

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

LEVEL: Staff Information Systems Analyst (SISA)	POSITION NUMBER:
TITLE: Production Support	065-501-1312-055

WORK SETTING: Under the general direction of the Staff Information Systems Analyst (Supervisor), Business Information System (BIS), the Staff Information Systems Analyst (SISA), Specialist is expected to work independently in fulfilling project related tasks associated with the implementation and ongoing support of the Business Information System (BIS) program. Primary activities include providing direct project support to the Production Support unit within BIS. The SISA will address complex functions within the unit including, but not limited to, change control process, incident and service request management, user readiness/roles and conflicts, project communication activities, documentation and reporting, network administration services, information security, facilitating meetings, identifying and obtaining commitments from personnel with subject matter expertise while incorporating best practices, policies, guidelines, and procedures. As such, the incumbent will be expected to make recommendations on both technical and administrative issues to peers and the BIS management team.

The SISA is responsible for establishing procedures, system policies, operations and reference materials for the services provided. The SISA must use his/her judgment to determine the scope and depth of guidelines for services under his/her responsibility.

The breadth of the SISA position includes developing guidelines and procedures for production support activities that integrate with and take in consideration existing and new CDCR applications, project management principals, infrastructure management, information security practices, network application and server management, remote desktop procedures, Department of Technology Services support model, Service Desk and Desktop Support practices, and other internal and external practices that make up the existing Enterprise Information Services architecture. CDCR applications include, but are not limited to, electronic mail, Internet web, virus protection, domain/organizational unit management, print management, file management, storage management, backup management, and remote access. The impact of these services affects several business areas utilizing the CDCR computing network for their business processes. When considering service enhancements or additions, the SISA identifies the impacts, appropriate methodology and steps to proceed, and alternatives for the CDCR enterprise network. The SISA must ensure the integration of multiple services occurs without impact to customers.

This work is at the journey level and requires continuing efforts to establish concepts, theories, or programs. The incumbent is responsible to train/mentor organization staff and customers in production support activities. Additionally, the incumbent is aware of the Department's major stakeholders, IT Strategic and Tactical plans, and the Department's business objectives, and participates in establishing performance measures to align with these objectives and documents the progress in meeting those objectives and identifying areas for further improvements.

The services the SISA is responsible to provide affect a significant number of CDCR business areas. These areas include the ability to ensure only authorized personnel gain access to the CDCR computing environment and services; the ability to store data where multiple persons, regardless of physical location can gain access to the data; the ability to quickly provide information to a few, or thousands, of CDCR personnel; the ability to quickly and effectively notify the public and media of CDCR and Agency meetings or other significant events; the ability to minimize the departmental risk from security incidents. All of these services are utilized by multiple business areas within CDCR and are considered crucial by those entities.

The SISA is able to establish and maintain cooperative relationships with management, Information Technology (IT) personnel, vendors, contractors, and all customer levels while performing project related

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activities and assignments. The SISA maintains a customer-friendly and professional attitude during contacts. The SISA also presents information to CDCR management and their program areas regarding IT services or proposals.

The SISA is familiar with customer business program areas, practices, and Information Technology (IT) service requirements. The SISA possesses the ability to provide factual information, and consider and value differing viewpoints, goals, or objectives. The SISA possesses the ability to motivate, persuade and lead individuals or groups.

CONTACT WITH OTHERS: The incumbent has periodic contact with:

- Adult Institutions and Juvenile Justice Facilities — Warden, Chief Deputy Warden, Associate Warden, Business Manager, Superintendent, Executive Superintendent, Assistant Superintendent, and Business Operations.
- Headquarters—Accounting Management Branch, Budget Management Branch, Business Management Branch, Office of Facility Management, Office of Contract Management, Enterprise Information Services Division, Human Resources, Office of Labor Relations, Office of Civil Rights, Office of Risk Management and Policy and Evaluation Division.
- Control Agencies—State Controllers Office, Department of Finance, Department of Personnel Administration, Department of Technology Services, State Compensation Insurance Fund and Department of General Services.

SUPERVISION RECEIVED: Staff Information Systems Analyst (Supervisor), Business Information System (BIS)

SUPERVISION EXERCISED: N/A

DUTIES:

45%

Project Management

- Participates in project meetings and provides technical advice to the project team.
- Participates in the development of proposals, procedures, project reports, incident and service tracking reports, procurements, and project plans.
- Provide status reports to the project team and management.
- Organizes plans, analyzes, and carries out support activities for the ongoing operation of the BIS program.
- Develops action plans to track and manage new work efforts, schedules and resources.
- Identifies risks and mitigations.

30%

Change Management

- Acts in the capacity of BIS Change Control Board Coordinator
- Updates change requests tracking log
- Notifies BIS Change Control Board of new and approved change requests
- Validates that change request meet security guidelines in SAP roles and transactions.
- Updates Change Control Board procedures as needed

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	<ul style="list-style-type: none">• Updates the BIS Business Process Manual (BPML)• Contributes to the development and manages project scope, budget, schedule and risks to ensure projects are done on time and on budget.• Develops action plans to track and manage new work efforts, schedules and resources.• Identifies risks and mitigations.• Portal Content Manager Role for updating Portal communications.
10%	Research and Support of Unit's Core Technologies <ul style="list-style-type: none">• Access knowledgebase systems to find solutions for technical problems.• Test and apply security patches, hot fixes, new software updates.
5%	Training <ul style="list-style-type: none">• Participates in formal and informal training programs to strengthen analytical skills and enhance knowledge of software tools and packages which would prove beneficial to end-users.• Provides training to new team members, customers and business partners on the BIS Change Control Board process.
5%	Methodologies and Standards. <ul style="list-style-type: none">• Participates in development of division-wide methodologies and standards.

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

Employee's Signature

Date

Supervisor's Signature

Date