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Revised By:	Fonda Logston	Review Cycle/Date:	Annually
Reviewed By:	Fonda Logston	Reviewing Unit:	PMO
Title:	Standard Processes and Functions		
Description:	Lists the standard processes and procedures for all OMES/ISD units and sections.		

Standard Processes and Functions

1. General Statement of Purpose

1.1. This standard lists the general processes and functions for all OMES/ISD units and sections. The list of processes and functions was developed during the restructuring of the OMES/ISD organization structure in 2014 by grouping similar work activities together in order to form more focused units and sections and reduce duplication of effort. These processes and functions are the basis for the current ISD organization structure.

2. Scope

2.1. The list of processes and functions is not all-inclusive, but provides a general guideline for typical work activities conducted in each unit and section of OMES/ISD. Additions and modifications to this list are to be expected as the organization evolves, and new and/or previously undocumented processes are revealed.

3. Terms and Definitions

3.1. CIO - Chief Information Officer.

3.2. CAO - Chief Accountability Officer.

3.3. ISD – Information Services Division.

3.4. Function - An action for which a person or thing is particularly fitted or employed; an assigned duty or activity; a specific role.

3.5. OMES – Office of Management and Enterprise Services.

3.6. Procedure – A series of steps, operations, actions, changes, or functions performed in a specified manner with the objective of producing a particular result.

3.7. Process – A set of established methods for conducting the affairs of an organized body such as a business, organization, or government; a set or collection of procedures that achieve a specific task as a way of producing or affecting a desired outcome.

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4. OMES/ISD Processes And Functions

4.1 Reporting to the Chief Information Officer (CIO)

4.1.1 Assistant to CIO

4.1.1.1 Assist the Chief Information Officer with needs - (Staff Report).

4.1.2 Research & Strategy Unit

4.1.2.1 Collaborate with appropriate corresponding CIO/CAO units and sections for each process in Research & Strategy.

4.1.2.2 Strategize with CIO and CAO organizations on privacy, security, delivery, and technological solutions to support business direction.

4.1.2.3 Perform Long-Term Planning – Strategic Planning and Support. Research for 5-10 years out – strategize with CIO/CAO on long-term requirements.

4.1.2.4 Continuously interact with PMO and CRM for business strategic priorities & goals.

4.1.2.5 Assess and report risks associated with Privacy, Security, Technology, and Delivery strategies.

4.1.2.6 Work with Business Development to establish new marketing and promotional material.

4.1.2.7 Privacy and Security Research and Strategy - (Staff Report)

4.1.2.7.1 Research privacy and security trends, long-term directions, government regulations, future predictions, etc.

4.1.2.7.2 Research security products, help establish direction, investigate monitoring concerns, etc.

4.1.2.7.3 Identify vendor options based on criteria.

4.1.2.7.4 Coordinate with Security A&D, CRM and CAO Units on privacy issues.

4.1.2.7.5 Provide resources to and assist with strategic planning and requirements.

4.1.2.8 Technology Research & Strategy Section

4.1.2.8.1 Provide resources to and assist with strategic planning and requirements.

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4.1.2.8.2 *Hardware Research & Strategy*

- 4.1.2.8.2.1 Research new hardware technology.
- 4.1.2.8.2.2 Investigate technology alternatives.
- 4.1.2.8.2.3 Perform feasibility studies with CAO units.
- 4.1.2.8.2.4 Ensure business requirements are met.
- 4.1.2.8.2.5 Identify vendor options based on criteria.

4.1.2.8.3 *Software Research & Strategy*

- 4.1.2.8.3.1 Research new software (3rd party, applications & tools) technology.
- 4.1.2.8.3.2 Investigate technology alternatives.
- 4.1.2.8.3.3 Perform feasibility studies with CAO units.
- 4.1.2.8.3.4 Ensure business requirements are met.
- 4.1.2.8.3.5 Identify vendor options based on criteria.

4.1.2.8.4 *Services Research & Strategy*

- 4.1.2.8.4.1 Research new services technology.
- 4.1.2.8.4.2 Investigate technology alternatives.
- 4.1.2.8.4.3 Perform feasibility studies with CAO units.
- 4.1.2.8.4.4 Ensure business requirements are met.
- 4.1.2.8.4.5 Identify vendor options based on criteria.

4.1.2.9 Delivery Research & Strategy Section

- 4.1.2.9.1 Provide resources to and assist with strategic planning and requirements.
- 4.1.2.9.2 Analyze potential for immediate assistance for any project.
- 4.1.2.9.3 Continue to identify and modify core processes.
- 4.1.2.9.4 Creatively supplement resource base via contracts.
- 4.1.2.9.5 Provide application or service rapid delivery strategy.
- 4.1.2.9.6 Provide strategy for ISD Business Processes.
- 4.1.2.9.7 Strategize, plan for, and deliver HW/SW/services to Business Area delivery.

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- 4.1.2.9.8 Coordinate activities with CRM and communicate new strategies being planned.
- 4.1.2.9.9 Analyze issues related to organization and process changes in order to assess possible revision to structure (root cause and due diligence must be reviewed before making changes to the organizational structure or process flow).
- 4.1.2.9.10 Ensure and monitor ISD organization-wide assessment feedback usage.
- 4.1.2.9.11 *Creative Funding*
 - 4.1.2.9.11.1 Handle Finance Regulatory Requirements.
 - 4.1.2.9.11.2 Coordinate with Finance.
 - 4.1.2.9.11.3 Seek alternative funding.
 - 4.1.2.9.11.4 Initiate APD development.
 - 4.1.2.9.11.5 Lobby for additional funds (in partnership with point person in OMES).

