

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INFORMATION SYSTEMS (IS) BUSINESS AUTOMATION
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions which function as program area liaisons, business process professionals, and data stewards or data custodians. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. How to Use This Classification Specification

This classification specification includes professional IS Business Automation positions at the Analyst, Senior, Specialist, and Consultant/Administrator classification levels, as defined in Section II of this specification.

If a majority of a position’s time is identified in any one of the individual classification definitions, then the position must be classified in that particular classification. Positions which spend no more than 50% of their time on duties in any other single professional IS Data Services, IS Network Services, IS Systems Development Services, IS Technical Services, or IS Business Automation classification, and more than 50% of their time on a combination of duties from two or more of these IS classifications, should be classified in one of the IS Comprehensive Services classifications.

Section II.A. defines duties performed by positions appropriately included in this job family. Use this section to determine the correct job family classification. Then, use sections II.B. and II.C. to determine the appropriate classification level within that job family classification for the position: Professional, Senior, Specialist, or Consultant/Administrator.

For classification purposes, the majority of duties assigned to a position **must** meet level **and** classification definition.

C. Inclusions

This classification series includes professional positions which function as program area liaisons, business process professionals, and data stewards or data custodians. Positions in this classification series represent a specific program/business area with distinctive IS applications, needs, and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business.

D. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which, for a majority of the time, perform duties which are more appropriately classified as IS Professionals, Seniors, Specialists, and Consultants/Administrators.
2. Positions which are not engaged for the majority of time in "professional employee" work as defined in Wis. Stats. 111.81(15)(a) or (b), and as administered and interpreted by the Wisconsin Employment Relations Commission.
3. Positions which are engaged in supervisor and management work as defined in Wis. Stats. 111.81(19) and (13), and as administered and interpreted by the Wisconsin Employment Relations Commission.
4. Clerical, paraprofessional or professional positions which utilize computer systems in a business area, specialized program or reporting area and which are concerned with the manipulation of data contained in the system, and with responsibilities including program policy development and/or implementation, inputting of data into the system, correcting or modifying data, generating program reports and statistics, evaluating the effectiveness of the system, and providing information and technical assistance to users of the program system and liaison with IS professional staff. The primary purpose of these positions and the majority of the assigned duties are not the development or maintenance of the computer system.
5. IS (IS) Technician positions which spend the majority of time (more than 50%) engaged in any combination of the following activities: operating and monitoring a computer and/or teleprocessing network; routine computer programming and debugging; controlling data by coordinating and executing computerized system production runs; operating peripheral equipment; installing, maintaining, repairing and servicing computer hardware; installing software and upgrades and assisting with troubleshooting software and hardware problems; providing routine technical assistance; performing technical related work in the day-to-day maintenance of the LAN or WAN; completing data processing production for major, complex, integrated systems; or providing first level technical problem determination and resolution, and related job duties.
6. Positions engaged in DOA enterprise level IS work for the majority of the time.

7. All other positions which are more appropriately identified by other classification specifications.

E. Entrance Into and Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression to the IS Business Automation Senior level will occur through reclassification. A progression series means a classification grouping whereby the class specifications specifically identify an entry and full performance senior level. The full performance senior level within a progression series means the classification level that any employee could reasonably be expected to achieve with satisfactory performance of increasingly complex duties or the attainment of specified training, education, or experience.

An employee may have his/her senior level position considered for reclassification from the IS Business Automation Senior classification to the IS Business Automation Specialist classification. All other employees will enter positions within this classification series by competition.

A position assigned to the IS Business Automation Consultant/Administrator classification is the principal technical authority for an agency or campus in the assigned IS area. Employees will enter IS Business Automation Consultant/Administrator positions by competition. When circumstances permit on a case-by-case basis, an employee may enter a position in the IS Business Automation Consultant/Administrator classification by reclassification.

II. DEFINITIONS

A. Identifying the Correct Job Family Classification

This section defines duties performed by positions appropriately included in this job family.

