

## APPENDIX J: *Task Inventory*

#	TASK
1.	Monitors methods, practices, and products of the SDLC (Systems Development Life Cycle) to ensure the quality of the IT (Information Technology) application utilizing established guidelines based on industry best practices.
2.	Provides leadership on application projects to team members using methods, practices and products of the SDLC to produce quality products as requested by customers.
3.	Provides leadership to team members using facilitation tools and techniques to produce desired product as requested by management.
4.	Trains staff to improve their skills and knowledge utilizing various methods, (i.e., classroom, on the job, and mentoring) as required for the performance of their job.
5.	Uses established guidelines as defined in State and departmental policies in order to maintain a work environment free of discrimination and harassment.
6.	Provides technical assistance to customers utilizing skills, knowledge, and expertise to solve technical problems as requested.
7.	Accurately identifies and applies State and departmental standards and directives in the preparation of documents, (i.e., Budget Change Proposal (BCP), Strategic Information Systems Plan (SISP), Feasibility Study Reports (FSR), Special Project Reports (SPR), etc.) using established guidelines as required.
8.	Accurately identifies and applies departmental information Enterprise Architectural Standards for new and existing projects and applications using established guidelines as required.
9.	Communicates in a professional and effective manner with others utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations.
10.	Negotiates in an effective manner with vendors, customers, management, etc., to resolve issue(s) utilizing tact and interpersonal skills in all situations.
11.	Delivers effective oral presentations to management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
12.	Prepares effective written products for management, customers, and technical staff utilizing various tools, equipment, and aids as appropriate.
13.	Analyze pending legislation and bills to produce an impact assessment utilizing subject knowledge, research and customer expertise in accordance with departmental standards, policies, and established guidelines.
14.	Accurately interprets and applies State and departmental policies utilizing available resources to ensure compliance in all situations.

15.	Participates in the development of statewide policies and procedures specific to information technology utilizing appropriate resources under the direction of departmental management and/or control agencies.
16.	Manages multiple priorities to produce quality products for customers by utilizing effective resource management skills as needed.
17.	Effectively manages projects to produce quality products utilizing scope definition, plans and schedules following the SDLC standards.
18.	Develops project reports for management and customers to ensure communication of current status using appropriate management tools (i.e., project plans, schedules and budget) as needed.
19.	Monitors IT contracts to ensure adherence with the defined scope of services by reviewing deliverables, hours worked, rates and costs, as outlined in the contractual agreement.
20.	Directs vendor(s) to ensure adherence with the defined scope of services by reviewing deliverables as outlined in the contractual agreement.
21.	Ensures adherence to CDCR Configuration Management Policy through education of established processes and procedures to protect the Department's IT assets as mandated by control agencies.
22.	Develops disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure through the use of defined requirements and procedures as mandated by the State Administrative Manual.
23.	Performs tests of the disaster recovery plans to ensure recovery of the Department's IT assets in the event of a failure by executing defined backup and recovery procedures as mandated by the State Administrative Manual.
24.	<b>On an on-going basis, reviews customer-reported application problems to identify trends and patterns and apply preventive measures (i.e., onsite training, application modifications) to improve customer service delivery.</b>
25.	Performs skillful and detailed analysis of the customer's request to provide quality requirements using structured processes defined in the SDLC standards as needed.
26.	Produces well defined designs for customers to produce quality applications using structured processes defined in the SDLC standards as needed.
27.	Develops effective applications for the customer based on design specifications using structured processes defined in the SDLC standards as needed.
28.	Develops test plan to ensure that the appropriate tests are administered to validate application code against the application design using structured processes defined in the SDLC standards as needed.
29.	Executes test plan to ensure that the appropriate tests are administered to validate application code against the application design using structured processes defined in the SDLC standards as needed.

30.	Works with network/system administration to ensure proper integration and performance using appropriate resources (i.e., system knowledge, technical documentation, communication, etc.) as needed.
31.	Works with Information Security Office (ISO) to ensure compliance with departmental information security policies and guidelines using appropriate resources (i.e., system knowledge, technical documentation, communication, etc.) as needed.
32.	Safeguards departmental data assets by implementing information security policies and guidelines to ensure compliance with governmental and industry best practices using appropriate resources as needed.
33.	Understands and applies methods, practices and products of the SDLC using established standards to produce quality products as requested by customers.
34.	<b>Develops and maintains customer training plans and documentation (i.e., manuals and guides) to deliver quality training using system knowledge and various tools and techniques as needed.</b>
35.	<b>Trains customers to effectively use IT systems using training plans, tools, and techniques as needed.</b>
36.	Participates in the hiring process by interviewing, evaluating and selecting candidates to fill identified vacant position (s) in accordance with State Personnel Board Rules and Regulations.
37.	Effectively delegates work assignments to staff with appropriate guidance, direction, and instruction to complete work as needed.