4.1.3 Architecture & Design Unit

- 4.1.3.1 Collaborate with appropriate corresponding CIO/CAO units and sections for each process in A&D.
- 4.1.3.2 Review each technology solution periodically (at least annually) and/or at regular checkpoints throughout its life-cycle to ensure proper usage.
- 4.1.3.3 Ensure designs support key sources of advantage for OMES as well as other Human Services Agencies we may come in contact with.
- 4.1.3.4 Security A & D – (Staff Report)
 - 4.1.3.4.1 Develop and maintain Security Plan for enterprise - all environments.
 - 4.1.3.4.2 Determine products used for security and privacy, establish and maintain security standards, design utilization and implementation of security products and processes.
 - 4.1.3.4.3 Coordinate with Security R&S, CRM and CAO Units on security-related issues.

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4.1.3.4.4 Coordinate with OMES Policy Unit on any privacy or technical policy requirements.

4.1.3.4.5 Ensure common criteria, HIPPA, IRS, SSA, OMES Policy, and other requirements are met in Security Plan and standards.

4.1.3.4.6 Meet with auditors and address auditing issues in coordination with QA/QC and Security Services.

4.1.3.4.7 Provide resources to and assist with strategic planning and requirements.

4.1.3.5 Data Architecture & Design Section

4.1.3.5.1 Design & perform data management for the enterprise - all environments (conversions, mapping, integration, utilization, location, user base, etc.)

4.1.3.5.2 Perform data modeling - Enterprise Data Model.

4.1.3.5.3 Define and maintain data standards for the enterprise.

4.1.3.5.4 Define Performance Design Standards for data access and utilization.

4.1.3.5.5 Determine products used for data management and modeling.

4.1.3.5.6 Provide resources to and assist with strategic planning and requirements.

4.1.3.6 Delivery Architecture & Design Section

4.1.3.6.1 Design hardware and software infrastructure architecture for the enterprise - all environments.

4.1.3.6.2 Define and maintain hardware and software standards for enterprise infrastructure including approval of new end user tools not listed as supported under the enterprise and development of HW and SW replacement guidelines.

4.1.3.6.3 Define performance design standards.

4.1.3.6.4 Determine products used for hardware and software infrastructure.

4.1.3.6.5 Provide resources to and assist with strategic planning and requirements.

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4.1.3.7 Application Architecture & Design Section

4.1.3.7.1 Design application architecture for the enterprise - all environments.

4.1.3.7.2 Design application integration.

4.1.3.7.3 Define and maintain application standards for the enterprise.

4.1.3.7.4 Design 3rd party and tools architecture.

4.1.3.7.5 Define performance design strategy and standards for applications.

4.1.3.7.6 Determine products used for applications.

4.1.3.7.7 Provide resources to and assist with strategic planning and requirements.

4.1.4 Customer Relationship Management (CRM) Unit

4.1.4.1 Collaborate with appropriate corresponding CIO/CAO units for each process in CRM.

4.1.4.2 Business Development Section

4.1.4.2.1 Market and promote ISD solutions.

4.1.4.2.2 Stay abreast of Human Services business goals and directions.

4.1.4.2.3 Investigate and develop business partnerships and opportunities.

4.1.4.2.4 Participate in long-term planning.

4.1.4.2.5 Develop and maintain a division newsletter.

4.1.4.2.6 Provide resources to and assist with strategic planning and requirements.

4.1.4.3 Account Management Section

4.1.4.3.1 Field office and business unit account management.

4.1.4.3.2 Perform public relations.

4.1.4.3.3 Identify potential OMES staff for external technical support.

4.1.4.3.4 Initiate and analyze Customer Satisfaction Survey - solicit and assess ideas; facilitate implementation for service improvements; develop and employ a customer feedback mechanism.

4.1.4.3.5 Project oversight to ensure customer focus – develop and maintain a plan to create customer service awareness within ISD.

4.1.4.3.6 Collaborate with Strategy Team and Business Development.

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- 4.1.4.3.7 Communicate and present OMES business units' needs to ISD Strategy Team.
- 4.1.4.3.8 Communicate and present technological strategy and solutions to OMES business units.
- 4.1.4.3.9 Facilitate and assist ISD's primary customers in servicing their customers.
- 4.1.4.3.10 Assist with feasibility studies with R&S, A&D and CAO Units.
- 4.1.4.3.11 Provide resources to and assist with strategic planning and requirements.
- 4.1.4.3.12 Work with Research and Strategy to establish divisional goals as they relate to business development.
- 4.1.4.3.13 Participate in long-term planning.
- 4.1.4.3.14 Provide business units with consultation and assist in analysis.
- 4.1.4.3.15 Continuously assess and interact with PMO for strategic priorities.
- 4.1.4.3.16 Identify user group needs and product training support needs – coordinate with the appropriate resources.
- 4.1.4.3.17 Review and sign-off on all OMES procurement initiatives – ensure compliance and compatibility – turn over to PMO if necessary and help set priorities.
- 4.1.4.3.18 Over-site and coordination of all communications to user community – review and approve all ISD broadcast messages; collect information on ISD internal initiatives and direction that affects global user base; communicate a uniform and concise message to all users.
- 4.1.4.3.19 Negotiate Service Level Agreements (SLA) with customers in coordination with the Business Quality Unit.

4.2 Reporting to the Chief Accountability Officer (CAO)

4.2.1 Assistant to CAO

- 4.2.1.1 Assist the Chief Accountability Officer with needs - (Staff Report).

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4.2.2 Enterprise Support Services Unit

4.2.2.1 Collaborate with appropriate corresponding CIO/CAO units and sections for each process in Operational Services, Production Services, Service Center and Problem Determination & Resolution.