Business Automation Job Family

The Business Automation Job family includes those positions where principal knowledge is of business area programs and activities; agency mission; policies and objectives, management principles and processes; and business analysis and evaluation methods. Positions in this job family will have an understanding of how to apply automation principles and techniques as they relate to furthering business objectives. Position types in this job family include program area liaisons, business project leaders, business process analysts, data stewards/custodians, etc.

Positions which spend the majority of their time (50% or more) on one or more of the following duties are appropriately included in the IS Business Automation job family classifications:

- 1) Prepare and present the business case for IT projects.
- 2) Conduct feasibility studies and cost-benefit analysis for IT projects, products and process changes in the business area.
- 3) Analyze business processes and data needs and translate business rules for IT systems and products.
- 4) Represent business rules and business information on IT Project teams.

- 5) Advise program area management on the appropriate and effective use of IT to improve service delivery.
- 6) Develop, review, and recommend long- and short-range automation plans consistent with business program objectives and IT plans.
- 7) Develop plans and methods for acceptance testing. Develop specific test plans and manage acceptance testing to ensure that systems will function correctly.
- 8) Develop user acceptance test criteria and conduct user acceptance testing.
- 9) Report results of user acceptance tests and clarify system requirements to IT development team.
- 10) Coordinate scheduling and implementation of new or enhanced data applications with business users and IT development team.
- 11) Analyze problems identified by business users and create requirements for changes to the system.
- 12) Develop end-user manuals, handbooks, user guides and materials for IT systems and related business processes.
- 13) Identify business area IT training needs; develop training plans and materials and provide training on business area applications.
- 14) Analyze the impact of legislative and/or policy and procedural changes on the business requirements for IT systems.
- 15) Verify that the daily operations of business area applications are functioning properly. Lead problem resolution with business area and IT services when necessary.
- 16) Research the need for and recommend new systems and/or system enhancements.
- 17) Study existing business rules and workflow and identify areas where changes in business processes and/or IT systems could improve efficiency and economy. Make recommendations to program area management and IT staff.
- 18) Propose system development or modifications in response to changing business needs. Meet with management to explain systems needs and projected costs, and participate in decisions to conduct further study, or to proceed with development.
- 19) In collaboration with management and IT project team; develop timetables and plans for the implementation of new or modified systems. Identify and manage the completion of business area tasks to ensure successful implementation of systems.
- 20) Monitor and recommend priority of requests for IT enhancements or projects from the business area.
- 21) Serve as business area data custodian/steward and approve application access.
- 22) Develop business data definitions and valid values and define data warehouse needs from the business perspective.
- 23) Consult on the meaning and use of automated information.
- 24) Facilitate the (re)design of business processes.
- 25) Maintain awareness of office automation capabilities and apply to business processes.
- 26) Represent the business area and/or coordinate its involvement in the development of IT policies, procedures and standards.
- 27) Coordinate the business area's implementation of IT policies, procedures and standards.
- 28) Monitor, facilitate and coordinate IT service requests.
- 29) Monitor internal and external IT services and performance, and develop recommendations for possible alternatives.
- 30) Represent the business area in the procurement of IT services and products.
- 31) Develop and manage budgets for IT services and products.

Positions appropriately classified in the IS Business Automation job family classifications may perform some of the following duties, but would not spend the majority of their time on these duties:

