanding and transparency.
- **Excellence:** We strive for the best for each other and our customers.
- **Innovation:** We cultivate ideas and implement improvements throughout our organization.
- **Teamwork:** We value and respect our organizational diversity and work together to achieve great results.

STRATEGIC DIRECTION

In 2017, we identified five strategic themes, which remain relevant to our 2019 Strategic Plan. The themes clarify the direction in which we want to move the organization. The strategic direction themes are:



Collaborative: We solicit input from our partners to collectively improve our outcomes.



Consultative: We offer counsel and advice so our customers can maximize benefit and mitigate risk.



Sustainable: We serve as good stewards of state resources and help “green” government.



Data-Informed: We use and share data to make better decisions for ourselves and our customers.



Effective: We continuously develop ourselves so we can better serve our customers.



2019 Strategic Plan Goals

The Department of General Services serves as business manager for the state of California.

DGS offers perhaps the most diverse set of services in all of California state government. Our employees do everything from managing construction projects to procuring vital equipment to overseeing a statewide vehicle fleet – and much, much more.

10 Procurement Division

13 Real Estate Services Division (RES D)

16 Office of Sustainability

20 Facilities Management Division (FMD)

22 Division of the State Architect (DSA)

24 Office of Administrative Hearings (OAH)

26 Interagency Support Division

27 Office of Fleet and Asset Management (OFAM)

30 Office of State Publishing (OSP)

31 California Building Standards Commission (CBSC)

32 Office of Public School Construction (OPSC)

34 California Commission on Disability Access (CCDA)

36 Administration Division

37 Enterprise Technology Solutions (ETS)

38 Office of Fiscal Services (OFS)

39 Office of Human Resources (OHR)

40 Office of Business and Acquisition Services (OBAS)

41 Office of Risk and Insurance Management (ORIM)

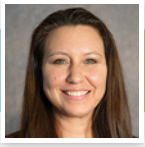
42 Director's Office

43 Office of Audit Services (OAS)

45 Office of Legal Services (OLS)

46 Office of Strategic Planning, Policy and Research (OSP PR)

48 Equal Employment Opportunity Office (EEO)



ANGELA SHELL | DEPUTY DIRECTOR AND
CHIEF PROCUREMENT OFFICER, PROCUREMENT DIVISION

Procurement Division

The Procurement Division establishes policies and procedures used by all state agencies in their purchasing and contracting activities. Our strategic direction is to provide state departments with innovative and sustainable contracting solutions and tools contributing to state government's ability to efficiently and effectively meet the needs of the citizens of California. The following 2019 goals support this vision by streamlining processes to maximize efficiency and maintain a customer focus in a technologically evolving culture.

- **Conduct the first Procurement Innovation Sprint on behalf of CAL FIRE.** In collaboration with the California Department of Technology (CDT) and CAL FIRE, DGS will develop a request for innovation and choose one or more finalists who will develop demonstration projects to help CAL FIRE prevent, detect or forecast fires by the fall of 2019.
- **Develop a plan to reduce the state's cost for prescription drugs by negotiating and leveraging bulk purchasing agreements.** DGS, in consultation with the California Pharmaceutical Collaborative, will prioritize the top 25 prescription drugs for which the state will initiate negotiations for bulk purchasing agreements. By 2019, DGS also will develop a framework to enable private purchasers to leverage the state's bulk purchasing agreements.
- **Combine State Contracting Manual volumes 2, 3 and F and update them to align with current procurement processes.** The Procurement Division is responsible for managing and maintaining the State Contracting Manual (SCM) volumes 2 and 3, and the volume on the Financial Information System for California (FI\$Cal). Maintaining three volumes is challenging

and duplicative; by consolidating three volumes into one, the risk of errors will decrease and changes will be more uniform and consistent. The time frame to deliver policy changes to our customers will also decrease, eliminating the time and complexity of having to consult multiple SCM volumes.

- **Design and implement new online, self-paced CalPCA Basic Acquisition Certificate modules.** Under Executive Order D-55-02, DGS' California Procurement & Contracting Academy (CalPCA) is tasked with providing acquisition training for all state agencies under DGS oversight. Foremost in CalPCA curriculum is the Basic Acquisition Certificate learning path, covering fundamental laws, regulations, practices and procedures. The new modules will provide essential acquisition training to buyers statewide without incurring travel costs, improve agencies' acquisition practices, and allow agencies to maintain or raise purchase authority accreditation levels.
- **Roll out the Non-Competitively Bid justification portal.** The Procurement Division is responsible for reviewing and approving Non-Competitively Bid (NCB) contract justification requests for all departments with procurement authority. The portal will provide a single, statewide automation tool for requests. Departments will be able to track internal approvals, NCB submissions to DGS, and the stages of DGS' NCB review and approval workflow. DGS and the CDT are partnering to offer a single web portal for customer departments to submit NCBs to DGS or CDT.
- **Identify information technology opportunities for developing a tool that provides sustainable purchasing guidance, a data warehouse, and tracking and reporting for state departments.** DGS is responsible for providing state agencies with information and assistance regarding environmentally preferable purchasing (EPP), including promoting EPP and developing strategies and training to implement it. The tool will provide a web-based solution for state buyers to identify and track information on environmental and social impacts such as greenhouse gas emissions, global

warming potential, energy and water consumption, life-cycle costs and human health concerns related to the specific goods and services procured. This is a multiyear goal.

- **Deploy new EPP training.** DGS will provide training to state agencies on implementing EPP requirements (such as green specifications) through procurement opportunities. The training will provide state buyers with information on the tools and standards for EPP, creating an awareness of and support for furthering the state's sustainable purchasing efforts.



Real Estate Services Division

The Real Estate Services Division (RES D) serves as the real estate manager for the state of California and provides a wide range of professional services to state departments, including property acquisition and sale, leasing, design, environmental consulting, construction, project management, and inspection/quality assurance. Our fundamental mission is to ensure state land is being put to its optimal use and to provide state departments with safe and sustainable places of work in their service to the citizens of California.

- **Recommend state properties suitable for affordable housing development.** RES D will conduct a comprehensive assessment of state real property and recommend properties for the development of affordable housing by the state.
- **Begin phase 1 of a comprehensive reconciliation of State Property Inventory data to county records.** RES D will begin working with county assessor data and impacted departments to develop a sequencing plan to reconcile State Property Inventory (SPI) data with county information, and then update property records accordingly. As SPI data is used heavily in state emergency response efforts, having a more complete database of state property will allow DGS to better support those efforts. It will also enable DGS to better manage the state's real property and proactively plan for future real estate needs.
- **Publish a Portfolio Plan to address the disposition/repair of DGS office space outside of Sacramento.** As a companion to the DGS 10 Year Sequencing Plan, the Portfolio Plan will provide direction for the 21 state-owned office buildings (comprising 5.8 million square feet) under DGS jurisdiction outside of the

Sacramento area. Taken together with the 10 Year Sequencing Plan, this will be DGS' first long-term asset management strategic plan for its portfolio of office buildings.