4.2.2.2 Operational Services Section

4.2.2.2.1 Coordinate and conduct all backups for files in the OMES environment.

4.2.2.2.2 Manage, monitor, and verify jobs - run ICW, production schedule, etc.

4.2.2.2.3 Implement Systems Maintenance - IPL, system changes, etc.

4.2.2.2.4 Coordinate and conduct emergency moves.

4.2.2.2.5 Manage tape datasets.

4.2.2.2.6 Manage offsite vaults for disaster recovery.

4.2.2.2.7 Perform distribution of applications, 3rd party software, tools, and associated files, etc. to servers in the environment.

4.2.2.2.8 Perform routine dataset maintenance.

4.2.2.2.9 Provide operational support (daily activities) for all environments, platforms, HW, etc. for the OMES central site.

4.2.2.2.10 Coordinate and perform central site health checks.

4.2.2.2.11 Provide installation and operational support and maintenance of equipment for central site servers – all environments – production and test.

4.2.2.2.12 Recover information (files, etc.) and/or complete servers from backups for all environments at the OMES central site as required.

4.2.2.2.13 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, etc. of hardware, software, operational services, etc.

4.2.2.2.14 Provide resources to and assist with strategic planning & requirements.

4.2.2.2.15 *Monitoring*

4.2.2.2.15.1 Monitor all applications - FACS, KIDS, any IMS, Web, etc.

4.2.2.2.15.2 Establish Command Center environment - watch for alerts, invalid status, etc.

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- 4.2.2.2.15.3 Refer problems to Problem Determination and Resolution group.
- 4.2.2.2.15.4 Monitor Space – DASD, Server, Database, IMS, DB2, Oracle, SQL/Server, etc.
- 4.2.2.2.15.5 Provide Network and Mainframe monitoring – Continuity, HW, SW, services, LAN, WAN, token ring, sonnet ring, data circuit, etc.
- 4.2.2.2.15.6 Monitor identified and defined operating systems availability.
- 4.2.2.2.15.7 Monitor performance across identified and defined environments.
- 4.2.2.2.15.8 Create IMS availability report; commission downtime report; and other status reports as required.

4.2.2.3 Remote Site Services Section

- 4.2.2.3.1 Manage the installation of equipment and software to all OMES offices (including SBSW, one-stops, etc.) - new office setup & configurations, etc.
- 4.2.2.3.2 Provide printer operational support.
- 4.2.2.3.3 Provide installation and operational support and maintenance of remote site servers.
- 4.2.2.3.4 Provide installation of remote site switches and routers.
- 4.2.2.3.5 Coordinate and perform remote site health checks.
- 4.2.2.3.6 Provide technical/operational remotely-located liaison between remote sites and ISD.
- 4.2.2.3.7 Deploy images to desktop devices at all sites – patches, OS updates, etc.
- 4.2.2.3.8 Maintain hardware inventory of spare equipment and parts in field for use at remote locations.
- 4.2.2.3.9 Provide remote site assistance for other units and sections as required.

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4.2.2.3.10 Provide front-line support to customers for remote site support issues.

4.2.2.3.11 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, etc. of hardware, software, operational services, etc.

4.2.2.3.12 Provide resources to and assist with strategic planning and requirements.

4.2.2.4 Production Services Section

4.2.2.4.1 Maintain job scheduling systems and job status reports.

4.2.2.4.2 Perform warrant production functions - warrant jobs, creation, verification, control, etc.

4.2.2.4.3 Perform production control functions - edit and validate JCL, verify production reports, etc.

4.2.2.4.4 Perform electronic bank transfers (EBT) coordination activities.

4.2.2.4.5 Assist R&S, A&D and CRM as needed with evaluation and feasibility studies of production services related software or services, etc.

4.2.2.4.6 Provide resources to and assist with strategic planning and requirements.

4.2.2.5 Service Center Section

4.2.2.5.1 Assist R&S, A&D and CRM as needed with evaluation and feasibility studies of Service Center, performance analysis or problem determination and resolution related software or services, etc.

4.2.2.5.2 Provide resources to and assist with strategic planning and requirements

4.2.2.5.3 *Service Desk*

4.2.2.5.3.1 Receive calls and record/log issues; responding to ISD customers.

4.2.2.5.3.2 Prioritize issues for problem determination and resolution.

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- 4.2.2.5.3.3 Provide front-line support to ISD customers for support issues.
- 4.2.2.5.3.4 Receive, refer as necessary and respond to Web Master communication.
- 4.2.2.5.3.5 Ensure resolutions were achieved satisfactorily.
- 4.2.2.5.3.6 Coordinate & maintain Service Center information on the Infonet.
- 4.2.2.5.3.7 Coordinate problem ticket closure.
- 4.2.2.5.3.8 Conduct periodic problem-tracking meetings.
- 4.2.2.5.3.9 Applications (future long-term strategic direction).
- 4.2.2.5.3.10 Coordinate and track problem resolution – bug fixes, code fixes, enhancements, etc.
- 4.2.2.5.3.11 Provide Service Desk support for all OMES applications (CSED-Care Center, Finance, FSSD, KIDS, EBT Benefits & Daycare, Web Applications, etc.)

4.2.2.5.4 *Technical*

- 4.2.2.5.4.1 Provide front-line technical support for OMES network users.
- 4.2.2.5.4.2 Issue service calls on hardware.
- 4.2.2.5.4.3 Coordinate and track problem resolution - performance issues, abends, email issues, etc.
- 4.2.2.5.4.4 Assist remote access users.
- 4.2.2.5.4.5 Support & coordinate problem resolution for ISNTs, Web Serfs, and other External Technical Support staff.

