Appendix B: *Resource/Role Standards*

Resources are defined in Clarity as listed below:

Resource Definition Standards

Field Name	Usage	Value
Last Name	Required	Last name.
First Name	Required	First name.
Resource ID (4)	Required	First 3 characters of last name, first character of first name.
Email Address	Required	@oakgov.com.
Primary Role	Required	See IT Generic roles.
Category	Required	See Resource Category Standards below.

Employment Type	Required	Values are:
		   None
		   Employee
		   Contractor
		   Student
		   Part Time Employee
		   Non IT Employee

External	Optional	Unchecked.
Date of Hire	Required	Date resource was hired.
Date of Termination	Required	Date resource was terminated (if applicable).
Availability	Required	Hours per day a resource is available for work. Full time employee availability is 7 hours per day. Part Time Employee availability is hours per week / 7. Contractor availability is 8 hours per day.
Input Type Code	Optional	Supervisors are billable. Chiefs and Managers are non-billable. Database Administrator resources are billable. All other technical resources are non-billable. User Supports are non-billable. All others are billable.
Track Mode	Required	Clarity – required for resources to track time. None – no time tracking. Other – no time tracking.
Open for Time Entry	Required	Checked for resources to track time in Clarity.
Include in Datamart	Required	Checked for reporting purposes.
Resource Manager	Required	Resource's Manager.
Active	Required	Checked if resource is active.
IT Resource Pool	Required	Must enter Resource Pool for reporting purposes.
Department OBS	Required	Must enter Department OBS for reporting purposes.

IT Generic Roles

Role ID	Role Name	Role Description	IT Job Classification
AA	Application Architect	Defines and guides the evolution of the organization's overall enterprise application portfolio from current to future state.	Application Architect
BA	Business Analyst	Business Analysts are responsible for performing the data gathering and design activities during the Initial Survey, Feasibility Study, Business Area Requirements and Business System Design. Also responsible for working jointly with the user, for user procedures, conversion design and testing in Installation.	IT Business Analyst
BM	Business Group Project Manager	Business Group Project Managers are typically not set up as resources in Clarity. This role can be assigned to a milestone or fixed duration task that the customer is responsible for completing, but no time will be tracked in the project.	
CH	Chief - IT	All resources with a Chief – IT job classification are assigned to this role.	Chief
CNT	Contingency	A role to which hours are allocated for the standard Contingency tasks in each project phase. This role is used when a plan is created because it is not yet known which resource will require contingency hours until the task overrun occurs and the contingency hours are decremented.	
CP	Project Manager	Responsible for the overall planning, management, and completion of Information Technology projects within a wide variety of business units and programs. Works with customers to develop project scope of work documents and project plans. Uses project management skills to manage project roles, identify resource requirements, meet training needs, define project deliverables, provide customer satisfaction and reporting structures, and to insure quality of projects. Identifies the technical approach to be used on a given project and manages the system development process. Documents opportunities to integrate systems and resources to fulfill project requirements.	Project Manager

Role ID	Role Name	Role Description	IT Job Classification
DB	Database Administrator	Responsible for the performance, integrity and security of the organization's data and databases, ensuring appropriate definition, organization, security, integrity, operational efficiency, operational support, scheduling and documentation of the data bases. Acts as the arbiter over the structure and contents of critical data bases, establishing and enforcing rules, standards, and guidelines.	Data Base Administrator
DT	Data Technician	Responsible for the validation of the quality of enterprise Geographical Information System (GIS) datasets, and distributes these datasets to County Departments and cities, villages and townships (CVTs). Creates and maintains enterprise GIS metadata. Researches external data model sources and uses established data modeling standards to draft prototype models.	GIS Enterprise Data Tech
DS	Deployment Services Technician	Responsible for implementing, maintaining, and monitoring Web processing platforms, implementing Web environment security software, and deploying Web application software across all processing environments.	Deployment Services Technician
EE	Enterprise Architect	Leads the program to develop, maintain and govern the enterprise architecture (EA) across the organization. Responsible for defining the EA process and architecture review process, and for leading the integration of those processes with related business and IT processes.	Enterprise Architect
HD	Service Center Support	This role is used for Service Center Support staff	IT User Support Specialist
MMC	Materials Management Clerk	Performs tasks involved in the receiving, inventory maintenance, storage and issuing of a variety of Information Technology equipment.	Materials Management Clerk
MM	Marketing and Media Manager	Provides overall direction and implementation of various marketing and promotion of Information Technology and eGovernment services. As a marketing and media specialist, designs, develops and implements various promotion, marketing and media plans. Performs market research, competitive analysis, and focus groups to ensure information is distributed through the most effective mediums to reach targeted audiences.	IT Business Analyst

