IS BUSINESS AUTOMATION
TITLE SERIES DEFINITIONS

I.   DEFINITIONS

A. <u>Identifying the Correct Job Family.</u>

This section defines duties performed by positions appropriately included in this job family.

Business Automation Job Family

The Business Automation Job family includes those positions where principal knowledge is of business area programs and activities; agency mission; policies and objectives, management principles and processes; and business analysis and evaluation methods. Positions in this job family will have an understanding of how to apply automation principles and techniques as they relate to furthering business objectives. Position types in this job family include program area liaisons, business project leaders, business process analysts, data stewards/custodians, etc.

Positions which spend the majority of their time (50% or more) on one or more of the following duties are appropriately included in the IS Business Automation job family:

1) Prepare and present the business case for IT projects.
2) Conduct feasibility studies and cost-benefit analysis for IT projects, products and process changes in the business area.
3) Analyze business processes and data needs and translate business rules for IT systems and products.
4) Represent business rules and business information on IT Project teams.
5) Advise program area management on the appropriate and effective use of IT to improve service delivery.
6) Develop, review, and recommend long- and short-range automation plans consistent with business program objectives and IT plans.
7) Develop plans and methods for acceptance testing. Develop specific test plans and manage acceptance testing to ensure that systems will function correctly.
8) Develop user acceptance test criteria and conduct user acceptance testing.
9) Report results of user acceptance tests and clarify system requirements to IT development team.
10) Coordinate scheduling and implementation of new or enhanced data applications with business users and IT development team.
11) Analyze problems identified by business users and create requirements for changes to the system.
12) Develop end-user manuals, handbooks, user guides and materials for IT systems and related business processes.
13) Identify business area IT training needs; develop training plans and materials and provide training on business area applications.
14) Analyze the impact of legislative and/or policy and procedural changes on the business requirements for IT systems.
15) Verify that the daily operations of business area applications are functioning properly. Lead problem resolution with business area and IT services when necessary.

16) Research the need for and recommend new systems and/or system enhancements.
17) Study existing business rules and workflow and identify areas where changes in business processes and/or IT systems could improve efficiency and economy. Make recommendations to program area management and IT staff.
18) Propose system development or modifications in response to changing business needs. Meet with management to explain systems needs and projected costs, and participate in decisions to conduct further study, or to proceed with development.
19) In collaboration with management and IT project team; develop timetables and plans for the implementation of new or modified systems. Identify and manage the completion of business area tasks to ensure successful implementation of systems.
20) Monitor and recommend priority of requests for IT enhancements or projects from the business area.
21) Serve as business area data custodian/steward and approve application access.
22) Develop business data definitions and valid values and define data warehouse needs from the business perspective.
23) Consult on the meaning and use of automated information.
24) Facilitate the (re)design of business processes.
25) Maintain awareness of office automation capabilities and apply to business processes.
26) Represent the business area and/or coordinate its involvement in the development of IT policies, procedures and standards.
27) Coordinate the business area's implementation of IT policies, procedures and standards.
28) Monitor, facilitate and coordinate IT service requests.
29) Monitor internal and external IT services and performance, and develop recommendations for possible alternatives.
30) Represent the business area in the procurement of IT services and products.
31) Develop and manage budgets for IT services and products.

B. Levels

IS BUSINESS AUTOMATION ANALYST

This job title is used as an entry progressing to a development level for business area IS positions. Work is performed under close progressing to limited supervision. Although this is the entry-developmental level for this series, knowledge of fundamental business rules, principles and practices as well as familiarity with IS concepts, must have been acquired before appointment into this job title; the focus is on gaining knowledge of general IS principles to assist in carrying out the business activities that support the mission of the business area. Assignments are narrow in scope. As the employee progresses, s/he continues to develop knowledge of the business area policies and procedures and the IS practices and techniques useful for automating business systems.