4.2.2.5.5 *Performance Analysis*

- 4.2.2.5.5.1 Assimilate measurement analysis reports, performance reporting, key indicator reports, RMF reports, etc.

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- 4.2.2.5.5.2 Recommend suggested changes to appropriate persons/vendors.
- 4.2.2.5.5.3 Assist OMES & ISD units and sections with performance-related issues.
- 4.2.2.5.5.4 Problem determination and resolution.
- 4.2.2.5.5.5 Suggested staffing - rotate staff from all areas/units through this area on a periodic basis. Ensure that adequate staff is provided to cover most problems/issues. This area should have ownership of an issue until it is resolved.
- 4.2.2.5.5.6 Accept responsibility for problems/issues from Ops Services or Service Center.
- 4.2.2.5.5.7 Work to resolve the problems/issues - get assistance where needed.
- 4.2.2.5.5.8 Work with users on technical issues concerning Web Technology, Office Applications, etc.
- 4.2.2.5.5.9 Work with or refer to Subject Matter Expert (SME) if necessary.
- 4.2.2.5.5.10 Track resolution of problems/issues for knowledge base.
- 4.2.2.5.5.11 Make recommendations for process improvement.
- 4.2.2.5.5.12 Assist OMES and ISD units and sections with problems or issues.
- 4.2.2.5.5.13 Coordinate problem determination and resolution for all areas including:
 - Applications - FACS, KIDS, any IMS, Web, etc.
 - Web Issues - technical issues on websites for other divisions or units (Web Serfs).
 - Hardware - IBM, HP (WS and Server), Cisco (Routers, Switches, Hubs), etc.

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- Software - IBM S/390, HP UNIX, LINUX, NT, W2000, utilities, special SW, etc.
- Telecommunications - WAN, LAN, Telecomm Lines, etc.
- Database - IMS, DB2, SQL, Oracle, etc.
- Security - users, access, ACF2, AD, NT Sec, etc.
- Operations - prod control, job scheduling, etc.
- Desktops and Laptops - re-imaging, application RIPs, lockups, etc.

4.2.2.5.5.14 Perform Crisis Management.

4.2.2.5.5.15 Perform root cause analysis and provide documentation.

4.2.2.5.5.16 Assist with risk assessments.

4.2.2.5.5.17 When not working problems or issues, document processes that have not previously been documented or update processes that are outdated.

4.2.3 Business Quality Unit

4.2.3.1 Collaborate with appropriate corresponding CIO/CAO units and sections for each process in Business Quality and QA/QC.

4.2.3.2 Coordinate the development of, maintain, manage and monitor Service Level Agreements and associated escalation for anything affecting SLAs (need to build and maintain credibility).

4.2.3.3 Quality Assurance & Quality Control Section

4.2.3.3.1 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, etc. of QA/QC related systems or services, etc.

4.2.3.3.2 Provide resources to and assist with strategic planning and requirements.

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4.2.3.3.3 *Quality Assurance*

- 4.2.3.3.3.1 Perform QA/QC standard reviews (performance, security, application, etc.)
- 4.2.3.3.3.2 Develop integrated test plan.
- 4.2.3.3.3.3 Work with users and SMEs to build test cases and scenarios.
- 4.2.3.3.3.4 Ensure establishment of a test environment.
- 4.2.3.3.3.5 Develop escalation procedures.
- 4.2.3.3.3.6 Conduct integrated tests and evaluate results.
- 4.2.3.3.3.7 Document integrated test results.
- 4.2.3.3.3.8 Coordinate verification of results after deployment of applications, systems, etc.
- 4.2.3.3.3.9 Perform process control and oversight.
- 4.2.3.3.3.10 Test, review and accept documentation, standards and procedures.
- 4.2.3.3.3.11 Train and mentor all ISD staff in all areas related to quality, focusing on processes and procedures.

4.2.3.3.4 *Quality Control*

- 4.2.3.3.4.1 Verify version control, back-out and recovery procedures are in place for all changes.
- 4.2.3.3.4.2 Confirm that QC standards and procedures are met by all changes across all environments.
- 4.2.3.3.4.3 Confirm all QC reviews have been completed (performance, security, application, etc.)
- 4.2.3.3.4.4 Coordinate the creation and maintenance of all ISD Procedures and Standards.
- 4.2.3.3.4.5 Communicate with and monitor external technical resources (ISNTs, mentors, Webserfs, liaisons, etc.)

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4.2.3.3.5 *Change Control*

- 4.2.3.3.5.1 Log, track, report, ensure coordination, training, compliance, authorization, coordinate closure, etc. of all production changes.
- 4.2.3.3.5.2 Accept and implement production changes into production libraries.

4.2.3.3.6 *Compliance*

- 4.2.3.3.6.1 Ensure accurate, timely and maximum funding utilization.
- 4.2.3.3.6.2 Monitor and report on special funding (grants, bonds, etc.)
- 4.2.3.3.6.3 Ensure compliance with any other federal or state mandates.
- 4.2.3.3.6.4 Ensure compliance of privacy and policy (common criteria, HIPAA, IRS, SSA, OMES policy, etc.)
- 4.2.3.3.6.5 Coordinate with OIG for audit or investigation information and other like processes.
- 4.2.3.3.6.6 Coordinate and manage all security-related audits.
- 4.2.3.3.6.7 Perform security reports and log audit reviews to ensure proper utilization and controls of access.
- 4.2.3.3.6.8 Analyze security logs for trends/concerns.

