

## **IT Classification Project Questions and Answers**

### **Q1. Why does the current IT classification system need changed?**

A1.

Because:

- It has been 20 years in a rapidly advancing field since IT classifications were reviewed for the State of Ohio. When the classifications were written, a 386 megahertz PC running DOS was considered top-of-the-line technology. As the technology has so dramatically changed, so too have the jobs.
- Some classifications are obsolete and employees find it difficult to know what work the state agency needs them to perform. These obsolete classifications also become barriers to managers trying to recruit, hire, appropriately utilize and retain a qualified workforce. An example of this is the COBOL minimum qualification required in the classification.
- Including career ladders will help retain the workforce already in place and provide avenues for talent development. These efforts will also help to recruit new workers into these jobs.
- Changing the classifications to reflect the work being done could provide an opportunity to identify and bring consultant work in-house that may be better performed by the State workforce.
- The state needs an accurate description of the skills and abilities required to perform the work in order to improve workforce utilization. Using the terminology of today's technology will help us accurately describe the work the state needs and skills employees must have.

### **Q2. When did the project begin?**

A2. Discussions began between DAS and OCSEA after the first of the year (2008). The joint committee began work in April and has met almost every Thursday during development of the classification specifications, which indicates the level of commitment from both management and the union.

**Q3. Who is on the joint DAS and OCSEA committee?**

A3.

Management	Labor
John Audet - DAS	Bruce Wyngaard - OCSEA
John Albrecht – EPA (retired 12-08)	John Anthony – TAX
Jeff Clouse – DPS	Tim Huntsman – IC
Katrina Flory – OIT	Kenny Keirns – DAS
John Wanchick – JFS	Lawrence McKissic - BWC
Spencer Wood – DOT	Gregg Miller - DNR
Ashley Hughes – OCB	Ed Nagel – JFS
Jessica Schuster – DAS	Sandi Friel – OCSEA
Sam Orth - OIT	Anissia Goodwin – OCSEA

**Q4. How was the joint committee assembled?**

A4. The joint committee was assembled of equal parts union leadership and management representatives and included a range of agency representation. For the union, members were selected from the Union IT Committee membership (a group of interested members who meet once a month to discuss IT issues). The parties ensured that persons from large and small agencies and with diverse backgrounds in education and experience were involved.

**Q5. Who are “Subject Matter Experts”?**

A5. The people who can best describe the kind of work and qualifications that are needed in a specific content area. In this case the Subject Matter Experts were IT employees from various agencies, IT Functional areas (e.g., networking, software development, etc.) and who work on different platforms, applications, etc.

**Q6. How were Subject Matter Experts chosen?**

A6. Subject Matter Experts were chosen to mirror agency diversity and to ensure representation from small and large agencies. They also represent a range of experience in content areas identified (Database Administration, Infrastructure, Software Development, Consultant / Architect, and Business Process Analyst). They are the people who do the work or supervise the work; a balance of management and labor.

<u>Agency</u>		<u>No. of Participants</u>
Bureau of Workers Compensation	BWC	3
Department of Natural Resources	DNR	2
Department of Public Safety	DPS	3
Department of Taxation	TAX	3
Department of Transportation	DOT	4
Environmental Protection Agency	EPA	6
Job and Family Services	JFS	11
Office of Information Technology	OIT	6
Ohio Department of Education	ODE	1
Ohio Industrial Commission	OIC	3

\*includes representation from the joint committee as well

**Q7. How will current employees' job duties be identified for allocation into the new IT classification system?**

A7. Employee's identified as IT positions or possible IT positions (those not currently in an IT specific classification, but maybe should be) will be asked to complete a duty identification tool (DIT). The DIT will be reviewed by the immediate supervisor, the employee can rebut, if necessary, and a management designee will also weigh in to accurately describe the employee's assigned job duties. The agency IT Committee will make a determination for allocation purposes prior to an effective date being established.

**Q8. Will the new IT classification system affect the operational structure within my agency?**

A8. The IT Classification Project is intended to address the classifications and identify a framework within which the job duties and IT functions are accurately described and meet the business needs for the State of Ohio. Recommendations will not and do not include dictating structural operations within agencies.