IS BUSINESS AUTOMATION SENIOR

Positions at this level work under general supervision. The work performed by a position at this level may be reviewed by the position's assigned supervisor for agreement with the business direction, policies and standards. This is the full performance level, and it is the level that an employee in this series can reasonably expect to attain. An employee at this level has acquired a broad knowledge of business rules, principles, and practices in the specialty area and provides services that enable the business area to apply technology to meet business requirements. Positions at this level will participate with the Information Systems expert for the design, development, implementation, and maintenance of business systems and

services. Positions at this level may lead positions at the Business Automation Analyst and Senior level and business area experts in the completion of projects and work assignments. Positions at this level may work under the day-to-day direction of business area experts or supervisors and may support the activities of IS Specialists, Consultants, and/or Administrators.

IS BUSINESS AUTOMATION SPECIALIST

Positions at this advanced level work under general review with objectives and priorities established by overall work unit directives. There is little review of recommendations and solutions by a supervisor. Positions at this level will have knowledge of business rules, principles, and practices in the specialty area to enable the business area to apply technology to meet business requirements. Positions at this level will partner with the Information Systems expert for the design, development, implementation, and maintenance of business systems and services. Positions at this level will also assess the effectiveness and evaluate the feasibility of new systems and services, and provide advice and guidance on complex issues. Positions at this level will have knowledge of project management principles, methods and practices and will develop business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. Work product(s) impact agency and campus business activities. The employee develops processes for troubleshooting, recovering, adjusting, modifying, and improving business systems and provides support that minimizes interruptions in the ability to carry out critical business activities. The position independently resolves conflicts and problems through the skilled application of theoretical and practical knowledge of the business area as well as the application of general policies and agency and campus IS policies and standards. Work assignments are difficult and complex. Positions at this level interact with agency or campus business managers and staff as well as IS managers and staff in the completion of assigned duties.

IS BUSINESS AUTOMATION CONSULTANT/ADMINISTRATOR

A position at this level works under broad policy guidance and is regarded as a business systems expert. Positions at this level will have mastery of principles, methods and practices in the business area and the knowledge required to enable the business area to apply technology to meet business requirements. Positions at this level will have knowledge of project management principles, methods and practices and will develop business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. Work product(s) will impact enterprise, agency and campus business areas as well as extra and inter-agency business. The employee has mastery of methods and practices for troubleshooting, recovering, adjusting, modifying, improving, and/or reengineering business systems that support business activities. A position covered by this specification is considered a business expert with technical knowledge of the workings and interrelationships of the multiple IT systems delivering business area products or services for the assigned agency or campus. Work performed by a position in this job title is the most advanced level of work which requires the application of a combination of the highest levels of theoretical and practical knowledge of the business area systems. A position at this level provides direction, guidance and consultation on issues specific to the area of expertise to the agency's or campus' administrators, business managers, and IS managers and staff. Actions by a position at this level result in establishing policies, parameters and standards for the enterprise, agency and campus as well as extra and inter-agency business areas. Positions covered by this specification represent the campus on enterprise-wide committees/task forces and/or project teams and serve on interagency or intercampus study and/or advisory groups.

C.   Job title Definitions

IS BUSINESS AUTOMATION ANALYST

This job title is used as an entry progressing to a developmental level for professional program area liaison, business process, and data steward or data custodian positions. Positions in this job title series represent a specific program/business area with distinctive IS applications, needs, and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under close progressing to limited supervision. Positions spend the majority of their time performing any combination of the following duties:

- Develop IS knowledge and skills,
- Assist with business analysis by performing tasks such as identifying business requirements in conjunction with IS staff, or
- Participate in unit, system, and acceptance testing.

IS BUSINESS AUTOMATION SENIOR

Positions in this job title perform professional program area liaison, business process, and data steward or data custodian work. Positions in this job title series represent a specific program/business area with distinctive IS applications, needs, and requirements to the principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under general supervision.

Positions spend the majority of their time performing any combination of the following duties:

- Perform systems analysis work in conjunction with IS staff from the agency/campus principal IS shop,
- Function as the liaison between the business area and the agency/campus principal IS shop,
- May assist or work under the direction of an IS Business Automation Specialist,
- Work with the program's customers to articulate new and enhanced IS service requirements,
- Work with the program's customers to resolve problems and to communicate them to the principal IS shop,
- Provide training to customers on the information systems for the program area,
- Develop customer manuals, handbooks, and guides for the automated business system processes,
- Coordinate IS requests with the principal IS shop for such items as: scheduling systems implementation of new applications, enhancements to existing applications, or testing and monitoring new applications, or
- May serve on systems teams comprised of business area customers and IS professional staff.