- **Implement Oracle Prime project management software for design/construction projects.** This goal includes the phased rollout of Oracle Prime to staff and customers (including training), and the loading of existing project data into the system. Oracle Prime is an integrated, cloud-based solution that will help RESD improve project management under a single platform. Oracle Prime integrates scope, schedules, cost data, and project documents across the organization and will be integrated with FI\$Cal for actual project costs and cost budgets. Customers will be able to directly access project data for the first time.

- **Implement project management plans for each DGS-managed project.** Project management plans are intended to increase clarity on project roles and expectations with clients, delineate budget and cost assumptions, and mitigate common issues that delay projects. As part of this goal, RESD will ensure that all new projects have signed project management plans and will establish a process by which the master template can be updated on an annual basis to reflect lessons learned.
- **Implement Procore field inspection and quality assurance software.** Procore is a cloud-based solution for construction project documentation that enables real-time mobile access and instantaneous receipt of key documents/notifications by all project participants. Ultimately, the use and application of Procore quality assurance will streamline communications to all project participants by providing better tools, and will increase staff capabilities for day-to-day tasks.





NANCY ANDER
DEPUTY DIRECTOR, OFFICE OF SUSTAINABILITY

Office of Sustainability

The Office of Sustainability develops and implements clean energy strategies and programs for state buildings. As the state faces the physical consequences of climate change, it has become imperative that we take actions in our state facilities to both mitigate climate change and develop more resilient infrastructure. We lead by example and implement programs in the areas of clean renewable energy development, energy efficiency retrofits and electric vehicle charging infrastructure. Additionally, we support many other key areas of sustainability for state facilities, including zero net energy (ZNE) policy development, LEED (Leadership in Energy and Environmental Design) certification, state building benchmarking, and recycling policy development to support DGS and other departments in greening state facilities. Going forward, our focus will be to develop and implement strategies to reduce carbon emissions in our state facilities. To this end, in 2019, the Office of Sustainability will:

- **Reduce carbon emissions from state facilities by implementing energy-saving retrofits to reduce energy use in buildings by 6 million kilowatt hours.** Since 2017, the Office of Sustainability has saved 6 million kilowatt hours (MkWh) through energy retrofits in state facilities and is targeting a total savings of 20 MkWh by 2021. Energy efficiency is first in the loading order established in California's Energy Action Plan, and harvesting cost-effective efficiency remains the lowest cost option to reduce energy use and carbon emissions from our state facilities.

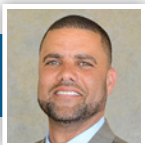


- **Support the 2045 statewide goal of procuring 100 percent renewable energy by installing 10 megawatts of renewable energy systems in state facilities in 2019.** The Office of Sustainability has installed 50 megawatts (MW) of renewable energy systems onsite at state facilities and has a cumulative target of 100 MW of renewable energy systems by 2021. In order to address events in California induced by climate change, such as unprecedented wildfires, the state is establishing aggressive policy directions to reduce greenhouse gas emissions. Senate Bill 100 (De León, Chapter 312, Statutes of 2018) establishes the most far-reaching goals for renewables in California to date. DGS is pursuing options for both onsite and offsite renewables, which are critical to achieving carbon neutrality goals in less than 30 years.

- **Support the reduction of carbon emissions from transportation by installing 170 electric vehicle charging ports to service over 300 vehicles.** To date, DGS has installed more than 1,000 charging ports to serve both fleet and employee charging needs. By 2025, DGS is targeting installing nearly 6,000 charging ports in state facilities. As this new and emerging industry evolves and new technologies are introduced in the market, DGS will need to adapt to new technology options, vehicle-to-grid opportunities, market adoption rates and customer usage patterns.

Transportation alone accounts for 40 percent of the greenhouse gas emissions in the state. Executive Order B-48-18 recognizes the criticality of aggressively addressing this emission source and establishes a goal of 5 million electric vehicles on California roads by 2030. It will be essential to build sufficient infrastructure to meet the demands of the anticipated electric vehicles on California roads.





JEMAHL ÄMEN
DEPUTY DIRECTOR, FACILITIES MANAGEMENT DIVISION

Facilities Management Division

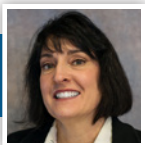
The Facilities Management Division (FMD) takes care of our state assets, ensures a healthy working environment for our tenants and staff, and strives to deliver excellent customer service. FMD's long-term vision is to increase our ability to address deferred and preventive maintenance in our buildings while setting the bar for industry standards as they relate to project management, custodial services, trades services and building management. The following 2019 goals support our purpose and strategy by focusing on customer service and greater program efficiencies.

- **Establish and implement an FMD Project, Contracts and Data Management Team.** FMD will not only manage contracts after being issued to contractors, but will serve as industry

experts that help building staff enforce contract provisions more consistently. This will result in significant cost savings for the state as well as tenants recognizing an increase in service delivery, a decrease in repair time, and improvement in the quality of repairs.

- **Roll out a new inventory management tool.** FMD will create a substantive inventory management tool and processes to capture, organize, analyze and predict future needs regarding building supplies, tools and equipment. This new system will benefit FMD customers by enabling better management of our inventories, more proactive maintenance, and quicker responses to tenant needs and concerns. This is a multiyear goal with procurement being completed in 2019.
- **Roll out statewide engineer and maintenance mechanic training.** FMD operations staff will undergo more training to develop a more informed, confident and proactive staff that is better equipped to maintain our buildings at a higher standard. Completion of this training will provide significant cost savings to the state since fewer dollars will be paid to external service providers. It will also benefit our tenants by ensuring that they receive more timely repairs and operational assistance while dramatically increasing preventive maintenance completion rates.