**Q9. When will the new IT classification system be implemented?**

A9. As early as June, 2009 Job and Family Services (JFS) will kick-off the phase-in process for transition. It is expected that transition will take up to 2 years for the entire union portion of the IT workforce and be complete by summer/fall 2011.

**Q10. Is there a management component to this project?**

A10. Both sides agree that you cannot expect the new structure to work if you only look at half the picture. The entire State of Ohio IT workforce will be addressed. Currently, OCSEA and DAS are working jointly on the bargaining unit IT Classification Project. However, management positions are being reviewed as a separate project by DAS through the Office of Organizational Development (formerly Compensation and Recruitment).

**Q11. The classification I am currently assigned is not a match based on the difference between the duties I perform and the duties described in the classification specification. When allocation occurs will positions be moved based on current classification assignment or will there be an assessment of job duties performed?**

A11. Both parties are aware that currently, two people assigned the same IT classification could be performing very different duties. Vice versa, there is an understanding that people performing the same duties may be assigned three different classifications. The purpose of this project is to remedy such occurrences by developing classifications accurately describing the work performed now and into the future, therefore, the DUTIES currently assigned to an employee will drive allocation into the IT series.

**Q12. I have heard there will be a training component to the new IT classification system. How will DAS and OCSEA ensure employees who are offered and/or receive training do so in an objective manner?**

A12. Both the union and management are on new ground here and at this time are excited to be moving forward with implementation after months of negotiations. This topic is being addressed through discussions among designees for the Article 8.05 committee.

**Q13. Will my pay be impacted as a result of this project?**

A13. Throughout the lifecycle of this project, both sides have been more than acutely aware of the challenging economic times the State is facing and continues to struggle through. For this reason both sides have agreed to move forward with an implementation that is cost neutral. This is not an opportunity for the agency to re-assign duties for the purpose of providing an increase or decrease in pay. The statewide joint IT transition oversight committee will be working closely with agencies to assure the cost neutrality. This topic is addressed in Article 36.05 (B) *IF* pay is to be affected based upon the review of current assigned job duties.

**Q14. Who will the Phase I proposal for the new IT classification system be submitted to?**

A14. The Phase I proposal was submitted to and approved by the Director of Administrative Services, Hugh Quill, through the State of Ohio Chief Information Officer, Sam Orth and the Human Resources Division Deputy Director, Nancy Kelly. It was also approved by the negotiating team and OCSEA President Eddie Parks.

**Q15. What are the new IT classifications?**

A15. The classification groupings are as the follows:

- Business Process Analyst 1-3
- IT Architect / Consultant 1
- Database Administration 1-3
- Infrastructure 1-4
- Software Development 1-4
- Information Technologist 1-3

<http://das.ohio.gov/hrd/itclassfinalspecs.htm> - DAS-HRD IT Project page

<http://das.ohio.gov/hrd/classindex.html> - State Classification Plan

**Q16. Where do I go or who do I contact if I have questions about this project?**

A16. To learn more about the project, transition or contract changes visit or call...

DAS:

[www.das.ohio.gov/hrd/itclass.html](http://www.das.ohio.gov/hrd/itclass.html)

614.466.0738

OCSEA:

[www.ocsea.org/infotech](http://www.ocsea.org/infotech)

1.800.969.4702 ext 4713

OCB:

<http://das.ohio.gov/ocb/ctraining.html>

614.466.3619

**Q17. Did DAS and/or OCSEA provide time or the opportunity for those not on the joint committee, identified as Subject Matter Experts or randomly selected for the Focus Group to review and provide edits or comment to the new IT classification system before the proposal was submitted?**

A17. The draft classification specifications for database administration, infrastructure, software development, consultant/architect, business process analyst and information technologist were available for review and comment at the DAS webpage Monday, September 15<sup>th</sup> thru Friday, September 19<sup>th</sup>.