Representative Position:

> Program Area Liaison - Positions, for the majority of the time, focus on representing a specific program/business area with distinctive IS applications, needs and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing and maintaining distinctive information systems for the support of the program's business. Located in a campus program division, these positions perform systems analysis work in conjunction with IS Professionals, Seniors, Specialists and/or Consultants from the campus principal IS shop. Positions at this level may work under the direction of an IS Specialist; work with the program's customers to articulate new and enhanced IS service requirements, to resolve problems and to

communicate these to the principal IS shop; provide training to customers on the unique information systems for the program area; and assist the Program Area Specialist in coordinating IS requests with principal IS shop for such items as: scheduling systems implementation of new applications, enhancements to existing applications, or testing and monitoring new applications. Positions may serve on Systems teams made up of business area customers and IS professional staff.

IS BUSINESS AUTOMATION SPECIALIST

Positions in this job title perform professional program area liaison, business process, and data steward or data custodian work. Positions in this job title series represent a specific program/business area with distinctive IS applications, needs, and requirements to the principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under general supervision. Positions spend the majority of their time performing any combination of the following duties:

- Positions at this level are the primary contact for IS purposes in the specific program area,
- Coordinate all aspects of the planning, systems approval and monitoring of complex information systems/applications which are used for the administration of a program division's business,
- Provide recommendations and guidance to the division's and agency's management as well as other state and federal managers concerning the specific information systems which support the program/business area,
- Direct the work of IS Business Automation staff in identifying and analyzing information system requirements and in reviewing systems products and changes made to systems by the principal IS shop for compliance with systems requirements and agreements,
- Analyze the use of new technology in the delivery of new or enhanced systems services,
- Review and interpret proposed statutes and rules for impact on systems software and hardware support and services to the systems customers,
- Negotiate any changes in timeline for systems implementation or enhancements with affected state and federal officials and/or the agency/campus principal IS shop,
- Coordinate and facilitate the development of business requirements with the principal IS shop, or
- Coordinate problem resolution with program managers and the principal IS shop.

Representative Positions:

Business Process Specialist - Positions perform detailed analysis and design and conduct feasibility studies for specialized, business-related, complex automated systems; develop and review complex specifications developed by business development teams; develop test conditions, monitor and troubleshoot the developed systems; coordinate data modeling as part of the development process; and lead business process redefinition studies as assigned.

Program Area Specialist - Positions work under general policy direction and are primarily responsible for coordinating all aspects of the planning, systems approval and monitoring of complex information systems/ applications which are used for the administration of a program division's unique business. At this level a position will provide recommendations and guidance to the division's and agency's management as well as other state and federal managers concerning the specific information systems which support the unique program/business area and may direct the work of IS Professionals in identifying and analyzing information systems requirements and in reviewing systems products and changes made to systems by the agency/campus principal IS shop for compliance with systems requirements and agreements. Work performed will include

analyzing the use of new technology in the delivery of new or enhanced systems services; reviewing and interpreting proposed statutes and rules for impact on systems software and hardware support and services to the systems customers and negotiation of any changes in timeline for systems implementation or enhancements with affected state and federal officials and/or the campus principal IS shop. As related to information systems, a position coordinates and facilitates the development of business requirements with the campus principal IS shop as well as coordinates problem resolution with program managers and the agency principal IS shop. Positions at this level are the primary division contact for IS purposes in the specific program area.

IS BUSINESS AUTOMATION CONSULTANT/ADMINISTRATOR

Positions in this job title perform professional business process, and data steward or data custodian work. Positions in this job title series represent a specific program/business area with distinctive IS applications, needs, and requirements to the principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under general supervision. Positions spend the majority of their time performing any combination of the following duties:

- Establish and direct the overall process through which all business processes are reviewed and redefined,
- Work with business area managers to define the scope of the business process definition/redefinition projects,
- Review current policies and procedures for a business process redefinition and make changes as mandated by new technology, techniques and/or enterprisewide standards,
- Conduct professional workshops on business process redefinition for customers and professional IS staff, or
- Work with IS staff in conducting feasibility studies for business process redefinition of complex automated systems.

II.   QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.