4.2.3.3.7 *Continuous Process Improvement*

- 4.2.3.3.7.1 Provide CPI mentoring to ISD and OMES personnel.
- 4.2.3.3.7.2 Identify and document process improvement opportunities.
- 4.2.3.3.7.3 Measure process changes based on defined metrics criteria.
- 4.2.3.3.7.4 Receive and coordinate the evaluation and assessment of suggested additional processes and process modifications; determine enterprise impact.

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4.2.3.3.7.5 Ensure processes are established and maintained for crisis management and root cause analysis.

4.2.3.3.7.6 Develop a process or practice for defining roles and responsibilities for establishing guardrails for decision-making.

4.2.3.3.7.7 Identify process flows between units, as well as levels of accountability for pass-over of work assignments.

4.2.3.3.7.8 Create and maintain an ISD suggestion box process.

4.2.3.3.8 *Metrics & Measurements*

4.2.3.3.8.1 Analyze and define metrics and measurements required for reporting.

4.2.3.3.8.2 Ensure creation of metrics and measurements reports and determine frequency of reports.

4.2.3.4 Business Continuity Section

4.2.3.4.1 Assist R&S, A&D and CRM as needed with evaluation, feasibility studies, installation, maintenance, configuration, etc. of Business Continuity related systems, services, etc.

4.2.3.4.2 Provide resources to and assist with strategic planning and requirements.

4.2.3.4.3 *Business Resumption/Disaster Recovery*

4.2.3.4.3.1 Plan, document and coordinate all DR/BR activities for the total OMES network environment - telecommunications, mainframe, servers, data, etc.

4.2.3.4.3.2 Perform mock tests / trial runs - track results and needed modifications to plan.

4.2.3.4.3.3 Coordinate with ISD and OMES business units to identify agency priorities.

4.2.3.4.3.4 Manage services for offsite BR/DR facilities.

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4.2.3.4.3.5 Ensure redundancy of critical hardware, services, data, etc.

4.2.3.4.4 *Capacity Planning*

4.2.3.4.4.1 Provide capacity reporting.

4.2.3.4.4.2 Perform trend analysis.

4.2.4 Enterprise Technical Services Unit

4.2.4.1 Collaborate with appropriate corresponding CIO/CAO units for each process in telecommunications, infrastructure SW support, platform (HW/OS) support, database services, and security services.

4.2.4.2 Security Services Section

4.2.4.2.1 Set up new and modify existing users in all OMES environments.

4.2.4.2.2 Maintain access control functions across all environments.

4.2.4.2.3 Maintain database security (SQL, DB2, Oracle, IMS) access control rules.

4.2.4.2.4 Maintain applications and 3rd party software security - specialized applications and any security established in new or modified applications, security access for 3rd party software.

4.2.4.2.5 Maintain security on Intranet and Internet websites.

4.2.4.2.6 Maintain network security - routers, switches, hubs, etc.

4.2.4.2.7 Provide firewall security support - ensure requirements are met and maintain Firewall servers access controls.

4.2.4.2.8 Establish processes and procedures to utilize Intrusion Detection mechanisms.

4.2.4.2.9 Maintain the structure and data within the MS Win2003 Active Directory.

4.2.4.2.10 Participate in all security-related audits.

4.2.4.2.11 Establish security access logging and reporting across entire environment - provide to Compliance Unit.

4.2.4.2.12 Create and maintain any jobs, scripts and lists related to security services responsibilities.

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- 4.2.4.2.13 Provide administrative support for security software.
- 4.2.4.2.14 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, compatibility, etc. of security software and services.
- 4.2.4.2.15 Assist OMES and ISD units and sections with security-related issues.
- 4.2.4.2.16 Provide resources to and assist with strategic planning and requirements.
- 4.2.4.2.17 Assist with security awareness training.
- 4.2.4.2.18 Manage the physical security of ISD buildings (building access and security clearance).
- 4.2.4.2.19 Provide administrative support for exchange users and permissions (creation of user mailbox - at time of user ID creation).
- 4.2.4.2.20 Maintain access controls for Outlook public mail folders.

4.2.4.3 Database Services Section

- 4.2.4.3.1 Provide database administration – build physical DB designs, data model implementation and modification, DB backups, etc.
- 4.2.4.3.2 Provide database support – re-organizations, backups, space allocations, indexing, normalization, availability, etc.
- 4.2.4.3.3 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, compatibility, etc. of database software and services.
- 4.2.4.3.4 Assist ISD units and sections with database-related issues.
- 4.2.4.3.5 Provide backup strategies for all databases.
- 4.2.4.3.6 Provide resources to and assist with strategic planning and requirements.

4.2.4.4 Telecommunications Section

- 4.2.4.4.1 Provide IT services and technical support for all components of the telecommunications network - data lines, switches, routers, FEPs, VTAM, wireless connections, protocols, etc.

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- 4.2.4.4.2 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, implementation, configuration, compatibility, etc. of telecomm hardware, software and services.
- 4.2.4.4.3 Provide resources to and assist with strategic planning and requirements.
- 4.2.4.4.4 Assist OMES and ISD units and sections with telecommunication issues.
- 4.2.4.4.5 Perform ongoing testing and verification of telecommunications HW and SW.
- 4.2.4.4.6 Upgrade telecommunications SW and HW versions as required or needed.
- 4.2.4.4.7 Provide backup strategies for all telecommunications components.
- 4.2.4.4.8 Order, monitor and track data circuit lines and dial backup lines.
- 4.2.4.4.9 Maintain inventory of data lines.
- 4.2.4.5 Infrastructure Software Support Section
 - 4.2.4.5.1 Provide IT services and technical support for all non-OS SW components in the OMES/ISD Infrastructure environment (SMS, NetView, OpenView, TWS, VTAM, DB2, IMS, SQL/Server, MOM, MS Office, SCLM, Exchange, Focus, etc.)
 - 4.2.4.5.2 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, implementation, configuration, compatibility, etc. of infrastructure software & services.
 - 4.2.4.5.3 Provide resources to and assist with strategic planning and requirements.
 - 4.2.4.5.4 Assist ISD units and sections with infrastructure software technical issues.
 - 4.2.4.5.5 Install, configure and provide technical support for all 3rd party SW.
 - 4.2.4.5.6 Develop and maintain workstation imaging system software.