Additionally, the following were asked to review and provide feedback:

- HR Administrators
- CIOs
- On-line
- Arbitrator
- Gartner
- OCSEA Joint Committee (multi-agency group)

**Q18. Is this project an effort aimed at centralizing IT?**

A18. No. This project is aimed at accurately describing the work performed in a way that will standardize the IT Classification(s) so there is a statewide system in place applicable across agencies.

**Q19: What was the purpose of the Focus Group?**

A19: To solicit, obtain, and validate the work completed to date. The following four (4) questions were the focus:

- ▶ Have significant IT duties been captured as part of the general IT framework for the State of Ohio?
- ▶ Is current terminology familiar to the users/professionals used?
- ▶ Do distinctions exist between the functionality of each content area (e.g., Infrastructure, Database Administration, etc.)?
- ▶ Do distinctions exist between levels within the content areas (e.g., 1, 2, 3 and 4 where applicable). For example, is the level of work assigned, responsibility for problem resolution, prioritization, knowledge required and/or supervision received, etc. clear and complete?

**Q20: What feedback was received from the Focus Group?**

A20: Feedback from the focus group was abundant and useful. It took the joint committee three (3) full meetings to review and discuss the 17-page document of comments, questions and concerns verbalized or submitted via survey. Common topic areas discussed relating to job duties to be added or clarified in the draft classifications specifications were, among others:

- ▶ Web-Design (not content editing or creating);
- ▶ Security; &
- ▶ Telecommunications.

The joint committee is working to edit the drafts per the feedback received. However, it was communicated that the content areas make sense and do capture the job duties to describe the world of information technology in the State of Ohio. The committee expects to post the draft specifications for further review and comment on the DAS webpage September 15<sup>th</sup> to September 19<sup>th</sup>.

**Q21: How were the Focus Group participants chosen?**

A21: They were randomly selected management and union employees from classifications that appeared to relate to information technology. Participants came from all over the state and captured input from even more agencies.

**Q22: Have current classifications been mapped to show where they will fit into classifications being proposed?**

A22: Discussions regarding allocation, implementation and compensation have not been discussed. However, both management and the union are aware that currently, two people assigned the same IT classification could be performing very different duties. Vice versa, there is an understanding that people performing the same duties may be assigned three different classifications. It is for this reason that current classifications have not and cannot be mapped from point A to point B as it has been traditionally.

In lieu of the traditional allocation approach, both sides have agreed that employee's identified as IT positions or possible IT positions (those not currently in an IT specific classification, but maybe should be) will be asked to complete a duty identification tool (DIT). The DIT will be reviewed by the immediate supervisor, the employee can rebut, if necessary, and a management designee will also weigh in to accurately describe the employee's assigned job duties. The agency IT Committee will make a determination for allocation purposes prior to an effective date being established.

**Q23: Will professional certifications be used for/as minimum qualifications?**

A23: Professional certifications are not specifically listed to represent minimum qualifications, but may be used by agencies as an equivalency to education or experience.

**Q24: Are all six (6) of the new classifications going to be available to all agencies?**

A24: Yes, but that does not mean the agencies will have a need to use all six (6) of the classifications.

**Q25: What feedback was received from those who reviewed the draft classification specifications on-line during the open review period in September?**

A25: Almost each submission explained job duties performed by the submitter and asked "where will I fall in the new "IT world"?" Unfortunately, the project is not yet to a point where such questions can be answered and not based on an emailed list of job duties.

Other concerns submitted pertained to:

- ▶ implementation procedures;
- ▶ allocation; &
- ▶ pay impact

but could not be addressed until Phase 2, after the draft specifications were validated and the proposal approved to continue forward.

**Q26: How will position specific minimum qualification (i.e., PSMQ) processing and/or use change to specify agency specific software, programs, etc. not identified in draft specifications?**

A26: A new PD has been created where Primary and Secondary technologies are to be listed for any IT specific classification. We expect PSMQ's to be phased-out for IT positions in agencies that have phased-in for transition.

**Q27: Some duties look exempt; how is a determination made as to what falls in or out?**

A27: As you are aware, the Ohio Revised Code 4117.01(L) defines what work is considered exempt (i.e., management).

