

IT Workforce Planning Project

ISC Meeting

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Keith Longie, IHS CIO

Rachael Tracy, DIR Management
Analyst

Workforce Planning Project

➤ What is it?

- Request from ISACs in September 2003
- ISACs Recommendations:
 - Development of sample position descriptions for technical & clinical support specialists at Areas and Service Units.
 - Integrate staffing needs into the Resource Requirements Methodology (RRM), which will result in an updated RRM.

Workforce Planning Project

➤ What is it?

- Request from ISCs in November 2003
- ISCs Recommendations:
 - Conduct an analysis of IHS IT staffing needs and identify requirements at the Area and local facilities.
 - Develop a standardized IT staffing profile for IHS Areas and facilities.
 - Identify skills gaps required for standard IT positions
 - Propose an IHS-training program to certify standardized IT positions.

Status

- Data Call sent out in January to ISCs.
- Data rec'd from 9 of the 12 Areas.
- Data included:
 - IT staffing and organization structure for each Area Office.
 - ISC, CIO, and/or Director position descriptions.
 - Location of IT function within the Area Office.
- Point of Contact List:
 - Staff name with title/function for each Area.

- Office of Personnel Management (OPM) issued new standards for IT Project Manager Positions in the IT Management Series, GS- 2210
 - To help agencies properly identify and establish these important positions for their organizations.
 - Provides information on position classification, job evaluation, staffing, qualifications, training, and development for all project manager positions based on existing rules, regs., and guidance.
 - Clarifies existing policies concerning certification.
 - Identifies 10 Position Categories.

- Identifies a *common set of characteristics* (i.e., duties/tasks and associated knowledge, skills, and abilities/competencies) for project managers in all occupations, and also delineates the particular duties/tasks and knowledge, skills and abilities/competencies for IT project manager positions.

➤ 10 Position Categories:

- Policy and Planning (PLCYPLN)
- Security (INFOSEC)
- Systems Analyst (SYSANALYSIS)
- Applications Software (APPSW)
- Operating Systems (OS)
- Network Services (NETWORK)
- Data Management (DATAMGT)
- Internet (INET)
- Systems Administration (SYSADMIN)
- Customer Support (CUSTSPT)

➤ We compared IHS Area data and IHS IT functions to the GS-2210 series and isolated 6 common position categories:

- PLCYPN > Dir, CIO
- SYSADMIN > ISC
- INFOSEC > ISSO
- NETWORK > NA, ATL, WAN, LAN
- CUSTSPT > Video, Mailman, VCC
- INET > Web Team

➤ Standardized PDs for 6 position categories:

- Will vary between Areas depending on size and function.
- Will depend on how you want to staff IT in your Area (realistically - \$\$, recruiting):
 - Ex: You may need to isolate a minimum set of categories, ex: PlcyPIn, SysAdmin, InfoSec, Network (Telecommunications).

Next Steps

- Consider and incorporate recommendations from the ISAC and ISC.
- ISAC Recommendations (May 2004):
 - Develop PDs for all 10 position categories
 - Develop CAC PD
- Issues:
 - Are position categories appropriate?
 - Should other positions be included that are not listed? Ex: Clinical Applications Coordinator or Management Analyst.
- Pose to ISCs for review and comment
- Develop PDs.

RRM Update Project

➤ Resources Requirements Methodology

- Staffing module that estimates the requirements for IT staff in new facilities.
- Created in 1986, updated in 2002.
- IT has gone through major change since 1986 with regard to function:
 - RPMS, internet, telemedicine, telecom, security, skill/ability and maintenance, etc.
 - Increased needs in customer support, staff knowledge skill/ability and maintenance, etc.,
 - Workgroup has been formed
 - Update entire module
 - <http://www.ihs.gov/NonMedicalPrograms/PlanningEvaluation/rrm-index.asp>

RRM Workgroup Members

- Jenny Notah (Navajo Area)
- Janet Bergemann (California Area)
- Lee Stern (Phoenix Area)
- Wesley Old Coyote (Navajo Area)
- Dale Armstrong (Tucson Area)
- Trish Price (Elko Service Unit)
- Elvin Willie (Schurz Service Unit)
- Frank Martin (HQE)
- Lucie Vogel (HQE)
- Rachael Tracy (HQE)