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4.2.4.5.7 Develop and maintain workstation and server patch maintenance processes.

4.2.4.5.8 Configure all backup strategies as requested, etc.

4.2.4.5.9 Perform ongoing testing of infrastructure SW.

4.2.4.5.10 Upgrade infrastructure SW versions as required or needed (includes 3rd party products).

4.2.4.5.11 Provide backup strategies for all infrastructure SW.

4.2.4.6 Platform (HW/OS) Support Section

4.2.4.6.1 Configure and provide technical support for all peripheral HW devices, such as printers, MFDs, etc.

4.2.4.6.2 Configure and build all server and mainframe systems across all environments, etc.

4.2.4.6.3 Provide IT services and support for all HW and OS components in the environment (IBM, MS, UNIX, LINUX, HP, etc.)

4.2.4.6.4 Assist ISD units with platform-related technical issues.

4.2.4.6.5 Implement new HW and SW technologies.

4.2.4.6.6 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, implementation, configuration, compatibility, etc. of platform software and services.

4.2.4.6.7 Provide resources to and assist with strategic planning and requirements.

4.2.4.6.8 Configure and provide technical support for all platform HW and OS.

4.2.4.6.9 Perform ongoing testing of platform HW and OS.

4.2.4.6.10 Upgrade platform HW and OS versions as needed or required.

4.2.4.6.11 Provide backup strategies for all platform HW and OS.

4.2.5 Project Management Office (PMO) Unit

4.2.5.1 Collaborate with appropriate corresponding CIO/CAO units and sections for each process in PMO.

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4.2.5.2 *Project Management*

- 4.2.5.2.1 Define project prioritization
- 4.2.5.2.2 Manage field office and business unit projects and requests.
- 4.2.5.2.3 Manage a central repository for all requests.
- 4.2.5.2.4 Mentor PM's and other staff on PM methodology.
- 4.2.5.2.5 Perform project oversight.
- 4.2.5.2.6 Perform project planning - tasks/plans for projects.
- 4.2.5.2.7 Allocate and manage resources (internal and external).
- 4.2.5.2.8 Track Projects - 90-Day, Action Plan, IT projects, Application Project, etc.
- 4.2.5.2.9 Manage all pilots/prototyping.
- 4.2.5.2.10 Facilitate performance design, security, and any other designated reviews.
- 4.2.5.2.11 Ensure that all best practice items are included in project task lists.
- 4.2.5.2.12 Provide a designated project manager - responsible for ensuring all items are completed.
- 4.2.5.2.13 Perform portfolio reporting and metrics across projects.
- 4.2.5.2.14 Perform project management for county and state office moves.
- 4.2.5.2.15 Perform feasibility studies and risk assessments relating to projects.
- 4.2.5.2.16 Notify budget/finance when project funding or alternative funding is available.
- 4.2.5.2.17 Measure results of product use and assess value to the agency.
- 4.2.5.2.18 Develop and manage cross-functional evaluations of individual performance when project ends (project evaluation).
- 4.2.5.2.19 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, etc. of project management systems and services, etc.
- 4.2.5.2.20 Provide resources to and assist with strategic planning and requirements.

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4.2.6 Central Support Services Unit

4.2.6.1 Collaborate with appropriate corresponding CIO/CAO units for each process in Human Resource Services, Facilities Management, Organizational Support, and Finance and Purchasing.

4.2.6.2 Human Resource Services Section

4.2.6.2.1 Assist R&S and A&D as needed with evaluation, feasibility studies, implementation and compatibility, etc. of Human Resource systems or services.

4.2.6.2.2 Provide resources to and assist with strategic planning and requirements.

4.2.6.2.3 *Personnel Services*

4.2.6.2.3.1 Define standard “Matrix Organization/Team Oriented” accountabilities for all ISD OPM-111s.

4.2.6.2.3.2 Liaison with HRMD - benefits, payroll, insurance, etc.

4.2.6.2.3.3 Coordination of recruitment and selection process.

4.2.6.2.3.4 Prepare and process all ISD personnel paperwork – position postings, reallocations, insurance, workman’s comp, etc.

4.2.6.2.3.5 Coordinate and process all New Hire material – paperwork, HRIS entry, new employee orientation, etc.

4.2.6.2.3.6 Prepare monthly FTE reports.

4.2.6.2.3.7 Coordinate creative recruitment and retention practices for ISD positions.

4.2.6.2.3.8 Work with others and coordinate the collection of and periodic assessment of projects to determine those viable for rewards/recognition.

4.2.6.2.3.9 Develop and maintain a database of ISD candidates, interview questions, etc.

4.2.6.2.3.10 Rewards and recognition for achievements, risk taking, learning experiences.

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4.2.6.2.3.11 Coordinate with ISD Finance team on employee position funding.

4.2.6.2.3.12 Coordination of Ethics Commission financial disclosure reporting - modify staff as needed.

4.2.6.2.3.13 Creation of annual workman's comp report for the Department of Labor.

4.2.6.2.4 *Professional Development Services*

4.2.6.2.4.1 Manage and coordinate all funded ISD technical training workshops and conferences.

4.2.6.2.4.2 Develop, manage and coordinate all funded ISD sponsored non-technical training workshops.

4.2.6.2.4.3 Provide primary liaison with HRMD & SATTRN coordinators.

4.2.6.2.4.4 Develop and maintain a rotation schedule for tracking employee 3-to-5-year personnel shift (ex: application developer rotates to PMO for a period of time).

