PROPOSED

RPA NUMBER (HR USE ONLY)
22-099

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 9/22/2022	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant

D. CIVIL SERVICE CLASSIFICATION Information Technology Specialist I	E. POSITION WORKING TITLE Business Continuity Specialist

F. CURRENT POSITION NUMBER 659-246-1402-016	G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)

H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Administrative Services / Internal IT Services / Internal Business Applications / Business Continuity	I. SUPERVISOR NAME AND CLASSIFICATION Jeffrey Skidmore, Information Technology Manager I

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY- FRIDAY / 8:00 AM – 5:00 PM / DAYS	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☐ YES ☒ NO
		DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management ☐ IT Project Management ☐ Client Services
☐ Information Security Engineering ☐ Software Engineering ☐ System Engineering

Organizational Setting and Major Functions

The Business Continuity function of the Office of Administration is responsible for the Department of Technology's Continuity of Operations Program, including department wide business resumption plans and exercises. The Departmental Continuity of Operations Plan is activated in the event of an incident or disaster that disrupts or threatens to disrupt normal business operations. This overarching plan documents various components of crisis management along with the Denial of Facility Plan, Denial of Personnel Plan, and the Technology Recovery Plan (TRP); all necessary to resume critical business processes at the time of an incident.

Working with customer agencies and internal business owners, the business resumption program develops, implements, and exercises plans to ensure that the Departments critical IT and business functions can continue following a disaster such as a flood or earthquake.

Under direction of the Business Continuity Information Technology Manager I (IT Mgr I), the Information Technology Specialist I (IT Spec I) acts as a project lead performing a wide variety of tasks in the development and implementation of the Departments critical IT business areas system recovery plans and business resumption plans as part of the Department wide business resumption program, in addition to developing and assisting in the annual business impact analysis. The IT Spec I is responsible for the creation and coordination of business recovery exercises (full and tabletop); and maintenance of Continuity of Operations Plan, Denial of Facility Plan, and Denial of Personnel Plan. Additionally, the Information Technology Specialist I will research and develop new business continuity plans that meet the requirements set forth by ISO 22301. The IT Spec I will work to provide complete Service Continuity to the Department of Technology should there be a need to rebuild various platforms or systems.

% of time performing duties	**Essential Functions**
45%	Plans and organizes activities in support of the Department wide business resumption program. Acts as project lead in the functions associated with business resumption and business continuity that include: • Develop and maintain project charters and project schedules based on CA Project Management Methodology standards. • Conduct an annual Business Impact Analysis (BIA) for the Department to determine risks and impacts to functions, enterprise wide. • Develop and maintain an annual Technology Recovery plan (TRP) for the Department that includes System Recovery Plans that detail methods and

procedures that determine how systems, applications, and circuits are restored during outages.

- Coordinate and perform tabletop exercises of critical Departmental business functions.
- Coordinate and participate in Emergency Operations Center (EOC) and Continuity of Government (CoG) exercises, including evaluating exercise success/failure through an After-Action-Report.
- Ensure Operational Level Agreements are met.
- Ensure all business area recovery plans are included as part of the Department's business continuity plan.
- Conducts a biennial Threat and Risk assessment for the Department, informing executive staff of risks, and tracking mitigation efforts.
- Ensure business recovery/resumption plans are standardized and in alignment with ISO 22301.
- Manage, test, and exercise the various California Department of Technology (CDT) emergency communication tools (AtHoc, GETS, WPS).
- Design and maintain business resumption plans utilizing the Catalyst software including template and form creation.
- Manage incidents and drill/exercise using the Department's SharePoint incident management system and Catalyst.
- Provide technical support for Catalyst and AtHoc software.
- Provide Catalyst training to Departmental critical business units.
- Maintain the availability and integrity of the Catalyst and AtHoc database through regular cross-checks.
- Develop new software solutions as the need presents itself.

35% Lead in the development and maintenance of internal department-facing documents, desk procedures and supporting documentation for full business resumption. Act as project lead in the development and maintenance of awareness documentation that includes critical business requirements, surveys, e-news publications, updates to SharePoint, Intranet and Internet web pages, MOU's, and service requests.

10% Lead in the timely compilation and submission of business resumption plans to the Office of the State Chief Information Officer as defined by SAM and the State Information Management Manual (SIMM} and to comply with Governor's Executive Order S-04-06 (COOP/COG}.

5% Serve as a member of the CDT Business Continuity team. Serve on the Departmental Emergency Response team. In the event of a disaster, assist in the coordination of the EOC and the Recovery/Resumption of critical processes.

Marginal Functions
5% Related Departmental business functions. Provide analysis concerning business resumption services and technology vendors. Assist in presentations regarding the Departmental business resumption program.

Work Environment Requirements
May be required to work nights and weekends during an exercise or in the event of a disaster.

Allocation Factors

Supervision Received:

The IT Spec I receives direction from the IT Mgr I. This level receives direction with assignments in terms of broadly defined missions or functions. All work products produced by the IT Spec I require final review by the IT Mgr I.

Actions and Consequences:

The IT Spec I will act in a lead capacity and provide input concerning decisions and recommendations related to business resumption and the business continuity of the Department's critical business functions. The IT Spec I will assist staff in identifying business processes to ensure customer needs are met in the most efficient manner possible. The consequences of not capturing a business process correctly or adequately would have catastrophic impact on the Department's ability to provide service to customer organizations and the State.

Personal Contacts:

The position regularly makes personal contact with: Department Executive staff, managers/supervisors, business area technical staff, vendors, customer business continuity reps and State control agencies. Typical contacts are at all levels of organizational responsibility.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
None

Supervision Exercised:
None

Other Information

- Ability to maintain confidentiality
- Ability to be dependable, responsible, and have a positive attitude
- Willingness to accept challenges and handle multiple project simultaneously
- Ability to communicate effectively verbally and in writing as appropriate for the needs of the audience
- Ability to analyze data and translate into a business resumption methodology that bests fits program and the Department as a whole
- Tact and good independent judgment
- Ability to change priorities quickly

Desirable Qualifications: (List in order of importance.)

- Excellent writing skills
- Knowledge of IT principles, methods, techniques, and tools
- Understand IT nomenclature
- Knowledge of new and emerging IT industry trends as they relate to methods and best practices for IT system design, testing, implementation, administration, and evaluation.
- Experience and knowledge of project management methods and principles.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
IT Specialist I		

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
IT Manager I		