IDA CLAIR

ACTING STATE ARCHITECT, DIVISION OF THE STATE ARCHITECT

Division of the State Architect

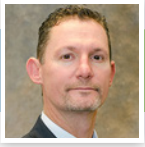
The Division of the State Architect (DSA) will continue to ensure the safe construction of public K–12 schools, community colleges, and various other state-owned and leased facilities. DSA will improve effectiveness by enhancing its role as a “trusted advisor” with clients and stakeholders. To this end, in 2019, DSA will:

- **Establish a sustainability team that will drive ideas for decreasing energy and water consumption in school districts and increase the quality of the educational environment.** DSA will contribute to more efficient school facilities through careful review and increased consultative advice and education to school districts. This will not only reduce lifetime energy costs, but also improve the learning environment for staff and students through improved indoor air quality, natural daylight and thermal comfort.
- **Increase outreach to educate current community college students in the design and construction fields about the project inspector program as a viable and rewarding career choice.** To help school districts deliver construction projects quickly and provide them with greater choice and flexibility, DSA will identify and deploy methods to increase the number of school project inspectors entering the project inspector program in the future.
- **Implement a learning management system.** DSA will develop and conduct training through an online learning management system that will provide greater flexibility for current clients and staff while creating considerable cost savings for DSA clients' and trainers' travel expenses. This will allow DSA to

expand its outreach to school districts, facility managers, and school facility design professionals. In 2019, DSA will launch a learning management system to provide multifaceted training to additional audiences, with a goal that it becomes the go-to source for affordable, easily accessible high-quality training.

- **Implement a standard electronic payment system for all DSA programs.** DSA will work with the appropriate DGS programs to identify, secure and deploy a central electronic payment processing system for all DSA programs.





ZACKERY MORAZZINI | DIRECTOR AND CHIEF ADMINISTRATIVE
LAW JUDGE, OFFICE OF ADMINISTRATIVE HEARINGS

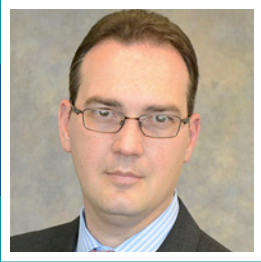
Office of Administrative Hearings

The Office of Administrative Hearings (OAH) provides a neutral forum for fair and independent resolution of administrative disputes between government entities and members of the public. Our strategic direction is to maximize efficiencies to enhance our ability to provide the highest quality services to the parties appearing before us. The following 2019 goals support this strategy by enabling us to perform our services more efficiently, allowing us to focus on providing timely due process to the parties appearing at our hearings, mediations and other administrative events.

- **Enter next phase of case management system procurement to map workflow and develop functional requirements.** OAH will work with DGS' Enterprise Technology Solutions office to identify and contract with a consultant to map all OAH workflows and develop functional requirements for the new case management system, including all data points for analytics. Implementation of the system will increase efficiencies in case processing and management, improve access to workload data for data-informed decision-making, and increase e-Filing capabilities.
- **Create a data-informed workload projection.** OAH will update data used for analysis and develop new queries to identify trends in cases by geographic location and agency. The new analytical information will enable OAH to better predict workloads and thereby apply resources most efficiently for the benefit of our customers.

• 2018 Strategic Plan Goal





BRENT JAMISON | DEPUTY DIRECTOR,
INTERAGENCY SUPPORT DIVISION

Interagency Support Division

The Interagency Support Division (ISD) consists of five highly diverse programs: the California Building Standards Commission (CBSC), the California Commission on Disability Access (CCDA), the Office of Fleet and Asset Management (OFAM), the Office of Public School Construction (OPSC), and the Office of State Publishing (OSP). These programs provide a wide variety of business and support services to government agencies and industry stakeholders. In 2019, ISD programs will continue to execute strategic deliverables that are focused on long-term operational improvements/efficiencies, transparency, data analytics, and stakeholder education.



EVAN SPEER
CHIEF, OFFICE OF FLEET AND ASSET MANAGEMENT

Office of Fleet and Asset Management

The Office of Fleet and Asset Management (OFAM) helps state agencies fulfill their missions by providing cost-effective and environmentally conscious travel, transportation, and asset management services. OFAM's strategic direction is to improve the efficiency with which we serve our customers, provide guidance and policy to reduce overall state operating costs, and ensure the continued reduction of greenhouse gas emissions and petroleum usage associated with the state fleet. The following 2019 OFAM strategic goals support these objectives through process improvements, technological innovations and environmentally sustainable transportation solutions, along with the adoption and expansion of value-added services. In 2019, OFAM will:

- **Create and implement a preventive maintenance plan for each DGS-managed parking facility.** To capitalize on the efficiencies gained through the consolidation of parking management at DGS, OFAM will create and implement customized preventive maintenance plans for each of the 23 DGS parking facilities. Each plan will detail the preventive maintenance needs and frequency at that facility. These plans will help ensure that each facility is serviced in an efficient, clean and sustainable manner specific to that location's needs.
- **Acquire and implement a statewide fleet asset management system (year one of a five-year goal).** Collecting and managing statewide fleet inventory and utilization data is required for a variety of analysis and reporting mandates. Currently, departments manage and upload their own fleet data to DGS' Fleet Asset Management System (FAMS), which is inefficient and duplicative. Starting in 2019, OFAM will begin

a five-year process to develop and implement a singular statewide fleet asset management system, which will be fully integrated with the state's contracted telematics service. Once fully implemented, this system will significantly improve data collection and integrity, while reducing the time and resource commitments from customer agencies to provide fleet data. For 2019, OFAM will procure a fleet asset management system that can meet the majority of state fleet management needs and can be easily scaled.

- **Implement a medium- and heavy-duty zero-emission vehicle policy.** In order to further reduce the state fleet's petroleum consumption, OFAM will continue to promote alternative fuel vehicles and alternative fuels. Building upon the state's highly successful adoption of light-duty zero-emission vehicles (ZEVs), OFAM will expand ZEV adoption to medium and heavy-duty vehicles. In 2019, OFAM will implement a policy mandating the purchase of ZEVs for medium- and heavy-duty vehicle class categories where feasible. This policy will promote emerging technologies and help guide the market as more medium- and heavy-duty ZEVs become available, and allow the state to replace high-pollution medium- and heavy-duty vehicles with ZEVs.

- **Issue statewide policy on the storage and charging of take-home zero-emission vehicles.** Many vehicles in the state's fleet are authorized to be taken home by employees who regularly work in the field when it is more efficient and cost-effective. The increased adoption of ZEVs requires charging infrastructure for those vehicles not regularly returned to an office location. OFAM will issue and implement a policy that facilitates the installation of electric vehicle charging infrastructure at an employee's home and establishes the acceptable reimbursement rate for electricity usage during charging.
- **Increase the Statewide Travel Program's local government accounts by 15 percent.** The Statewide Travel Program (STP) provides the most economical rates and fares to its customers by leveraging the buying power of the state's total travel spend. Local governments comprise 49 percent of the STP's customer base, which – when combined and leveraged with state agency spend – saves the state over \$5 million annually. To further support its mission and increase the overall travel volume that can be leveraged to achieve higher discounts and incentives in the contracting process, STP will increase usage by local governments by 15 percent, adding \$9 million in local government agency user accounts in 2019.