4.2.6.2.4.5 Develop and manage a technical and managerial career path for ISD classifications.

4.2.6.2.4.6 Evaluate and recommend best value training alternatives.

4.2.6.2.4.7 Research training opportunities for new technology.

4.2.6.2.4.8 Research vendors and identify training resources.

4.2.6.2.4.9 Coordinate and assist product managers with end-user education on OMES and ISD projects.

4.2.6.2.4.10 Identify most cost-effective travel opportunities for off-site training.

4.2.6.2.4.11 Create and maintain central resource library for training and learning.

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- 4.2.6.2.4.12 Track and report the actual cost for training employees by unit and employee.
- 4.2.6.2.4.13 Coordinate the payment of training invoices.
- 4.2.6.2.4.14 Assist employees with training problems and questions.
- 4.2.6.2.4.15 Assess overall training environment.
- 4.2.6.2.4.16 Assess potential for improved performance.
- 4.2.6.2.4.17 Review training total value of opportunity.
- 4.2.6.2.4.18 Prepare paperwork for travel requirements and claims reimbursement – coordinate reservations and registration, submit to finance, etc.
- 4.2.6.2.4.19 Manage and coordinate training for identified external technical support (OMES staff such as ISSCs, Web Serfs, Mentors, etc.)
- 4.2.6.2.4.20 Coordinate new hire cross-training/shadowing training with business units as needed.
- 4.2.6.2.4.21 Coordinate and manage the development of core curriculum and skills management.
- 4.2.6.2.4.22 Coordinate crossing training and job-share opportunities across units.
- 4.2.6.2.4.23 Manage the competency database to ensure effective resource allocation.

4.2.6.3 Facilities Support Section

- 4.2.6.3.1 Coordinate all physical safety on behalf of ISD – evacuations, surveillance, risk assessment and management, etc.
- 4.2.6.3.2 Perform facilities maintenance – inspections, audits, checks, readings, usage, parking, grounds, etc.
- 4.2.6.3.3 Manage vehicle administration for ISD assigned vehicles - scheduling, maintenance and utilization of vehicles owned by or assigned to ISD.

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- 4.2.6.3.4 Provide physical space management – allocation and setup of workspace for ISD.
- 4.2.6.3.5 Track assets – inventory of ISD HW and SW using automated inventory tools when available.
- 4.2.6.3.6 Coordinate delivery and tracking of ISD procured items.
- 4.2.6.3.7 Track inventory of software licenses and subscriptions.
- 4.2.6.3.8 Coordinate OMES HW and SW inventory for SB-401 reporting.
- 4.2.6.3.9 Provide Liaison for facility improvements.
- 4.2.6.3.10 Coordinate ISD telephone services, pagers and cell phones.
- 4.2.6.3.11 Maintain and manage GET's phone card environment for OMES users.
- 4.2.6.3.12 Prepare facilities support reports as needed; laminate contact information; update ISD brochure.
- 4.2.6.3.13 Ensure safety in accordance with the Department of Labor specifications.
- 4.2.6.3.14 Provide mail services, product delivery, and shipping for ISD.
- 4.2.6.3.15 Coordinate HW and SW replacement schedule & activities.
- 4.2.6.3.16 Provide options for maximum use of facility.
- 4.2.6.3.17 Assist R&S and A&D as needed with evaluation, feasibility studies, implementation and compatibility, etc. of facilities management systems or services.
- 4.2.6.3.18 Provide resources to and assist with strategic planning and requirements.

4.2.6.4 Organizational Support Section

- 4.2.6.4.1 Coordinate and publish updates to ISD operating standards and oversee operating standards central files.
- 4.2.6.4.2 Inventory, order and procure ISD supplies.
- 4.2.6.4.3 Coordinate completion of, reconcile and enter timesheets to Tempus.
- 4.2.6.4.4 Provide clerical duties – secretarial support, schedule meetings, notes, updates to action plan, close-out evaluations to HRIS, filing, copying, scanning, distribution of personnel payroll reports, etc.

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- 4.2.6.4.5 Participate in meetings and prepare meeting notes and agendas.
- 4.2.6.4.6 Provide receptionist/switchboard support - answer phones, handle inquiries, fax, take messages, redirect calls, overhead pages, etc.
- 4.2.6.4.7 Provide technical writing - work with ISD units to define and create operating standards, process and procedures, user and technical documentation, etc.
- 4.2.6.4.8 Coordinate/publish updates to ISD Consolidated Records Disposition Schedule 87-05 and oversee the consolidated records process.
- 4.2.6.4.9 Assist R&S and A&D as needed with evaluation, feasibility studies, implementation and compatibility, etc. of organizational support systems or services.
- 4.2.6.4.10 Provide resources to and assist with strategic planning and requirements.
- 4.2.6.5 Finance & Procurement Section
 - 4.2.6.5.1 Assist R&S and A&D as needed with evaluation, feasibility studies, implementation and compatibility, etc. of finance and procurement systems or services.
 - 4.2.6.5.2 Provide resources to and assist with strategic planning and requirements.
 - 4.2.6.5.3 *Finance & Budget*
 - 4.2.6.5.3.1 Coordinate payables – verification by end user that equipment, software and/or services were received.
 - 4.2.6.5.3.2 Review and authorize invoices for payment.
 - 4.2.6.5.3.3 Perform oversight and final authorization of invoices for payment.
 - 4.2.6.5.3.4 Coordinate ISD budget request forms and reporting with Finance.
 - 4.2.6.5.3.5 Coordinate the completion of ISD BR forms for SB-401.

