

Office of the State CIO

The Office of the Oregon State CIO (OSCIO) is a state government-wide information technology (IT) program led by an administrator who also serves as Oregon's Chief Information Officer (CIO). The CIO is a statutory position appointed by the Governor. The division has 254 FTE and is funded by assessment and rates charged for the services provided.

The OSCIO team is built on collaboration and support. We work together to ensure our customer agencies receive the highest quality of service. We take pride in our work and look for ways to innovate. OSCIO is committed to hiring highly-skilled, diverse and dedicated employees who will bring a unique skill set to the team.

Enterprise Shared Services

Enterprise Shared Services is composed of seven programmatic areas: E-government, GEO, Quality Assurance, Transparency, State Interoperability and Vendor Management. These program areas combine to provide Coordinated IT acquisition, Enterprise-level risk management, Development of a vendor management office (VMO) and increased focus and investment in enterprise programs. Overall, these areas are responsible for aligning enterprise programs and partnering through shared services.

Quality Assurance (QA) Program

The QA Program's primary objective is to improve quality and to reduce risk of the state's major IT investments. The program is responsible for providing Quality Assurance tools, services, subject matter expertise and contracting options that are utilized by the state enterprise.

- b. **Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

This position consults with the Statewide QA Program Manager, vendors and other state IT and business leaders to be able to advise on the development of policies, procedures, guidelines, and templates that will positively impact quality and risk management of the state's IT investments.

This position will assist with the development of tools that guide the development of requirements, statements of work and nature of key deliverables, testing and defects reporting, and transition of implemented systems into production support & maintenance.

The work products will be used by state agencies, contractors responsible for delivering IT systems and related services, independent QA contractors, and IT investment oversight.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

| % of Time | N/R/NC | E/NE | DUTIES |
|-----------|--------|------|---|
| 30% | NC | E | <p>QA Program Tools Development This position consults with the Statewide QA Program Manager, vendors and other state IT and business leaders and advises on the development of program tools consisting primarily of policies, procedures, guidelines, templates, and reports that are relevant to the lifecycle management of IT investments. The development of these program tools will be consistent with IT industry standards and best practices. Input from IT governance bodies and agency staff and management, and the contractors community may be sought. This position will provide program tools and subject matter expertise that can:</p> <ul style="list-style-type: none"> • enhance the development of enterprise program in IT investment oversight and in the utilization of the Enterprise Stage Gate Review Process; • enhance the ability of state leaders to assure overall quality or reduce overall risk of IT investments or IT-enabled change initiatives; • guide delivery of IT systems and related professional services; • guide the work of contractors responsible for the delivery of independent QA and related professional services. <p>In addition, this position will assist in the preparation of the Quarterly Portfolio Report & Summary that reviews status of Major IT Projects in execution statewide.</p> |
| 25% | NC | E | <p>Outreach Coordination</p> <p>This position will coordinate outreach events that facilitate:</p> <ul style="list-style-type: none"> • diffusion of knowledge around QA program tools developed; • diffusion of knowledge around IT quality and risk management and related disciplines; • organization-learning and general awareness regarding the statewide QA Program and related OSCIO enterprise programs; • build the foundation for a center of excellence for IT quality and risk management in Oregon state government. |
| 30% | NC | E | <p>Independent QA Contract Administration</p> <p>This position will administer independent QA contracts held by the OSCIO, with responsibilities in:</p> <ul style="list-style-type: none"> • acknowledging receipt of contractor deliverables • accepting contractor deliverables • maintaining auditable contract files |

| | | | |
|------|----|---|--|
| 10% | NC | E | <p>Enterprise programs support This position collaborates with other units of OSCIO in identifying opportunities for enterprise program initiatives. As needed, this position will assist in other OSCIO enterprise initiatives.</p> |
| 5% | NC | E | <p>Keep current with IT Trends and Standards This position must keep current with the IT industry, especially standards and best practices that relate to:</p> <ul style="list-style-type: none"> • IT Quality & Risk Management; • IT system development lifecycle (SDLC) models; • software engineering – especially software QA / testing, software verification & validation, and software process maturity models; • current state-of-the-art and trends in the IT industry. <p>In addition, this position will maintain job related professional certifications (e.g. the PMP).</p> |
| 100% | | | |

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Enterprise Shared Services has a team oriented environment requiring participative decision making and cooperative interactions among staff and management. Team participation requires being prepared for all meetings, bringing issues and solutions for all the team to resolve, obtaining agreement through the use of consensus when appropriate, giving and receiving feedback, committing to support and help other team members, sharing in the leadership of the team and agreeing to buy-in and actively support decisions made by functional or problem solving teams.

The position operates in an open office environment with extensive use of office equipment including personal computers. The incumbent may be required to travel periodically within the State of Oregon including occasional overnight travel. A driver's license is required or satisfactory means of transportation. Some occasional out-of-state travel may be required. The position may involve working with and protection of highly sensitive or proprietary information.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes; Oregon Administrative Rules; state business priorities, goals and objectives; state information technology-related policies and procedures; Oregon's Enterprise Information Resources Management Strategy; Oregon's Statewide Architecture and Standards as they are developed; DAS Strategic Plan; CIO Strategic and Section Plans; project and quality management principles; State Management Handbook; State Budget Development process and

instructions; Legislative Concept Development process and instructions; State and DAS Internal Operating Policies and procedures related to contracting/procurement, personnel, budgeting, security; and various performance metrics and evaluation practices.

b. How are these guidelines used?