JERRY HILL
STATE PRINTER, OFFICE OF STATE PUBLISHING

Office of State Publishing

For over 169 years, the Office of State Publishing (OSP) has provided critical services to California state government operations. Just as in 1850, OSP remains committed to our customers and their evolving demands for high-quality products and publishing services. Because publishing today encompasses multichannel solutions, no longer just ink on paper, OSP provides innovative printing solutions utilizing cutting-edge technology in design, offset print, digital print, finishing and mass mail services. Our 2019 goals support our commitment to the future by modernizing OSP's main operational facility and promoting our Imaging and Electronic Document Management System (EDMS), which will reduce the state's reliance on paper documents. Specifically, in 2019, OSP will:

- **Implement phase 4 of OSP space consolidation project (relocation of the OSP main plant facility).** OSP is engaged in an ongoing effort to modernize its operations, create efficiencies, build economies and reduce its costs. A key component of this effort has been the multiyear process to relocate from its antiquated and deficient main plant facility and into a more modern, cost-effective, and environmentally friendly facility vastly better suited for OSP's operations. Phase 4 represents the final phase of our main plant relocation effort, which includes the complete relocation of OSP's main plant personnel and equipment to the new facility.
- **Increase production on the Imaging and EDMS program to 5.6 million annual images.** OSP's Imaging and EDMS is an emerging business opportunity that reduces the state's reliance on paper documents and improves the security of information. EDMS converts paper documents into a digital format, and the digital files are then stored in a secure integrated electronic repository. EDMS started production in 2017; in 2019, OSP will increase EDMS production to 5.6 million annual images.

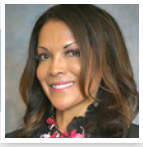


MIA MARVELLI | EXECUTIVE DIRECTOR,
CALIFORNIA BUILDING STANDARDS COMMISSION

California Building Standards Commission

The California Building Standards Commission (CBSC) administers the many processes related to the transparent development, adoption and publication of the California Building Standards Code, Title 24, California Code of Regulations. Title 24 serves as the basis for the design and construction of buildings in California to safeguard public health, safety, sustainability and accessibility. CBSC's vision is to ensure the statewide building code development and adoption process is efficient and effective, and that Title 24 protects and reflects California's interests. For 2019, CBSC will pursue a strategy to increase educational outreach to the public, stakeholders and other government agencies.

- **Enhance and expand CBSC's education and outreach video library.** CBSC educates stakeholders, other government agencies and the general public on the development, adoption, publication, and updating of building standards. In 2019, CBSC will expand upon its video library by creating two additional educational videos on topics that may include matrix adoption tables, the local ordinance process, public meetings and the California Green Building Standards Code (CALGreen). The videos will be posted on the CBSC website to provide instant, 24/7 access to the information.



LISA SILVERMAN | EXECUTIVE OFFICER,
OFFICE OF PUBLIC SCHOOL CONSTRUCTION

Office of Public School Construction

The Office of Public School Construction (OPSC) conducts outreach to school districts seeking construction funding, processes grant applications for school construction projects (including charter school facilities, career technical education, financial hardship, and health and safety grants), and assists school districts throughout the life cycle of school construction projects. OPSC also advises state agencies, school districts, and local auditors in K–12 audit guidelines and procedures. Since 1998, the School Facility Program has provided close to \$35 billion to construct nearly 52,000 new classrooms and modernize nearly 135,000 classrooms. OPSC's mission is to enrich the lives of California's schoolchildren as stewards of the taxpayers' commitment to education. To further its mission, in 2019, OPSC will:

- **Award first round of \$37.5 million in grants for Full-Day Kindergarten Facilities Program.** Assembly Bill 1808 authorized \$100 million in General Fund money to construct new school facilities or retrofit existing school facilities for the purposes of providing full-day kindergarten. OPSC will establish a program to award funds to districts where inadequate or nonexistent facilities are the barrier to offering a full-day kindergarten program. In 2019, OPSC will process the funding for \$37.5 million of this allocation, assisting a first set of school districts to take advantage of this program.
- **Participate in the state of California's Open Data Portal and publish data sets to OPSC's website.** To promote transparency and accessibility of information, OPSC will participate in the state of California's Open Data Portal. OPSC will publish School Facility Program funding information, charts, graphs and maps to provide information to interested school districts, legislative members, and interested stakeholders. Providing easy access to the data further promotes accountability for bond funds.





ANGELA JEMMOTT | EXECUTIVE DIRECTOR,
CALIFORNIA COMMISSION ON DISABILITY ACCESS

California Commission on Disability Access

The mission of the California Commission on Disability Access (CCDA) is to promote disability access in California through dialogue and collaboration with stakeholders including, but not limited to, the disability and business communities as well as all levels of government. CCDA is empowered by statute to act as a disability access compliance information resource; gathering and disseminating data to stakeholders and the public on the various types of construction-related physical access violations alleged in pre-litigation letters and complaints. CCDA's 2019 strategic goals are intended to promote efficiency in data collection and analysis and further CCDA's mission to improve access for all Californians. Specifically, in 2019 CCDA will:

- **Implement phase 2 of the Electronic Data Collection Project:**
Create a database for data collection. CCDA developed the Electronic Data Collection Project to make its review of pre-litigation letters and complaints for construction-related accessibility claims more efficient and environmentally friendly, and to promote better data analysis. In 2018, CCDA completed phase 1 of the project by implementing an electronic transfer and storage process for previously reviewed files. In 2019, CCDA will enter the second phase of this effort through the creation of a secure database and a web-based form that will allow the legal community to submit claims electronically to CCDA.



★ 2018 Strategic Plan Goal

- **Conduct a research study on state accessibility compliance and coordination efforts (year one of a two-year goal).**

To further its mission of promoting access for all Californians, CCDA will partner with a research university to develop and conduct a survey of state government operations and the effectiveness of Americans with Disabilities Act (ADA) coordinators with regard to disability access. In 2019, CCDA will organize study participants from multiple state agencies and publish a roster of statewide ADA coordinators. CCDA and the partner university will create a scope of work/research proposal by the end of the year.





