



CDFA Technology Innovation Strategy 2026-2030



Secretary Karen Ross
California Department of Food and Agriculture

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Agency Chief Information Officer

A Message from CDFA Agency Chief Information Officer, Fredrick Gomez



I am pleased to present our CDFA Technology Innovation Strategy, an important step forward in how we align technology with our mission, strengthen our operations, and better serve our stakeholders. This plan aims to directly support our agency's priorities and accelerate effective business outcomes.

At its core, this strategy is grounded in a clear objective: to align technology investments with mission-critical goals. We aim to enable greater efficiency, improve decision-making, and enhance service delivery. This approach reflects a deliberate shift toward a more integrated, data-driven enterprise where technology serves as a strategic level for performance and accountability.

We will focus on modernizing our core systems, reducing operational complexity, and strengthening cybersecurity while ensuring that every investment delivers tangible value. This plan also establishes stronger governance and prioritization mechanisms to ensure transparency and deliberate execution. It reinforces our commitment to collaboration, ensuring that IT operates as a trusted partner across the Agency rather than in isolation.

Success will require continued partnership across leadership. As we move forward, our achievements will depend on disciplined execution, clear accountability, and ongoing engagement.





Mission

CDFA IT delivers the technology that keeps CDFA moving forward – secure systems, reliable services, and innovative tools for the future. Technology that strengthens and supports CDFA’s mission.

Goal 1

Promote and transition current systems onto modern platforms to enhance ongoing supportability

Goal 2

Develop enterprise-wide collaboration platforms and tools to ensure stakeholder involvement and focus

Goal 3

Enhance customer experience and satisfaction

Goal 4

Empower CDFA team members with modern technologies and tools



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Introduction

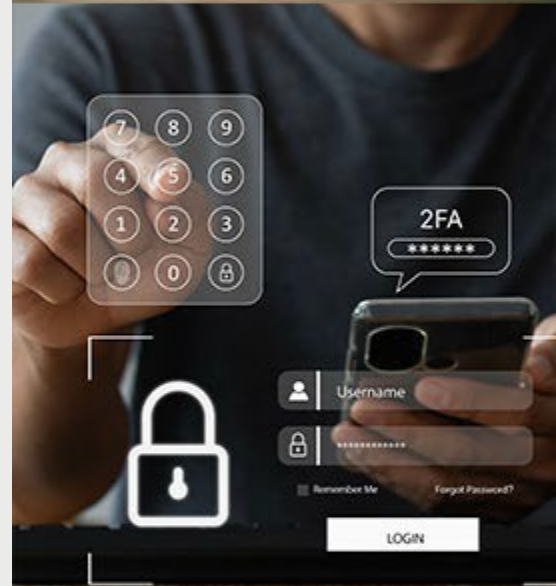
The California Department of Food and Agriculture (CDFA) supports one of the most diverse and innovative agricultural sectors in the world. As farming and food production continue to evolve with new technologies, changing regulations, climate impacts, and global market pressures, CDFA must maintain a technology environment that is modern, secure, and responsive to the needs of staff, stakeholders, and the public.

This Technology Innovation Strategy provides a forward-looking framework to guide CDFA's technology investments, priorities, and initiatives in the coming years. It aligns CDFA's technology strategy with the department's goals and statewide direction, ensuring that systems and services remain scalable, secure, and able to meet the changing needs of California's agricultural community.

Strategic Fit: The Technology Innovation Strategy connects CDFA's vision and goals with technology solutions that address business challenges and support new opportunities.

Business Insights: This Strategy builds on CDFA's Business Capabilities Model (BCM), which identifies the department's core functions. This helps guide investments that benefit the entire organization.

Statewide Guidance: This Strategy aligns with California's technology policies and best practices, including those related to information management and software development, ensuring CDFA stays consistent with statewide standards.



Roadmap Key Focus Areas

The key focus areas of this roadmap include:

- Modernizing legacy system that includes Website, Applications, and infrastructure.
- Expanding digital services and improving customer experience.
- Strengthening data governance, analytics, and reporting capabilities.
- Supporting collaboration across CDFA divisions and external partners.
- Investing in workforce development and technology skills.