- 1) IS Data Services positions responsible for the planning, development, implementation and administration of systems and administration of systems for the acquisition, storage and retrieval of data. Position types include data professionals, database administrators, database developers, data architects and administrators, data warehouse specialists, storage professionals and GIS data managers. Staff occupying positions in this family have the experience to serve the data technology needs of the agency business areas as well extra-and inter-agency requirements.
- 2) IS Network Services positions that plan, analyze, design, develop, test, configure, implement, integrate, maintain, and manage computer networks used for the transmission of information in voice, data, and/or video formats. The family covers all aspects of network, including file service, print service, local and Internet electronic mail networks, Internet web connectivity and mainframe gateways. Position types include network administrator, LAN/WAN administrator, server administrator, network analyst, network designer, etc. Staff occupying positions in this family have the experience to analyze, design, develop, implement, and maintain the network technology needs of the agency business areas as well extra-and inter-agency requirements. Telecommunication system (including telephones, ISDN telephones, automated call systems, PBXs, etc.) needs analysis, design, implementation, and maintenance are included in this family.
- 3) IS Systems Development Services positions responsible for the planning, development, implementation, upgrade, and support of software applications. Position types include application analysts, application designers, application developers, software programmers, software quality assurance staff, project managers/leaders, software tool specialists, software development methodology experts, software package technical experts, and GIS application specialists. Staff occupying positions in this family have the training and experience to serve the operational, information, knowledge, and analytical application needs of the agency business areas as well as extra-and inter-agency requirements.
- 4) IS Technical Services positions responsible for the confidentiality, integrity and availability of systems through the planning, analysis, development, implementation, maintenance, and enhancements and support of systems, programs, policies, procedures and tools. Positions in this family are also responsible for the planning and co-ordination of the installation, testing, operation, troubleshooting and maintenance and use of large-scale hardware and software systems. Also, jobs cover the planning, installation, configuration, testing, implementation and management of the systems environment. Position types include, systems engineers, systems programmers, security officers, customer service providers, technical writers, training and help desk professionals, as well as other technical experts. Staff occupying positions in this family have the experience to serve the technology needs of the enterprise, agency business areas as well as extra and inter-agency requirements.
- 5) IS Comprehensive Services positions that spend no more than 50% of their time on duties in any other single professional IS Data Services, IS Network Services, IS Systems Development Services, IS Technical Services, or IS Business Automation classification, and more than 50% of their time on a combination of duties from two or more of these IS classifications.

B. Levels**IS BUSINESS AUTOMATION ANALYST**

This classification is used as an entry progressing to a development level for business area IS positions. Work is performed under close progressing to limited supervision. Although this is the entry-developmental level for this series, knowledge of fundamental business rules, principles and practices as well as familiarity with IS concepts, must have been acquired before appointment into this classification; the focus is on gaining knowledge of general IS principles to assist in carrying out the business activities that support the mission of the business area. Assignments are narrow in scope. As the employee progresses, s/he continues to develop knowledge of the business area policies and procedures and the IS practices and techniques useful for automating business systems.

IS BUSINESS AUTOMATION SENIOR

Positions at this level work under general supervision. The work performed by a position at this level may be reviewed by the position's assigned supervisor for agreement with the agency's or campus' business direction, policies and standards. This is the full performance level, and it is the level that an employee in this series can reasonably expect to attain. An employee at this level has acquired a broad knowledge of business rules, principles, and practices in the specialty area and provides services that enable the business area to apply technology to meet business requirements. Positions at this level will participate with the Information Systems expert for the design, development, implementation, and maintenance of business systems and services. Positions at this level may lead positions at the Business Automation Analyst and Senior level and business area experts in the completion of projects and work assignments. Positions at this level may work under the day-to-day direction of business area experts or supervisors and may support the activities of IS Specialists, Consultants, and/or Administrators.

IS BUSINESS AUTOMATION SPECIALIST

Positions at this advanced level work under general review with objectives and priorities established by overall work unit directives. There is little review of recommendations and solutions by a supervisor. Positions at this level will have knowledge of business rules, principles, and practices in the specialty area to enable the business area to apply technology to meet business requirements. Positions at this level will partner with the Information Systems expert for the design, development, implementation, and maintenance of business systems and services. Positions at this level will also assess the effectiveness and evaluate the feasibility of new systems and services, and provide advice and guidance on complex issues. Positions at this level will have knowledge of project management principles, methods and practices and will develop business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. Work product(s) impact agency and campus business activities. The employee develops processes for troubleshooting, recovering, adjusting, modifying, and improving business systems and provides support that minimizes interruptions in the ability to carry out critical business activities. The position independently resolves conflicts and problems through the skilled application of theoretical and practical knowledge of the business area as well as the application of general policies and agency and campus IS policies and standards. Work assignments are difficult and complex. Positions at this level interact with agency or campus business managers and staff as well as IS managers and staff in the completion of assigned duties.