ANDREW STURMFELS | DEPUTY DIRECTOR,
ADMINISTRATION DIVISION

Administration Division

The Administration Division provides a full array of administrative support for the Department of General Services. The Administration Division is comprised of five divisions: Enterprise Technology Solutions (ETS), Office of Fiscal Services (OFS), Office of Human Resources (OHR), Office of Business and Acquisition Services (OBAS), and Office of Risk and Insurance Management (ORIM). Our vision as the Administration Division is to lead the state in delivering administrative services that are effective, customer-focused, modern and transparent. Each Administration Division office will strive to be an exemplary model for operations and a statewide leader in delivering administrative services. Our strategies for how we'll get there fall into these four categories:

- **Focus on the foundation**
- **Modernize operations**
- **Provide outstanding service through communication and collaboration**
- **Build trust with transparency**

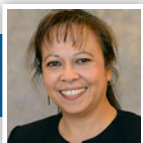


GARY RENSLO | CHIEF INFORMATION OFFICER,
ENTERPRISE TECHNOLOGY SOLUTIONS

Enterprise Technology Solutions

Enterprise Technology Solutions (ETS) provides innovative and effective information technology services that allow DGS to achieve its goals and provide value to its customers. In 2019, ETS plans to deliver effective desktop tools, improve and automate business processes, and leverage cloud-based infrastructure services by achieving the following goals:

- **Launch the migration of DGS storage and systems to the cloud.** ETS will leverage the infrastructure services already available in the public cloud space to provide DGS with greater agility, increased return on investment, and enhanced flexibility while complying with the California Department of Technology Cloud Computing Policy.
- **Implement SharePoint Online for three DGS offices.** ETS will provide a framework to improve DGS-wide internal communication and information-sharing through the implementation of SharePoint Online. This new framework will include governance for SharePoint sites and training to empower "super users" to create and maintain their own collaboration spaces. Further, the framework will foster the consolidation of redundant intranet, internet, and SharePoint information and improve access to essential information.
- **Create accurate, appropriate and timely reporting solutions using FI\$Cal data.** ETS will develop a FI\$Cal reporting portal with standard reports and configurable reporting tools while also providing the related training and user guides. The self-service portal will provide access to multiple data sources and assist internal customers with budgeting, reconciliation and forecasting activities using revenue and expenditure data.



RHONDA BASARICH
CHIEF, OFFICE OF FISCAL SERVICES

Office of Fiscal Services

The Office of Fiscal Services (OFS) coordinates and develops DGS' rate process and coordinates and directs all accounting, budgeting and fiscal reporting activities for the department and client state agencies. In 2019, OFS will strive to provide outstanding fiscal services to its internal and external customers by improving its transparency and communication and modernizing its operations as follows:

- **Establish OFS customer forums for DGS clients.** OFS will implement a monthly forum for customers to improve internal communication on fiscal roles and responsibilities. These forums will help formalize the communication process with DGS program/office staff for changes to policies and procedures.
- **Modernize the DGS Price Book.** OFS will modernize the DGS Price Book website display, increasing usability and improving user search capability.
- **Provide internal and external customers online access to the Architecture Revolving Fund nondirect billing invoices.** OFS will improve service by providing customers online access to Architecture Revolving Fund (ARF) billing invoices for their records, reconciliations and audits.



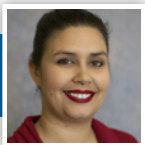
ESTELA GONZALES
CHIEF, OFFICE OF HUMAN RESOURCES

Office of Human Resources

The Office of Human Resources (OHR) provides the full spectrum of human resources services to DGS and 18 client agencies. OHR is focused on a future built from a foundation of transparency and accessibility. OHR strives to increase automation and develop innovative tools and trainings to ensure customers find the information they need, when they need it. For 2019, OHR will:

- **Implement electronic storage of all hiring package documents.** OHR will develop a process to begin centralizing the collection and retention of hiring package documents previously retained by programs. In addition, OHR will transition these packets from paper to electronic storage, reducing paper waste and increasing accessibility to the information.



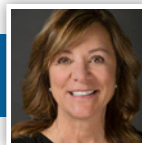


RACHEL GRANT KILEY
CHIEF, OFFICE OF BUSINESS AND ACQUISITION SERVICES

Office of Business and Acquisition Services

The Office of Business and Acquisition Services (OBAS) provides DGS divisions and offices support in goods and services procurement, including contract processing from solicitation to contract execution, FI\$Cal support, and CAL-Card administration. In addition, OBAS provides Ziggurat business services, including auditorium reservations, cubicle moves, mail delivery, mobile phones, commuter services, security and document reproduction. In 2019, OBAS will:

- **Develop and launch certification programs for DGS acquisition analysts, contract administrators, and CAL-Card users.** OBAS will provide customers with tools and training for conducting acquisitions and managing contracts. In addition, OBAS will develop toolkits and training programs for customers.



KIM HUNT
CHIEF, OFFICE OF RISK AND INSURANCE MANAGEMENT

Office of Risk and Insurance Management

The Office of Risk and Insurance Management (ORIM) helps divisions and offices manage their risk. Our strategic direction is to create and optimize services to efficiently protect assets. The following ORIM 2019 goals support this strategy by enabling us to conduct our core functions more efficiently, freeing resources to address additional stakeholder needs:

- **Expand Master Builder's Risk program through approaching and engaging departments with public works authority.** ORIM implementation of this project will improve continuity of state coverage. This will establish a process by which departments enroll projects and develop informational outreach materials that highlight the benefits of the Master Builder's Risk program.
- **Reimagine and refresh DGS health and wellness program.** ORIM will help improve employees' overall mental and physical health awareness, fostering healthier employees who feel happier and more productive. Through this program, ORIM will increase the number of classes, activities, trainings and tools available to assist employees in increasing their overall health and maximize participation by ensuring that all employees are aware of the programs in place.



Director's Office

DGS



DANIEL C. KIM
DIRECTOR, DEPARTMENT OF GENERAL SERVICES



JEFFREY L. MCGUIRE
CHIEF DEPUTY DIRECTOR



JACQUE ROBERTS
SENIOR ADVISOR, EXECUTIVE OFFICE



ANITA KUNG
SPECIAL ASSISTANT, EXECUTIVE OFFICE

DGS



ANDY WON
DEPUTY DIRECTOR, OFFICE OF AUDIT SERVICES

Office of Audit Services

The Office of Audit Services (OAS) provides the director of DGS with an independent, objective assurance and consulting activity designed to improve DGS' operations and ensure that the department's oversight responsibilities are carried out. Our strategic direction is to model the way for statewide compliance and provide agencies with a clear direction for achieving compliance with established requirements. Consistent with this objective, in 2019, OAS will:

- **Develop an automated audit tracking system and annual analysis of all external audit findings to improve statewide compliance.** OAS will record and track audit findings from external compliance audits into a database for each audit engagement. Through the recording and tracking of audit data, trend analysis or pattern recognition will help DGS programs better manage and communicate their oversight responsibilities to external departments and agencies.
- **Develop a customer survey for completed audits and an annual satisfaction report for OAS management.** OAS plans to increase its communication with the state agencies it audits to gather valuable feedback. This will identify opportunities to improve and add value to OAS' audits, allowing OAS to make changes to its audit program as needed.
- **Standardize all external compliance audit reports.** OAS plans to standardize its template for reporting audit findings to ensure consistency and clarity on identified weaknesses. Providing a comprehensive and detailed report on audit findings will assist departments in making improvements in their business management functions and services.