They provide the incumbent with specific and general direction which must then be interpreted and applied as necessary for each application. The position may recommend revisions to the above guidelines, including justification and need for the revision.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

| Who Contacted | How | Purpose | How Often? |
|--|-------------------------------------|---|------------|
| <i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i> | | | |
| OSCIO staff in Enterprise Shared Services and Strategic Technology Office | In person, by telephone, in writing | Discuss, coordinate, and collaborate on the development of QA Program tools and outreach activities; ensure IT quality and risk management needs of OSCIO (especially in IT investment oversight), state agencies, and contractors are appropriately prioritized and met; and ensure good alignment with other OSCIO enterprise programs. | Daily |
| Deputy State CIO | In person, by telephone, in writing | Discuss QA Program activities; update status of work in progress; receive comments, guidance, and instructions. | As needed |
| Agency managers and staff | In person, by telephone, in writing | Discuss QA Program tools; coordinate outreach; solicit comments and feedback; consult on quality and risk management practices as they relate to IT investments or IT-enabled change initiatives. | As needed |
| Contractors | In person, by telephone, in writing | Discuss QA Program tools; coordinate outreach; solicit comments and feedback. | As needed |
| Industry associations; NASCIO | In person, by telephone, in writing | Participate in professional activities (especially webinars and local chapter meetings) to keep current with industry/government trends, initiatives, standards, and "best practices". | As needed |
| Attorney General staff | In person, by telephone, in writing | Discuss technology contract issues as they relate to Pricing Agreements relevant to the QA Program. | As needed |

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

This position develops and recommends quality assurance strategies, plans, and policy for state government-wide management and implementation of information and telecommunications technology. Each recommendation requires decision-making based on an in-depth understanding of a host of interrelated criteria including, but not limited to: law and other legislative direction, rule, industry core practices, state government-wide business and IRM-related objectives and plans. This position requires the depth of experience and knowledge to allow complex, high-value decisions to be made quickly and concisely. The state government-wide nature of this position's decision-making role carries with it profound implications for Oregon's state government-wide IRM-related initiatives and operations.

Decisions made by the incumbent will have a substantive effect on the degree of efficiency, effectiveness and economy of the state's information and technology resources. Decisions are expected to lead to a restructuring and optimization of the organizational dynamic of state government and determine how information resources are managed and operated. High-quality decision-making can produce great efficiency and cost savings. The inverse is also true. Failure to make appropriate decisions or failure to have decisions subsequently affirmed and implemented by appropriate senior management can result in legal liabilities and/or financial consequences.

The position must frequently work with diverse groups of stakeholders with competing interests. The incumbent must provide leadership for state government-wide information resources management efforts by establishing solid relationships with key agency personnel and by building consensus to arrive at and support important collaborative decisions. This position must be able to lead teams and bring about consensus through collaboration with groups that often have diverse interests.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position Number | How | How Often | Purpose of Review |
|---|------------------------|----------------------------|------------------|---|
| Principal Executive Manager F – Director of Shared Services | 420406 | Progress reviews | Periodically | Determine status and quality of assignments and work products |
| | | Formal performance reviews | Annual | Performance Evaluation |

SECTION 9. OVERSIGHT FUNCTIONS ONLY

THIS SECTION IS FOR SUPERVISORY POSITIONS

- a. How many employees are directly supervised by this position? N/A
How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position is subject to a criminal records check, which may require fingerprints. If you are offered employment, the offer will be contingent upon the outcome of a criminal records check (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

You are responsible to promote and foster a diverse and discrimination/harassment-free workplace; establish and maintain professional and collaborative working relationships with all contacts; contribute to a positive, respectful and productive work environment; maintain regular and punctual attendance; perform all duties in a safe manner; and comply with all policies and procedures. Working in a team oriented environment requires participative decision making and cooperative interactions among staff and management. You are to be aware of Affirmative Action and the department's Diversity strategies and goals.

Additional skills, abilities and requirements:

- Employee is required to possess and maintain a current, unrestricted, valid Oregon driver's license or provide an acceptable alternate mode of transportation.
- The position is expected to have a working knowledge of industry core practices including project management (PMI PMBOK), change control management procedures, SEI Capability Maturity Model, Control Objectives for Information and Related Technology (CobiT), ITIL, systems development life cycle (SDLC) methodology, and government procurement practices.
- This position requires strong public speaking, presentation, writing and editing skills. The position requires the ability to communicate effectively to executive and technical audiences and to serve as the communication bridge between these audiences. This includes the ability to prepare and present complex technical information to non-technical audiences. The position should know and be able to apply information technology performance measures and evaluation processes. This position should have a strong background in business and information resource management planning and management.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

| Operating Area | Biennial Amount (\$00000.00) | Fund Type |
|--|------------------------------|-----------|
| Note: If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter". | | |
| N/A | N/A | N/A |

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: , classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority
Signature

Date