IS BUSINESS AUTOMATION CONSULTANT/ADMINISTRATOR

A position at this level works under broad policy guidance and is regarded as a business systems expert within the agency or campus. Positions at this level will have mastery of principles, methods and practices in the business area and the knowledge required to enable the business area to apply technology to meet business requirements. Positions at this level will have knowledge of project management principles, methods and practices and will develop business project plans and schedules, estimate resource requirements, define milestones and deliverables, monitor activities, and evaluate and report on accomplishments. Work product(s) will impact enterprise, agency and campus business areas as well as extra and inter-agency business. The employee has mastery of methods and practices for troubleshooting, recovering, adjusting, modifying, improving, and/or reengineering business systems that support agency and/or campus critical business activities. A position covered by this specification is considered a business expert with technical knowledge of the workings and interrelationships of the multiple IT systems delivering business area products or services for the assigned agency or campus. Work performed by a position in this classification is the most advanced level of work which requires the application of a combination of the highest levels of theoretical and practical knowledge of the business area systems. A position at this level provides direction, guidance and consultation on issues specific to the area of expertise to the agency's or campus' administrators, business managers, and IS managers and staff. Actions by a position at this level result in establishing policies, parameters and standards for the enterprise, agency and campus as well as extra and inter-agency business areas. Positions covered by this specification represent the agency/campus on enterprise-wide committees/task forces and/or project teams and serve on interagency or intercampus study and/or advisory groups.

C. Classification Definitions

IS BUSINESS AUTOMATION ANALYST

This classification is used as an entry progressing to a developmental level for professional program area liaison, business process, and data steward or data custodian positions. Positions in this classification series represent a specific program/business area with distinctive IS applications, needs, and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under close progressing to limited supervision. Positions spend the majority of their time performing any combination of the following duties:

- Develop IS knowledge and skills,
- Assist with business analysis by performing tasks such as identifying business requirements in conjunction with IS staff, or
- Participate in unit, system, and acceptance testing.

IS BUSINESS AUTOMATION SENIOR

Positions in this classification perform professional program area liaison, business process, and data steward or data custodian work. Positions in this classification series represent a specific program/business area with distinctive IS applications, needs, and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under general supervision.

Positions spend the majority of their time performing any combination of the following duties:

- Perform systems analysis work in conjunction with IS staff from the agency/campus principal IS shop,
- Function as the liaison between the business area and the agency/campus principal IS shop,
- May assist or work under the direction of an IS Business Automation Specialist,
- Work with the program's customers to articulate new and enhanced IS service requirements,
- Work with the program's customers to resolve problems and to communicate them to the principal IS shop,
- Provide training to customers on the information systems for the program area,
- Develop customer manuals, handbooks, and guides for the automated business system processes,
- Coordinate IS requests with the principal IS shop for such items as: scheduling systems implementation of new applications, enhancements to existing applications, or testing and monitoring new applications, or
- May serve on systems teams comprised of business area customers and IS professional staff.

Representative Position:

Program Area Liaison - Positions, for the majority of the time, focus on representing a specific program/business area with distinctive IS applications, needs and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing and maintaining distinctive information systems for the support of the program's business. Located in an agency/campus program division, these positions perform systems analysis work in conjunction with IS Professionals, Seniors, Specialists and/or Consultants from the agency/campus principal IS shop. Positions at this level may work under the direction of an IS Specialist; work with the program's customers to articulate new and enhanced IS service requirements, to resolve problems and to communicate these to the principal IS shop; provide training to customers on the unique information systems for the program area; and assist the Program Area Specialist in coordinating IS requests with principal IS shop for such items as: scheduling systems implementation of new applications, enhancements to existing applications, or testing and monitoring new applications. Positions may serve on Systems teams made up of business area customers and IS professional staff.