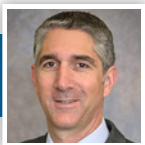
- **Implement an integrated paperless system for managing audits.** In 2019, OAS will develop its plan to implement an electronic system to store all OAS audit documentation, with the goal to implement the new system by 2020. This new system will eliminate hard-copy files and folders, thereby reducing waste and increasing the efficiency of state government.



Office of Legal Services

The Office of Legal Services (OLS) provides leadership and guidance to state departments and agencies as well as DGS' internal divisions and offices regarding the state's contracting and procurement laws and policies. For 2019, OLS plans to achieve the following goals to enhance its provision of services as part of its overall mission and vision of helping government operate more efficiently. To accomplish its goals, OLS continues to employ a strategy to reach out and engage with the state's various departments in order to provide the information and tools they need to successfully execute and implement contracts for services. For 2019, OLS proposes to complete the following goals:

- **Provide online information and training related to public contracts for services.** OLS will produce and post to DGS' website educational modules summarizing topics of broad interest and importance to internal and external contracting staff. Materials will include interactive testing components to ensure information is successfully conveyed.
- **Provide online information on the status of contracts for services.** OLS' database regarding the status of services contracts that have been submitted for review and approval will be available online, allowing contracting agencies and their staff to independently track and confirm the status of their contracts.
- **Facilitate the preservation of state agencies' trademark rights.** OLS' Intellectual Property Program will assist agencies in conducting a statewide inventory of trademarks that may be protectable through formal registration with the U.S. Patent and Trademark Office.



CHARLES TOBIA | DEPUTY DIRECTOR,
OFFICE OF STRATEGIC PLANNING, POLICY AND RESEARCH

Office of Strategic Planning, Policy and Research

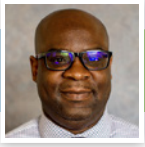
The Office of Strategic Planning, Policy and Research (OSPPR) is focused on improving organizational effectiveness throughout DGS so that our divisions and offices can better deliver value to their customers. To do this, we will deliver easy-to-use organization-wide tools, processes, and consultative services that support DGS divisions and prepare employees to succeed. Specifically, in 2019, OSPPR will:

- ★ • **Implement the Blackboard learning management system to enable better planning and decision-making with regard to staff development.** DGS has adopted Blackboard as our learning management system and intends to leverage this system to help develop DGS employees so they can better carry out their roles and adapt to an ever-changing business environment. Blackboard will be the database record for employee training, where we will introduce learning paths that clarify training priorities and opportunities for employees based on their roles within DGS.
- **Review and revise the department's policy development tools and processes to ensure that policies are communicated in a standard format.** DGS strives to continuously improve our policy development tools and processes so we can deliver clear and consistent policies for our internal and external customers and stakeholders. To this end, in 2019 OSPPR will standardize all external (statewide) policies. Specifically, OSPPR will conduct a thorough review of management policies, processes and communication templates;

★ 2018 Strategic Plan Goal

OSPPR will also implement changes to improve consistency, clarity and ease of use for statewide policies. As a result, we expect those who implement and/or adhere to DGS policies will expend less effort and have greater success in meeting the intent of DGS policies.





EBENEZER AMPAH
CHIEF, EQUAL EMPLOYMENT OPPORTUNITY OFFICE

Equal Employment Opportunity Office

The Equal Employment Opportunity (EEO) Office is responsible for overseeing DGS' compliance with various federal and state civil rights laws and implementing regulations and executive orders pertaining to employment and services by DGS. The EEO Office uses monitoring systems to achieve its mission to provide a discrimination-free environment in all aspects of employment for employees, applicants and customers. We intend to prevent harassment and discriminatory conduct rather than simply reacting or responding to such behavior. To this end, the EEO Office in 2019 will:

- **Complete and disseminate an EEO handbook for DGS managers and supervisors.** The EEO Office wants all employees to understand expectations of professional conduct, their duty to act and report inappropriate behavior, and the importance of treating individuals with respect and dignity. To this end, the EEO Office will produce an EEO handbook to serve as a guide for managers and supervisors to proactively and expediently address EEO complaints from staff. This will serve as a resource on best practices to ensure compliance with EEO policies. Adopting a preventive approach will help reduce the number of complaints, prevent problems from escalating, and allow for timely and appropriate corrective action.



DGS *By The* Numbers: 2018



146	Strategic Plan goals completed by DGS divisions and offices since 2016.
69	DGS' ranking in the Business Travel News Group's Top 100 U.S. corporate travel programs, based on U.S.-booked airfare spend during the prior year (if the ranking included DGS' travel program).
48,158	Orders completed in 2017 by the Office of State Publishing.
14,095	Cases handled by the Office of Administrative Hearings for state and local agencies.
10,202	School facilities projects certified by the Division of the State Architect.
12,410	Megawatt hours of electricity DGS saved the state by purchasing EnergyStar IT products, the equivalent of powering 1,801 homes annually.
100,000	Megawatt hours of clean, renewable energy generated by DGS' Clean Energy Program, which reduces reliance on fossil fuels and is the equivalent of powering 13,000 homes annually.
5 Million	Gallons of statewide petroleum consumption reduced from the 2014 baseline.
51,000	Vehicles DGS oversees.
1,729	Leases managed for state agencies.
79	DGS-managed facilities totaling approximately 19.5 million gross square feet.
\$1.047 Billion	Goods purchased via DGS contracts by California counties, cities and school districts as of December 1, 2018.
16,996	Small businesses certified as of December 1, 2018.
1,671	Disabled Veteran Business Enterprises certified as of December 1, 2018.

zero emission vehicle
OFFICE OF FLEET AND ASSET MANAGEMENT



DGS
GENERAL SERVICES



Collaborative Working Groups and Customer Forums

DGS Director

Governance Working Groups

General Services Workgroup (GSW)

Fleet and Travel Working Groups

Control Agency Partnership Working Group (Travel)

Partnership Advisory Group (PAG)

Statewide Equipment Council

Customer Collaboration Working Groups

Statewide Tenant Workgroup

Office of State Publishing (OSP) Customer Working Group

Procurement and Contracting Working Groups

State Contracting Advisory Network (SCAN)

DGS Small Business Advisory Council

DGS/Prison Industry Authority (PIA)/California Department of Corrections & Rehabilitation (CDCR) Food Collaboration

High-Cost Drug Acquisition Collaborative

Performance and Environmental Standards

Purchasing Authority Roundtable (PART)

Small Business/Disabled Veteran Business Enterprise (SB/DVBE) Advocate Steering Committee

Other Collaborative Working Groups

Sustainable Building Working Group (SBWG)

Intellectual Property (IP) Advisory Group

This list represents DGS-led working groups aimed at increasing collaboration across state government. For further details on these workgroups and contact information, please visit our website: dgs.ca.gov.