Role ID	Role Name	Role Description	IT Job Classification
MS	Multimedia Specialist	Provides support for graphics projects and creating interactive multimedia projects. Works with the UI Developer in creating webpage templates. Responsibilities include: Graphic updates (including PDF, SWF/FLV, Video formats, Flash Paper), Sound editing, Flash animation production, Creates supporting Web graphics (illustration, buttons, logos, resizing, optimization, icons, etc.); Creates child mockup designs based on direction from Sr. Designer, Supports UI Developer with child webpage templates, Comparative research.	Multi Media Specialist
NS	Network Specialist	Performs network design, implementation, and ongoing operation in a six County region. With assistance, plans, designs, implements, and maintains Local Area, Campus Area, Municipality Area, and Wide Area Networks. Responsibilities include: • Identify the network needs of the enterprise and the applications to run on them. • Optimize network performance. • Work with the Technical Architect in keeping abreast of developments in this area. • Work with projects to assist in effective design.	Network Administrator, Network Engineer
OP	Computer Systems Operations	Operates a computer and associated input/output peripheral equipment, processing moderately difficult and complex programs and assisting with highly complex programs. Monitors control consoles and teleprocessing monitors, responding to information displayed with appropriate adjustments and/or corrective action.	Data Processing Equipment Operator
PG	Programmer	Programmers, including both designers and coders, are responsible for translating the Technical Design into a tested technical system. In addition, they assist analysts in earlier phases (particularly BSD) in ensuring that the new system is technically effective.	Application Analyst Programmer

Role ID	Role Name	Role Description	IT Job Classification
PS	Project Support	Acts as a contact person for communications and/or training between project team, County departments, municipalities and other customers. Facilitates and assists with the instruction of County department personnel in all aspects of personal computer hardware and software usage. Prepares or assists in preparing and maintaining user manuals and other related documentation. Performs clerical and secretarial support functions for the project team. Resolves and/or assists higher level Information Technology personnel in the resolution of customer difficulties.	Project Support Specialist or Procurement Tech
QA	Quality Assurance	Quality Assurance staff monitors the progress of the project ensuring that the new system and the project itself are meeting the standards of the organization.	IT Business Analyst
RS	Radio Support	This role is used for Radio Communications staff.	Radio Communications Tech, Office Assistant
SA	Server Administrator	The Server Administrator works in the development of production applications that are distributed and uses Mainframe, UNIX, or Windows server environments for processing functions. Responsibilities are: • Research, plan, install, configure, troubleshoot, maintain and upgrade server hardware and software. • Conduct technical research on server upgrades to determine feasibility, cost, time required and compatibility with current systems. • Work with the other teams in keeping abreast of developments in the Server Administration area. • Provide technical assistance and support.	Systems Administrator, Systems Engineer
SCP	Scope	A role to which hours are allocated for the standard Scope task in the Project Management Phase. This role is used when a plan is created because it is not known which resource will be assigned the scope increase.	
SPG	Senior Programmer	Senior level programmers utilize a high level of expertise to provide technology leadership for large and complex projects, including, but not limited to, designing and architecting applications, code reviews, performing the most challenging programming tasks, evaluation of new technical developments, troubleshooting difficult problems, and providing advice to management.	Senior Systems Analyst