<http://codes.ohio.gov/orc/4117>

**Q28: Will future classifications use the new format of duties being bulleted rather than written in paragraph form?**

A28: No firm decision has been made, but feedback regarding the format has been favorable so consideration is being given to the idea.

**Q29: The Information Technologist draft specification tasks an employee with unpacking, staging and/or racking of hardware. Is a physical ability statement going to be directly in the class spec or will agencies address lifting requirements in the position description?**

A29: The statement, "ability to transport items up to 50 lbs" has been added to the classification specification. However, agencies are to take appropriate action to assess whether a need exists to test or not at the position level depending upon the importance and frequency such tasks are expected to be performed in that agency. No physical ability test will be required statewide.

**Q30: The Database Administration draft classification levels 2 and 3 reference participation on a "Change Review Board". Is the intent that each agency will have a Change Review Board or is the reference addressing the OAKS Change Review Board specifically?**

A30: The purpose of the IT Classification Project is to capture the duties performed by IT employees for the State of Ohio now and into the future. That being said, the duty statement related to participation on a Change Review Board is among one of those that may be performed and does not require agencies to create a board.

**Q31: How was pay evaluated or determined?**

A31: The joint committee worked 1st only to describe the work being performed in IT. Once the committee felt it was captured, discussions moved to pay with considerations given to the traditional state evaluation system, labor market data and discussions back and forth between management and labor to settle on the above.

**Q32: What contract changes were made as a result of this project?**

A32: Article 8.05 - Joint IT Committee  
Article 17 – Promotions (agreed to continue discussions. No change to-date.)  
Article 18.08 – Layoff and Recall Rights; specific to new IT classes only  
Article 36.05 (B) – IT Transition Process  
Article 43.04 – Mid Term Changes Pertaining to IT Reclassification Implementation

<http://das.ohio.gov/ocb/ctraining.html>

**Q33: What are the pay ranges assigned the new classifications?**

A33:

<u>Job Code</u>	<u>Job Title</u>	<u>Pay Grade</u>
69921	Information Technologist 1	30
69922	Information Technologist 2	32
69923	Information Technologist 3	33
69931	Infrastructure Specialist 1	33
69932	Infrastructure Specialist 2	34
69933	Infrastructure Specialist 3	35
69934	Infrastructure Specialist 4	36
69941	Software Development Specialist 1	33
69942	Software Development Specialist 2	34
69943	Software Development Specialist 3	35
69944	Software Development Specialist 4	36
69951	Database Administration Specialist 1	33
69952	Database Administration Specialist 2	35
69953	Database Administration Specialist 3	36
69961	Business Process Analyst 1	33
69962	Business Process Analyst 2	35
69963	Business Process Analyst 3	36
69971	IT Architect / Consultant 1	36

**Q34: What was the level of participation from agencies for this project?**

A34:

<b>Agency</b>	<b>Joint Committee</b>	<b>Subject Matter Experts</b>	<b>Focus Group</b>	<b>Webpage Feedback</b>	<b>HR Feedback</b>
Aging	-	-	2	-	-
Budget and Management	-	-	1	-	-
Commerce	-	-	1	X	-
DAS, Human Resources Division	2	-	-	-	X
DAS, Office of Collective Bargaining	1	-	-	-	-
DAS, OIT	2	4	10	-	-
Development	-	-	-	-	X
Education	-	1	2	X	-
Environmental Protection Agency	1	5	2	X	-
Health	-	-	5	-	X
Industrial Commission	1	2	1	-	-
Job and Family Services	2	9	16	X	X
Lottery Commission	-	-	4	-	-
Mental Health	-	-	2	-	X
MRDD	-	-	4	X	X
Natural Resources	1	1	-	-	-
OCSEA	4	-	-	X	-
Public Safety	1	2	11	-	X
PUCO	-	-	-	-	X
Rehabilitation and Corrections	-	-	-	X	-
Rehabilitation Services Commission	-	-	3	X	-
Taxation	1	2	2	X	-
Transportation	1	3	7	-	-
Worker's Compensation	1	2	2	-	-
Youth Services	-	-	1	-	-