

Enterprise Information Services Duty Statement

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| Section: | Enterprise Applications and Maintenance Support |
| Unit: | Strategic Offender Management System |
| Position Number: | 625-9656-001 |
| Classification: | Correctional Lieutenant |
| Date: | 11/01/16 |

Supervision: Under the general direction of the Captain, Adult Institution, the Correctional Lieutenant will perform duties in relation to statewide training efforts associated with business processes required by the Strategic Offender Management System (SOMS) program. The Correctional Lieutenant is responsible for the instructional design, curriculum and work process reviews, directly associated with the SOMS's training materials to ensure the most current and approved is utilized by Correctional Peace Officers statewide. The Correctional Lieutenant is also responsible for coordinating training activities for Correctional Peace Officers statewide for SOMS system enhancement and maintenance releases. The Correctional Lieutenant provides expertise in custody operations, and is proficient in the interpretation and implementation of current departmental policy and training as it relates to custody, discipline, movement, and general welfare of inmates.

The primary goal of the SOMS Program has been to replace or integrate most of CDCR's legacy and paper based offender management systems for adult offenders into one central data repository in order to extend the availability of information to all system users statewide.

Knowledge: The Correctional Lieutenant brings expert knowledge of custody, discipline, care and treatment of offenders. The Correctional Lieutenant's range of knowledge includes:

- Modern principles and practices in penal administration and criminology;
- Psychology of offenders; attitudes, problems, behavior and methods of rehabilitation of persons under restraint;
- Supervisory techniques and methods of maintaining discipline, both of staff personnel and offenders;
- Principles and methods used in the custody, control and adjustment of antisocial persons;
- Interviewing techniques;
- Literature in the fields of penal administration and criminology; and
- Laws and regulations governing State correctional institutions and purposes and activities of the California Department of Corrections and the Board of Parole Hearings.

The Correctional Lieutenant must understand instructional techniques utilizing electronic media, mass communication and webcast technologies. The Correctional Lieutenant must be knowledgeable in Project Management, Application Development Methodology and Operations.

Scope and Effect: The Correctional Lieutenant ensures that SOMS incorporates departmental policies, rules and regulations related to the custody and rehabilitation of offenders for this major statewide program. The Correctional Lieutenant is responsible for preparing and ensuring accuracy of training materials relating to their area of expertise. The Correctional Lieutenant is also instrumental in the training activities for statewide training of SOMS functionality. The Correctional Lieutenant must be familiar with the SOMS application and have the ability to provide critical level support to the field during non-business hours in the capacity of the SOMS Officer of the Day (SOD). The SOD is assigned on a rotating basis and the duties require the incumbent to be on an "On Call" status Mon.-Fri. 5:00 pm to 7:30 am and Sat, Sun, Holidays 24 hours a day while assigned as the SOD. While performing the duties of the SOD the Correctional Lieutenant must be able to analyze complex field issues as they relate to the SOMS application and provide a solution to the requesting staff in how to resolve these issues (typical calls can range from an entire SOMS outage to staff cannot perform inmate counts in SOMS).

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Personal Contact: The Correctional Lieutenant consults and advises managerial, administrative and executive staff on the planning, development, implementation and coordination of SOMS custody issues related to training, and business processes. The Correctional Lieutenant frequently contacts field staff to facilitate SOMS training and deployment activities, and to share the status of SOMS. The Correctional Lieutenant is expected to be well organized and communicate effectively, both orally and in written form. The Correctional Lieutenant contributes information for status reports, and reviews materials produced by SOMS staff and vendors. The Correctional Lieutenant also provides verbal presentations to customers and briefings to staff and Department management.

Purpose of Contacts: In the normal course of work, the Correctional Lieutenant is expected to identify and communicate the training and operational materials, tools and documentation required for SOMS operation within the institutions. The Correctional Lieutenant may have contact with the following:

- Adult Institutions: Warden, Chief Deputy Warden, Associate Warden, Business Manager, Superintendent, Executive Superintendent, Assistant Superintendent, and Business Operations.
- Headquarters: Office of Fiscal Services, Budget Management, Business Management, Facilities Management, Contract Management, Enterprise Information Services, Human Resources, Labor Relations, Civil Rights, Risk Management, Policy and Evaluation Division and other Headquarters Divisions.
- Audit Groups: State Controller’s Office, Department of Finance, Bureau of State Audits and CDCR Office of Audits and Compliance.
- Division of Adult Parole Operations: Director, Associate Director, Parole Administrators, Parole Agents, Business Operations, Automation Groups.

Specific duties include but are not limited to the following:

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| 45% | Program Management and Business Processes |
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- Participates in SOMS developmental sessions to review and validate business processes, business rules, data requirements and data dictionary items related to adult offender programs; functional and nonfunctional requirements validation, and infrastructure planning.
- Confirms vendor materials is consistent with policy and procedures affecting adult programs.
- Ensures accuracy of testing of training materials, tools and documentation.
- Provide first level SOMS User Training.
- Support business process change management activities as required.
- Corroborates with program development, deployment, and management.
- Provides expertise and validation when implementing any new and /or changes to business processes and procedures.
- Participate in testing of new functionality, change requests, defects and data change requests.
- Participate on a rotating basis as the SOMS Officer of the Day.

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| 45% | Management Activities |
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- During implementation and deployment the Correctional Lieutenant participates in the Deployment activities to ensure the successful integration of the SOMS solution.
- Ensure user identities and roles/security profiles have been provided to the management team.
- Facilitate end user acceptance testing.
- Assist in the de-commissioning of current database systems after end user acceptance.

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- Educate staff on data conversion activities and related business rules, and the integration of paper information into the electronic offender record.
- Coordinate data clean-up activities as required in preparation of data conversion.
- Point of contact on issue escalation and resolution, in their area of expertise.
- SOMS liaison for statewide custody operations.

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| 10% | Other Duties as Required |
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- Provide training to staff as required.
- Attend meetings and mandatory training as required.
- Travel as required.

This position is a rotational assignment not to exceed two years. Acceptance of this assignment does not obligate you to remain for the entire duration of the assignment

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee's Signature

Date

Supervisor's Signature

Date