

Assembly Committee on Accountability & Administrative Review

**INFORMATION TECHNOLOGY PROCUREMENT:
SAFEGUARDING STATE INTERESTS**

April 15, 2009

Recommendations:

1. Direct the Department of General Services, the Department of Technology, the Department of Finance, and the Office of the Chief Information Officer to adopt deadlines by which they will respond to state agencies requesting approval for procurement?
2. Direct the Department of General Services to use mechanisms such as caps on contract fees or sliding scales to limit the State's exposure for cost overruns.
3. Direct the Department of General Services to develop and institute mechanisms to cap the compensation of Independent Validation and Verification (IV&V) and the Independent Project Oversight Consultant (IPOC), and to provide mechanisms for these consultants to expedite projects and conserve financial resources.
4. **Direct the Employment Development Department to institute mechanisms to control the volume of incoming calls to the UI call centers, such as assigning times by last name or region for callers to file unemployment insurance claims.**