GOVERNANCE WORKING GROUPS

General Services Workgroup (GSW)

JEFFREY L. MCGUIRE

(916) 376-5012 | Jeff.McGuire@dgs.ca.gov

FLEET AND TRAVEL WORKING GROUPS

Control Agency Partnership Working Group (Travel)

BILL AMARAL

(916) 376-3998 | Bill.Amaral@dgs.ca.gov

Partnership Advisory Group (PAG)

BILL AMARAL

(916) 376-3998 | Bill.Amaral@dgs.ca.gov

Statewide Equipment Council

EVAN SPEER

(916) 928-9863 | Evan.Speer@dgs.ca.gov

CUSTOMER COLLABORATION WORKING GROUPS

Statewide Tenant Workgroup

JEMAHL ÄMEN

(916) 376-1695 | Jemahl.Amen@dgs.ca.gov

OSP Customer Working Group

JERRY HILL

(916) 445-5680 | Jerry.Hill@dgs.ca.gov

PROCUREMENT AND CONTRACTING WORKING GROUPS

State Contracting Advisory Network (SCAN)

TERESA SOUSA

(916) 376-5091 | Teresa.Sousa@dgs.ca.gov

DGS Small Business Advisory Council

ANGELA SHELL

(916) 375-4417 | Angela.Shell@dgs.ca.gov

DGS/PIA/CDCR Food Collaboration

ROBERT ULLREY

(916) 375-4431 | Robert.Ullrey@dgs.ca.gov

High-Cost Drug Acquisition Collaborative

EDWARD ACHUCK

(916) 375-4672 | Edward.Achuck@dgs.ca.gov

Performance and Environmental Standards

DANIEL Q. GARZA

(916) 375-4529 | Daniel.Garza@dgs.ca.gov

Purchasing Authority Roundtable (PART)

RICARDO MARTINEZ

(916) 375-4563 | Ricardo.Martinez@dgs.ca.gov

SB/DVBE Advocate Steering Committee

MICHAEL AGUILLIO

(916) 375-4328 | Michael.Aguillio@dgs.ca.gov

OTHER COLLABORATIVE WORKING GROUPS

Sustainable Building Working Group (SBWG)