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- 4.2.6.5.3.6 Provide support and assistance to OMES business units on BR forms and SB-401.
- 4.2.6.5.3.7 Coordinate SB-401 financial reporting for ISD and OMES.
- 4.2.6.5.3.8 Review current encumbrances on a routine basis and free-up funding when available.
- 4.2.6.5.3.9 Encumber funds for procurement initiatives.
- 4.2.6.5.3.10 Move funds between accounts to maximize funding utilization.
- 4.2.6.5.3.11 Complete and distribute monthly budget/funding reports.
- 4.2.6.5.3.12 Coordinate accounting funds with Finance.
- 4.2.6.5.3.13 Prepare monthly budget/expenditure reports.
- 4.2.6.5.3.14 Perform financial analysis reporting.
- 4.2.6.5.3.15 Handle payroll monitoring reports and coordinate the movement of funds with ISD HR/Personnel.
- 4.2.6.5.3.16 Coordinate and review P-Card procurement activities (purchases).
- 4.2.6.5.3.17 Perform oversight and distribution of monthly and annual financial reporting (WC Financial report, etc.)

4.2.6.5.4 *Procurement & Contracts*

- 4.2.6.5.4.1 Develop interagency agreements and contracts when needed.
- 4.2.6.5.4.2 Coordinate all IT procurements, create needed paperwork for all IT related equipment, software, and services.
- 4.2.6.5.4.3 Provide routine status on procurement initiatives.
- 4.2.6.5.4.4 Coordinate exception purchases with ISD units.
- 4.2.6.5.4.5 Oversee IT related procurement paperwork for OMES.
- 4.2.6.5.4.6 Coordinate and create bid proposals and bid evaluations.

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- 4.2.6.5.4.7 Monitor and coordinate contract renewals – existing services, co-terminus renewals, etc.
- 4.2.6.5.4.8 Complete and process change orders for HW/SW/Services that have renewal terms, over-runs, etc.
- 4.2.6.5.4.9 Assist with the evaluation of product license offerings.
- 4.2.6.5.4.10 Review IT-related bid proposals for other OMES divisions.
- 4.2.6.5.4.11 Coordinate completion of contract monitoring reports.

4.2.7 Enterprise Application Services Unit

- 4.2.7.1 Collaborate with appropriate corresponding CIO/CAO units for each process in application development and support, analysis and design, and ad-hoc reporting.
- 4.2.7.2 Information Support Services Section
 - 4.2.7.2.1 Ensure and monitor accurate resource allocation and data collection.
 - 4.2.7.2.2 Manage resource and project assignments.
 - 4.2.7.2.3 Provide SW development assistance to other sections and projects.
 - 4.2.7.2.4 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, compatibility, etc. of Information Support systems or services, etc.
 - 4.2.7.2.5 Provide resources to and assist with strategic planning and requirements.
- 4.2.7.3 Analysis & Design Section
 - 4.2.7.3.1 Work with customers to analyze business processes and requirements.
 - 4.2.7.3.2 Design programs, database specifications and webs using the requirements analysis and application standards (Section 508-accessibility for persons with disabilities, best practices, A&D requirements, ISD standards, DBA requirements, etc.)
 - 4.2.7.3.3 Create and maintain web graphics, user interfaces, etc.
 - 4.2.7.3.4 Define and maintain application “best practices” and standards, and mentor to others.

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4.2.7.3.5 Design individual websites for OMES.

4.2.7.3.6 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, compatibility etc. of analysis and design systems or services, etc.

4.2.7.3.7 Provide resources to and assist with strategic planning and requirements.

4.2.7.4 Application Development & Support Sections:

- *Admin Support Section*
- *Vertically Integrated Services Section*
- *Human Service Center Team 1 Section*
- *Human Service Center Team 2 Section*

4.2.7.4.1 Creation and maintenance of applications for all environments - IMS, COBOL, POWERBUILDER, DB2, Oracle, Web, Focus, WebFocus, Specialized, etc.

4.2.7.4.2 Create and maintain HTML, JavaScript, ASP, Visual Basic, etc. - web source code.

4.2.7.4.3 Maintain and customize 3rd party applications.

4.2.7.4.4 Develop, debug & implement programs written to program specifications & standards.

4.2.7.4.5 Add enhancements, changes or bug fixes as identified by the users or dictated by changing requirements (includes standard reports).

4.2.7.4.6 Perform unit testing for programs developed or enhanced before turning over to QA/QC.

4.2.7.4.7 Create staging module/component builds necessary for application moves from development to production - turn over to QA/QC for implementation.

4.2.7.4.8 Provide training of ISD staff (Service Desk, operations, etc.) and/or customers as needed.

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4.2.7.4.9 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, compatibility etc. of application development and support systems or services, etc.

4.2.7.4.10 Provide resources to and assist with strategic planning and requirements.

4.2.7.5 Reporting & Data Warehouse Section

4.2.7.5.1 Analysis, design and develop “quick” or one time only reports using available report-writing tools.

4.2.7.5.2 Maintain and enhance existing reports.

4.2.7.5.3 Modify/create reports for federal reporting.

4.2.7.5.4 Maintain and enhance current data warehouse configuration.

4.2.7.5.5 Assist R&S and A&D as needed with evaluation, feasibility studies, installation, maintenance, configuration, compatibility etc. of reporting and data warehouse systems or services, etc.

4.2.7.5.6 Provide resources to and assist with strategic planning and requirements.