Role ID	Role Name	Role Description	IT Job Classification
SG	IT Management	All resources with an IT Management level and above job classifications are assigned to this role. This role is typically not used when estimating project work. The resources do not track time in Clarity.	Manager, Director, CIO, CTO, CISO
SP	Supervisor	All resources with a Supervisor job classification are assigned to this role.	Supervisor IT
SS	Security Specialist	Evaluates the adequacy and effectiveness of internal data controls, business and technical processes, and the performance of the organization's technology platforms to ensure the integrity of the organizations systems and data. Performs security and integrity reviews of the organization's data or IT systems. Develops and implements comprehensive audit programs, policies for use and control of sensitive data and systems for all Information Technology systems.	IT Security Specialist
TA	Technical Architect	Defines and guides the evolution of the organization's overall infrastructure architecture from current to future state. Analyzes enterprise business drivers to determine corresponding change requirements for the organization. Analyzes the IT environment to detect critical deficiencies, and recommend solutions for improvement. Analyzes technology industry and market trends, and determines their potential impact on the enterprise. Defines the principles to guide solution decisions for the enterprise.	Technical Architect
TW	Technical Writer	Develops and/or updates application and system documentation including: instruction manuals, FAQ's, knowledge documents, user manuals, test scripts, help screens and/or other online help documentation.	IT User Support Specialist
TC	Telephone Communications	This role is used for Telephone Communications staff.	Telephone Comm Tech, User Support Specialist
TN	Telephone Network Support	This role is used for Network Administration staff who specifically support the various voice and telephone systems.	Network Administrator
TR	Training Specialist	The Training Specialist is responsible for ensuring that users will be ready for the system when it becomes available. This includes ensuring that each current and future user of the system has the appropriate level of training.	IT User Support Specialist

Role ID	Role Name	Role Description	IT Job Classification
VEND	Vendor	Vendors are typically not set up as resources in Clarity. This role can be assigned to a milestone or fixed duration task that the vendor is responsible for completing, but no time will be tracked in the project.	
WAD	Web Application Developer	The Web Application Developer role is responsible for application requirements gathering, existing application research and identification, and "standardized component" library implementation. In addition, the Web Application Developer role is also responsible for assisting other Web Application Developers, assigned to specific Project Teams, with the development and implementation of Web applications and services. This role is very active assisting other Project Teams and County agencies with Web application development and implementation.	
WCM	Digital Content Manager	Produces and edits web site content. Creates and designs graphics, animation and other multimedia objects for the County web site. Develops and documents style guides keeping with design philosophy. Designs and implements web site user interface and information architecture. Photographs and edits pictures for distribution through various media.	IT User Support Specialist
WPD	Web Presentation Designer	The Web Presentation Designer role is responsible for the development and management of Internet "style sheets", consistent "look-n-feel", and other graphics/multimedia that are included in Web applications and services.	
WS	Workstation Services	Workstation Services role is responsible for the Customer Service Technical Services for all Oakland County Workstations.	Customer Service Tech, Student
WSA	Web System Administration	The Web System Administration role manages and administers the servers, workstations, operating systems, Internet and intranet operations and software necessary to support Web implementation. This role maintains an open line of communication and promotes coordination with other Information Technology initiatives and Teams to ensure compatibility throughout all systems.	

Resource Category Standards

Position	Code	Required	Code Definition
1		**YES**	**Employee Type**
	E		Employee
	C		Contractor
	G		Generic
	V		Vendor
	U		User
	M		Material Cost
2		**YES**	**Division**
	D		Application Services, CLEMIS, Internal Services
	T		Technical Services & Networking
3		**YES**	**Team**
	A		Finance/Admin
	B		Courts/Justice Admin
	E		eGovernment
	F		CLEMIS Public Safety Applications
	G		CLEMIS Technical Support
	H		Internal Services
	J		eCommerce
	L		Radio Communication
	N		Workstation Services
	P		Network Services
	R		Internal Services - Service Center & Training

Position	Code	Required	Code Definition
	1		Land Management Data Services
	3		DBA
	4		CLEMIS Corrections/Biometric Applications
	6		Server Administration
	8		Land Infrastructure
	9		Land Management

> **S**   *The Project Management Office must be notified of new resources including their role, title, invoice rate and vendor (for contractors) and start date before the Project Manager will be able to add them to a project in Clarity.*

> **S**   *The Project Management Office must be notified of approved contract employee rate increases including contract employee name, the current rate amount per hour, the proposed rate increase amount per hour, the effective date of the rate increase, and the approval email from IT Administration (Director or Deputy Director) prior to the date the rate increase will become effective.*