IS BUSINESS AUTOMATION SPECIALIST

Positions in this classification perform professional program area liaison, business process, and data steward or data custodian work. Positions in this classification series represent a specific program/business area with distinctive IS applications, needs, and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under general supervision. Positions spend the majority of their time performing any combination of the following duties:

- Positions at this level are the primary division contact for IS purposes in the specific program area,
- Coordinate all aspects of the planning, systems approval and monitoring of complex information systems/applications which are used for the administration of a program division's business,
- Provide recommendations and guidance to the division's and agency's management as well as other state and federal managers concerning the specific information systems which support the program/business area,

- Direct the work of IS Business Automation staff in identifying and analyzing information system requirements and in reviewing systems products and changes made to systems by the agency/campus principal IS shop for compliance with systems requirements and agreements,
- Analyze the use of new technology in the delivery of new or enhanced systems services,
- Review and interpret proposed statutes and rules for impact on systems software and hardware support and services to the systems customers,
- Negotiate any changes in timeline for systems implementation or enhancements with affected state and federal officials and/or the agency/campus principal IS shop,
- Coordinate and facilitate the development of business requirements with the agency/campus principal IS shop, or
- Coordinate problem resolution with program managers and the agency/campus principal IS shop.

Representative Positions :

Business Process Specialist - Positions perform detailed analysis and design and conduct feasibility studies for specialized, business-related, complex automated systems; develop and review complex specifications developed by business development teams; develop test conditions, monitor and troubleshoot the developed systems; coordinate data modeling as part of the development process; and lead business process redefinition studies as assigned.

Program Area Specialist - Positions work under general policy direction and are primarily responsible for coordinating all aspects of the planning, systems approval and monitoring of complex information systems/ applications which are used for the administration of a program division's unique business. At this level a position will provide recommendations and guidance to the division's and agency's management as well as other state and federal managers concerning the specific information systems which support the unique program/business area and may direct the work of IS Professionals in identifying and analyzing information systems requirements and in reviewing systems products and changes made to systems by the agency/campus principal IS shop for compliance with systems requirements and agreements. Work performed will include analyzing the use of new technology in the delivery of new or enhanced systems services; reviewing and interpreting proposed statutes and rules for impact on systems software and hardware support and services to the systems customers and negotiation of any changes in timeline for systems implementation or enhancements with affected state and federal officials and/or the agency/campus principal IS shop. As related to information systems, a position coordinates and facilitates the development of business requirements with the agency/campus principal IS shop as well as coordinates problem resolution with program managers and the agency principal IS shop. Positions at this level are the primary division contact for IS purposes in the specific program area.

IS BUSINESS AUTOMATION CONSULTANT/ADMINISTRATOR

Positions in this classification perform professional business process, and data steward or data custodian work. Positions in this classification series represent a specific program/business area with distinctive IS applications, needs, and requirements to the agency/campus principal IS shop for the purposes of developing, implementing, enhancing, and maintaining distinctive information systems for the support of the program's business. Work is performed under general supervision. Positions spend the majority of their time performing any combination of the following duties:

- Establish and direct the overall process through which all business processes within an agency or campus are reviewed and redefined,
- Work with agency business area managers to define the scope of the agency/campus business process definition/redefinition projects,
- Review current policies and procedures for an agency/campus business process redefinition and make changes as mandated by new technology, techniques and/or enterprisewide standards,
- Conduct professional workshops on business process redefinition for customers and professional IS staff, or
- Work with IS staff in conducting feasibility studies for business process redefinition of complex automated systems.

Representative Position:

IS Business Process Consultant - Positions establish and direct for an agency/campus the overall means through which all business processes within an agency or campus are reviewed and redefined.

Specific projects or phases of projects may be lead by IS Professionals or IS Specialists as appropriate. The scope of the agency/campus business process definition/redefinition projects will be defined by the position in conjunction with agency business area managers. Positions review current policies and procedures for an agency/campus business process redefinition and make changes as mandated by new technology, techniques and/or enterprisewide standards; and identify the most feasible solution to customers for IS business processing purposes; conduct professional IS workshops on business process redefinition for customers and professional IS staff; and work with IS staff in conducting feasibility studies for business process redefinition of complex automated systems.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created effective December 31, 2000, as a result of the IS Class Collapsing Study and announced in Bulletin CLR/SC-124. This classification replaces the IS Program Area Liaison Professional series which was abolished December 31, 2000, as announced in Bulletin CLR/SC-124.

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