This Technology Innovation Strategy outlines CDFA's commitment to modern, secure, and cost-effective technology that improves efficiency and enhances the services we provide to Californians. Key priorities include expanding cloud use, improving system integration, increasing automation, and designing services around user needs.

This Strategy guides CDFA's technology investments to strengthen operations, deliver better services, and support the long-term success of California agriculture. By aligning technological efforts with CDFA's mission and goals, we aim to remain resilient, innovative, and responsive to the evolving needs of the agricultural community.



Goal 1:

Promote and transition current systems onto modern platforms to enhance ongoing supportability

Summary

Support for California agriculture is strengthened by leveraging modern technology, secure data systems, and digital outreach platforms that improve transparency, compliance, and global visibility. By enhancing system reliability and ensuring information is shared effectively, CDFA can reinforce the industry's reputation and competitiveness while advancing its mission through more efficient and trusted digital services.

Key Technology Initiatives

- Modernize licensing, inspection, and compliance systems to improve efficiency.
- Enhance data transparency and reporting capabilities for stakeholders.
- Expand digital platforms that support marketing and outreach efforts.
- Facilitate secure data sharing with federal, state, and industry partners.
- Strengthen cybersecurity measures across all regulatory systems.

Expected Outcomes

- Increased trust and transparency across California agriculture.
- Greater visibility and recognition of California agricultural products.
- More efficient regulatory and reporting processes.
- Stronger protection and preservation of brand integrity.



Goal 2:

Develop enterprise-wide collaboration platforms and tools to ensure stakeholder involvement and focus

Summary

Optimized technology investments and operational processes come from streamlining systems, reducing duplication, and strengthening collaboration across divisions. By improving coordination and ensuring resources are used effectively, CDFA can enhance overall efficiency and better support its mission through more cost-effective technology management.

Key Technology Initiatives

- Expand enterprise platforms for CRM, data integration, and workflow automation.
- Increase adoption of cloud services and shared infrastructure.
- Implement process automation and digital workflows.
- Strengthen cross-division data sharing and reporting.
- Improve project governance and portfolio management.
- Establish enterprise release management and deployment governance processes.

Expected Outcomes

- Reduced manual effort and overall operational costs.
- Enhanced collaboration across divisions/stakeholders.
- Accelerated project delivery.
- Maximized value from technology investments.
- Improved deployment stability and reduced production risks.



Goal 3:

Enhance customer experience and satisfaction

Summary

Responsive user-friendly digital services come from designing tools that meet the needs of farmers, businesses, counties, and the public. Improving accessibility, streamlining online interactions, and ensuring services are easy to use, CDFA can enhance the overall customer experience and better support its mission through more effective and inclusive digital delivery.

Key Technology Initiatives

- Implement customer relationship management (CRM) tools.
- Improve online service portals and self-service options.
- Enhance data integration through data consolidation and streamlined data-driven processes.
- Implement feedback and performance measurement tools.
- Improve mobile and digital accessibility.

Expected Outcomes

- Faster response times and service delivery.
- Higher customer satisfaction.
- Less manual processing and paperwork.
- Greater visibility into customer needs.





▶ Goal 4: Empower CDFA team members with modern technologies and tools

Summary

Strengthened workforce capabilities come from investing in technology training, leadership development, and succession planning. By expanding skills, preparing future leaders, and supporting long-term growth, CDFA can build a more resilient workforce and better support its mission through sustained organizational success.

Key Technology Initiatives

- Expand technology training and certification programs.
- Support knowledge-management and collaboration tools.
- Implement workforce planning and succession-tracking systems.
- Provide modern productivity and collaboration platforms.
- Promote cybersecurity awareness and training.

Expected Outcomes

- Improved workforce skills and readiness.
- Stronger succession planning.
- Increased employee engagement.
- Better adoption of new technologies.





ITSD delivers the technology that
keeps CDFA moving forward



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FOOD & AGRICULTURE