

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
BUSINESS INFORMATION SYSTEM  
DUTY STATEMENT

<b>LEVEL: DATA PROCESSING MANAGER IV</b>	<b>POSITION NUMBER:</b>
<b>TITLE: PROGRAM DIRECTOR</b>	<b>065-501-1387-001</b>

**WORK SETTING:** Under the general supervision of the Deputy Director, Enterprise Applications and Maintenance Support for the Enterprise Information Services (EIS), the Data Processing Manager IV (Program Director) manages, directs, and has an overall responsibility for the on-going support of the Enterprise Resource Planning (ERP) solution for the Business Information System (BIS) Program. The Program Director works with internal and external stakeholders, the Executive Steering Committee, control agencies, and contractors to mitigate and manage risks, identify new business needs, and ensure maintenance of the system. The Program Director negotiates new initiatives and resources with EIS's Director and Deputy Director of Enterprise Applications, Maintenance Support, Steering Committee, and keeps current on issues that may impact the progress of the Program. The Program Director is responsible for supervising staff in the design, development, testing, implementation, and maintenance of the software for the BIS Program. Specific expertise includes extensive knowledge of technology concepts, practices, and methods including the phases of the software development and analysis life cycle.

The Program Director provides leadership, guidance, and direction to the BIS Program and supplemental enhancement projects such as Environment Health and Safety, Plant Operations, Automated Request Personnel Action, System Virtualization, System Patch/Upgrade, SCO Time Interface to MYCALPays and Controls. This position is also responsible for ensuring specification compliance by vendors, all due dates are met, budgetary constraints are followed, problems are identified and resolved, and that effective Change Management is taking place throughout new implementation of modules by monitoring staff acceptance. The Program Director is the principal policymaker with regards to the ERP solution implementation and on-going support and maintenance.

The common goal of the BIS project is to implement an integrated, standardized, ERP solution for CDCR and CCHCS. The Program Director will be required to supervise the activities of the Technical Support function team. The position is responsible for leading team members on a daily basis in developing comprehensive work plans, coordinating work products/deliverables, and ensuring their timely completion. In addition, the position works with the function teams and the CDCR Project Managers to coordinate effective end-user communications and training relative to the Technical Support functional area. The incumbent conveys needed information between the CDCR Project Managers and team members, and assigns tasks to team members.

The Program Director supervises the implementation of software changes, legacy interfaces, and software development; supports data analysis, cleansing and conversion, documentation, and custom report development. The incumbent supervises testing functions including planning and testing software and processes and ensuring the security of data.

The work includes supervising the tracking of program budgets, project schedules, ensuring specification compliance by the vendors, working with BIS team members and Department staff to identify and develop standard business practices to be integrated into the BIS and compliance with contracting policies and regulations.

Travel is required.

**CONTACT WITH OTHERS:** The incumbent has regular contact with:

- Institutions - Business Services, Human Resources.
- Headquarters - Accounting Management, Accounting Policies & Procedures Section, Budget Management, Business Management, Facilities Planning & Maintenance, Contract Management, Enterprise Information Systems Division, Human Resources, Labor Relations, Internal Affairs, and Health & Safety.
- Partner Agency - California Correctional Health Care Services (CCHCS).
- Control agencies - State Controller, Finance, Personnel Administration, Government Claims & Victim Compensation Board, Public Employee's Retirement System, State Compensation Insurance Fund and General Services.
- Audit groups - from State Controller, Finance, Bureau of State Audits, and CDC Office of Compliance.

**SUPERVISION EXERCISED:** User Project Manager, Data Processing Manager III, Technical Project Manager, System Software Specialist III (S), System Support Manager, System Software Specialist III (S), Consultants, Office Technician

**SUPERVISION RECEIVED:** Deputy Director of Enterprise Applications and Maintenance Support

**DUTIES:**

35% Plan, organize, and direct the following functional areas: System Administration, Configuration Management, Development, Analysis, Quality Assurance, and Functional Team Operations. Supervise, train, and evaluate subordinate team members. Track and report staff project time and effort. Responsible for policy and procedure standardization for the BIS Project ERP system on a department-wide basis. Oversight involves and highly emphasizes the incumbent's role in policy development throughout the implementation and on-going support of the chosen ERP system, while ensuring all policies and procedures are adhered to both in headquarters and in the field. Develops and recommends implementation of all new policies, procedures, and/or regulations on BIS Project ERP system-related issues.

20% Work with the Director of EIS, Deputy Director of Enterprise Applications and Maintenance Support, Executive Steering Committee, State CIO, Director, Division of Support Services, and Vendor Management to define the mission and vision and to establish a clearly defined communication path for the timely dissemination and solicitation of information. Ensure consistency of message and practical incorporation of user group needs for both the headquarters and field business processes solution. Review plans, designs and system specifications prepared by the vendor. Ensure compliance with security policies, data back-up and recovery procedures. Monitors, directs and mentors team efforts to develop solutions for common maintenance problems. Identifies, analyzes and resolves performance problem issues. Provides guidance and direction for the BIS team to develop, design, test, train, and implement the ERP solution including writing and submitting documents, acquiring funding, and identifying specific roles, responsibilities, and milestones.

20% Provide guidance and direction for the team to develop, design, test, train, and implement solutions including writing and submitting documents, acquiring funding, identifying specific roles, responsibilities, and milestones. Obtains input from control agencies to foster a working partnership in implementing the ERP solution, ensuring short and long-term goals are met, and

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION  
BUSINESS INFORMATION SYSTEM  
DUTY STATEMENT**

ensuring necessary business and technical requirements are met adequately and timely.

20% Works closely with the Vendor Management and CDCR Project Managers to ensure consistency of message and practical incorporation of user group needs for both the field and headquarters business processes solutions.

5% Provides direction to the CDCR Project Managers to identify an action plan, communication plan, gap analysis, and identify critical path and work structures.

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

Employee's Signature

Date

Supervisor's Signature

Date