DANIEL BURGOYNE

(916) 376-5010 | Daniel.Burgoyne@dgs.ca.gov

Intellectual Property (IP) Advisory Group

CHRIS GILL

(916) 376-5112 | Christopher.Gill@dgs.ca.gov



DGS Management

DANIEL C. KIM

DIRECTOR

Jeffrey L. McGuire

Chief Deputy
Director

**Jacque
Roberts**

Senior Advisor,
Executive Office

Anita Kung

Special Assistant,
Executive Office

**Charles
Tobia**

Deputy Director,
Office of Strategic
Planning, Policy and
Research

**Ebenezer
Ampah**

Chief, Equal
Employment
Opportunity Office

**Richard
Handewith**

Partner Business
Executive,
DGS FI\$Cal

DGS
GENERAL SERVICES

**Zackery
Morazzini**

Director and Chief
Administrative
Law Judge, Office
of Administrative
Hearings

**Andrew
Sturmfels**

Deputy Director,
Administration
Division

**Andrew
Sturmfels**

(A) Deputy
Director, Office
of Legislative
Affairs

Ida Clair

(A) State
Architect,
Division of the
State Architect

**Brent
Jamison**

Deputy Director,
Interagency
Support Division

Andy Won

Deputy Director,
Office of
Audit Services

**Jason
Kenney**

Deputy Director,
Real Estate
Services
Division

**Angela
Shell**

Deputy Director
and Chief
Procurement
Officer,
Procurement
Division

**Juan
Vasquez**

Deputy Director,
Special Projects

**Leslie
Lopez**

Deputy Director
and Chief
Counsel,
Office of Legal
Services

**Jemahl
Amen**

Deputy Director,
Facilities
Management
Division

**Monica
Hassan**

Deputy Director,
Office of
Public Affairs

**Nancy
Ander**

Deputy Director,
Office of
Sustainability

Bob Varma

Deputy Director,
Office of
Administrative
Hearings

**Estela
Gonzales**

Chief, Office of
Human
Resources

**Kurt
Cooknick**

Deputy
State Architect

Jerry Hill

State Printer,
Office of State
Publishing

Vacant

Assistant Deputy
Director
Real Estate
Services Division

**Ricardo
Martinez**

Chief, Policy,
Training, and
Customer
Services Branch

**Charleen
Fain-Keslar**

Standards and
Quality Control
Manager,
Engineering
Branch

**Thomas
Patton**

Assistant
Chief
Counsel

**Michael
Scott**

Assistant
Deputy Director
of Project and
Construction
Management

**Michael
Liang**

Assistant
Deputy Director,
Office of
Public Affairs

Mark Siroky

Chief,
Transportation
Unit

Alan Alvord

Presiding Judge,
General
Jurisdiction
Division

**Rhonda
Basarich**

Chief, Office of
Fiscal Services

Gary Renslo

Chief
Information
Officer,
Enterprise
Technology
Solutions

**Bo
Nishimura**

Chief,
Communications
and Policy
Branch

**Lisa
Silverman**

Executive Officer,
Office of
Public School
Construction

Evan Speer

Chief, Office of
Fleet and Asset
Management

Jim Martone

Chief, Asset
Management
Branch

**Rhonda
Smith**

Chief, Strategic
Sourcing and
Acquisitions
Branch

Angel Carrera

Chief,
Certification and
Outreach Branch

**Anna
Woodrow**

Assistant
Chief Counsel

Paul Dixon

Assistant
Deputy Director
of Operations

**Margaret
Gibson**

Presiding Judge,
Special
Education
Division

Kim Hunt

Chief,
Office of Risk
and Insurance
Management

**Rachel
Grant Kiley**

Chief, Office of
Business and
Acquisition
Services

Gayle Pitt

Chief, Operations
Branch

Mia Marvelli

Executive
Director,
Building
Standards
Commission

**Angela
Jemmott**

Executive
Director,
California
Commission on
Disability Access

Nik Karlsson

(A) Chief, Project
Management and
Development
Branch

**Doug
Brenning**

Assistant Chief,
Construction
Inspection and
Management
Branch

Vacant

Manager,
Business
Development
Program

EXECUTIVE OFFICE

DANIEL C. KIM | DIRECTOR
Daniel.Kim@dgs.ca.gov

JEFFREY L. MCGUIRE | CHIEF DEPUTY DIRECTOR
Jeff.McGuire@dgs.ca.gov

JACQUE ROBERTS | SENIOR ADVISOR
Jacque.Roberts@dgs.ca.gov

ANITA KUNG | SPECIAL ASSISTANT
Anita.Kung@dgs.ca.gov

Office of Audit Services

ANDY WON | DEPUTY DIRECTOR
Andy.Won@dgs.ca.gov

Office of Legal Services

LESLIE LOPEZ | DEPUTY DIRECTOR AND CHIEF COUNSEL
Leslie.Lopez@dgs.ca.gov

THOMAS PATTON | ASSISTANT CHIEF COUNSEL
Thomas.Patton@dgs.ca.gov

ANNA WOODROW | ASSISTANT CHIEF COUNSEL
Anna.Woodrow@dgs.ca.gov

Office of Legislative Affairs

ANDREW STURMFELS | ACTING DEPUTY DIRECTOR
Andrew.Sturmfels@dgs.ca.gov

Office of Public Affairs

MONICA HASSAN | DEPUTY DIRECTOR
Monica.Hassan@dgs.ca.gov

MICHAEL LIANG | ASSISTANT DEPUTY DIRECTOR
Michael.Liang@dgs.ca.gov

Office of Strategic Planning, Policy and Research

CHARLES TOBIA | DEPUTY DIRECTOR
Charles.Tobia@dgs.ca.gov

Office of Sustainability

NANCY ANDER | DEPUTY DIRECTOR
Nancy.Ander@dgs.ca.gov

MARK SIROKY | CHIEF, TRANSPORTATION UNIT
Mark.Siroky@dgs.ca.gov

Equal Employment Opportunity Office

EBENEZER AMPAH | CHIEF
Ebenezer.Ampah@dgs.ca.gov

Special Projects

JUAN VASQUEZ | DEPUTY DIRECTOR
Juan.Vasquez@dgs.ca.gov

ADMINISTRATION DIVISION

ANDREW STURMFELS | DEPUTY DIRECTOR
Andrew.Sturmfels@dgs.ca.gov

Enterprise Technology Solutions

GARY RENSLO | CHIEF INFORMATION OFFICER
Gary.Renslo@dgs.ca.gov

Office of Business and Acquisition Services

RACHEL GRANT KILEY | CHIEF
Rachel.GrantKiley@dgs.ca.gov

Office of Fiscal Services

RHONDA BASARICH | CHIEF
Rhonda.Basarich@dgs.ca.gov

Office of Human Resources

ESTELA GONZALES | CHIEF

Estela.Gonzales@dgs.ca.gov

Office of Risk and Insurance Management

KIM HUNT | CHIEF

Kim.Hunt@dgs.ca.gov

DIVISION OF THE STATE ARCHITECT

IDA CLAIR | ACTING STATE ARCHITECT

Ida.Claire@dgs.ca.gov

KURT COOKNICK | DEPUTY STATE ARCHITECT

Kurt.Cooknick@dgs.ca.gov

BO NISHIMURA | CHIEF, COMMUNICATIONS AND POLICY BRANCH

Bo.Nishimura@dgs.ca.gov

GAYLE PITT | CHIEF, OPERATIONS BRANCH

Gayle.Pitt@dgs.ca.gov

FACILITIES MANAGEMENT DIVISION

JEMAHL ÄMEN | DEPUTY DIRECTOR

Jemahl.Amen@dgs.ca.gov

MICHAEL SCOTT | ASSISTANT DEPUTY DIRECTOR OF PROJECT AND
CONSTRUCTION MANAGEMENT

Michael.Scott@dgs.ca.gov

PAUL DIXON | ASSISTANT DEPUTY DIRECTOR OF OPERATIONS

Paul.Dixon@dgs.ca.gov

INTERAGENCY SUPPORT DIVISION

BRENT JAMISON | DEPUTY DIRECTOR

Brent.Jamison@dgs.ca.gov

California Building Standards Commission

MIA MARVELLI | EXECUTIVE DIRECTOR

Mia.Marvelli@dgs.ca.gov

Office of Fleet and Asset Management

EVAN SPEER | CHIEF

Evan.Speer@dgs.ca.gov

Office of Public School Construction

LISA SILVERMAN | EXECUTIVE OFFICER

Lisa.Silverman@dgs.ca.gov

Office of State Publishing

JERRY HILL | STATE PRINTER

Jerry.Hill@dgs.ca.gov

California Commission on Disability Access

ANGELA JEMMOTT | EXECUTIVE DIRECTOR

Angela.Jemmott@dgs.ca.gov

OFFICE OF ADMINISTRATIVE HEARINGS

ZACKERY MORAZZINI | DIRECTOR AND CHIEF ADMINISTRATIVE LAW JUDGE

Zackery.Morazzini@dgs.ca.gov

BOB VARMA | DEPUTY DIRECTOR

Bob.Varma@dgs.ca.gov

ALAN ALVORD | PRESIDING JUDGE, GENERAL JURISDICTION DIVISION

Alan.Alvord@dgs.ca.gov

MARGARET GIBSON | PRESIDING JUDGE, SPECIAL EDUCATION DIVISION

Margaret.Gibson@dgs.ca.gov

PROCUREMENT DIVISION

ANGELA SHELL | DEPUTY DIRECTOR AND CHIEF PROCUREMENT OFFICER
Angela.Shell@dgs.ca.gov

RICARDO MARTINEZ
CHIEF, POLICY, TRAINING AND CUSTOMER SERVICES BRANCH
Ricardo.Martinez@dgs.ca.gov

CHARLEEN FAIN-KESLAR | STANDARDS AND QUALITY CONTROL MANAGER,
ENGINEERING BRANCH
Charleen.FainKeslar@dgs.ca.gov

RHONDA SMITH
CHIEF, STRATEGIC SOURCING AND ACQUISITIONS BRANCH
Rhonda.Smith@dgs.ca.gov

ANGEL CARRERA | CHIEF, CERTIFICATION AND OUTREACH BRANCH
Angel.Carrera@dgs.ca.gov

REAL ESTATE SERVICES DIVISION

JASON KENNEY | DEPUTY DIRECTOR
Jason.Kenney@dgs.ca.gov

JIM MARTONE | CHIEF, ASSET MANAGEMENT BRANCH
Jim.Martone@dgs.ca.gov

DOUG BRENNING | ASSISTANT CHIEF, CONSTRUCTION INSPECTION AND
MANAGEMENT BRANCH
Doug.Brenning@dgs.ca.gov

NIK KARLSSON
ACTING CHIEF, PROJECT MANAGEMENT AND DEVELOPMENT BRANCH
Nik.Karlsson@dgs.ca.gov





GAVIN NEWSOM

Governor

MARYBEL BATJER

Secretary, Government
Operations Agency

DANIEL C. KIM

Director

Department of General Services
707 3rd Street
West Sacramento, CA
95605-2811

www.dgs.ca.gov



OSP 19 146876