

## **Policy Memorandum No. 5 - FY 2008**

**TO:** Elected Officials, Agency Directors, and Personnel Officers  
State Government Agencies

**FROM:** Don Thompson  
State Personnel Director

**DATE:** April 25, 2007

**SUBJECT:** **ADMINISTRATIVE POLICIES AND PROCEDURES FOR THE  
SPECIAL COMPENSATION PLAN FOR INFORMATION  
TECHNOLOGY CLASSIFICATIONS FOR FISCAL YEAR 2008**

### **A. STATEMENT OF PURPOSE**

It is the intent of the State Personnel Board to establish the Special Compensation Plan for the purpose of attracting, retaining, and developing competent information technology professionals to support the information technology business needs of the State of Mississippi. The Plan shall provide methods for employment, promotion, and reassignment that are responsive to organizational or program needs and that offer flexibility to appointing authorities/governing bodies to negotiate, establish, and adjust salaries.

These provisions shall supersede all conflicting policies and procedures for the administration of salaries published in the Mississippi State Personnel Board Policy and Procedures Manual and any additional or replacement manuals, effective close of business June 30, 2007, and shall become an official attachment to the Mississippi State Personnel Board Policy and Procedures Manual for Fiscal Year 2008.

The statutory increase or decrease of any salary under the salary setting authority of the State Personnel Board shall comply with the policies below, except where the Legislature may otherwise provide.

### **B. COVERAGE OF THESE POLICIES**

These policies shall govern the special compensation plan for classifications within the State of Mississippi Information Technology Career Path Chart and shall supplement the Variable

Compensation Plan. This Plan is also open to those state agencies not under the purview of the



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State Personnel Board which voluntarily operate under limited provisions of the State Personnel Board.

**C. GENERAL POLICY PROVISIONS**

**1. Designation Authority**

The State Personnel Board shall have exclusive authority to approve designated Special Compensation Plan positions. The State Personnel Board will appoint, from a list of nominees submitted by the Director of Information Technology Services, an Information Technology Professional Development Committee (ITPDC) to review information technology related degrees in regard to meeting classification minimum requirements and agency requests for reallocations and class establishments. The ITPDC will provide a recommendation for action to the State Personnel Board. This committee shall act in an advisory capacity to the State Personnel Board and is established pursuant to the statutory authority of the State Personnel Board. The ITPDC shall be established by precept and members are appointed in accordance with the procedures in Attachment I.

Rules for operation of the ITPDC will be published with the Secretary of State's Office as Attachment I to this memorandum.

**2. Adding Classifications to the Special Compensation Plan**

Classifications shall be added to the Special Compensation Plan only upon prior approval by the State Personnel Board with recommendation by the ITPDC.

**3. Position Movement**

Positions may be placed under the Information Technology Special Compensation Plan through the normal reallocation process. Requests for budgeted and non-budgeted reallocations and new positions shall be considered on a case-by-case basis by the State Personnel Board with recommendation by the ITPDC. All requests for reallocation must be justified and submitted by the requesting agency as outlined in the Mississippi SPB Policy and Procedures Manual and Policy Memorandum No. 2 for approval by the State Personnel Board or the State Personnel Director.



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#### 4. Educational Benchmarks

The State Personnel Director is authorized to certify requests to award Educational Benchmark increases on a case by case basis. To be eligible for an Educational Benchmark salary increase, an employee must complete requirements which exceed the level of minimum qualifications for education or certification listed for the employee's present job class, which the employee possessed at the time of appointment into his or her present job class.

##### a. General Policies

- (1) Request for Educational Benchmark awards are made at the discretion of the agency head.
- (2) Educational benchmarks shall not be awarded for degrees, licenses, certifications or registrations obtained prior to July 1, 1999.
- (3) During any one fiscal year, an individual shall not receive more than 5% for educational degrees, 5% for the Certified Public Manager Program, or 5% for licensure, certification, and/or registration.
- (4) If the employee being awarded an Educational Benchmark is currently at end salary of his or her classification, or should the benchmark cause an employee's salary to exceed end salary, that portion of the benchmark exceeding end salary shall be paid as a one-time lump sum payment.
- (5) Any new hire flexibility, recruitment flexibility, or other discretionary compensation awarded for or in anticipation of future educational achievement, or certification shall not result in a subsequent awarded an Educational Benchmark for the same achievement.
- (6) Educational Benchmarks shall not be awarded for degrees, licensure, certification or registrations, which are required by law for performance of job duties.

Employees included in the Information Technology Special Compensation Plan may be eligible to receive Educational Benchmark increases for the following achievements:



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b. Degrees

Increases up to five percent (5%) **may** be awarded to employees obtaining any one of the following degrees: Associate's, Bachelor's (in no case shall the cumulative award for the achievement of an Associate's Degree and a Bachelor's Degree exceed five percent (5%)), Master's, Specialist, and Doctoral.

c. Basic Supervisory Course and Certified Public Manager (CPM) Program

In addition to benchmarks for educational degree, employees **may** receive an Educational Benchmark for the Basic Supervisory Course and certification in the Certified Public Manager (CPM) program. The following scale indicates the maximum that may be awarded for achievements in these programs:

1% increase-Basic Supervisory Course (BSC)

2% increase-Certificate in Supervisory Management (CSM)

3% increase-Completion of Certified Public Manager (CPM) Program

**Note: An employee who has completed the CSM and /or the CPM will not be eligible for a 1% increase for subsequently completing the BSC.**

5. **Designation Policies**

Each appointing authority shall comply with the State Personnel Board policies and administrative procedures, which govern the designation of positions and employees for inclusion in the Special Compensation Plan.

6. **Annual Policy Memorandum**

The State Personnel Board shall publish annually a Special Compensation Plan Policy Memorandum, which addresses all policies and procedures to govern the Special Compensation Plan for that year.

7. **Assignment of Salaries**

The salaries assigned to positions in the Special Compensation Plan shall be fixed in



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accordance with the provisions of the Special Compensation Plan and the Variable Compensation Plan, unless otherwise provided by law.

Salary increases for in-class movement under the Special Compensation Plan component must be submitted on a case by case basis for approval by the State Personnel Board.

**8. Provisions for Awarding Information Technology Special Compensation Plan Salary Increases**

Salary increases for in-class movement under the Special Compensation Plan may be awarded for achievement of educational objectives, the development of additional critical competencies, or evidence of increasing complexity of work goals. The Special Compensation Plan is intended to reward employees who have attained additional education and competencies, which directly add value to their ability to perform the duties and tasks of their positions, which ultimately add value to the agency. It is intended to be awarded individually to employees, similar to an Educational Benchmark, and is not intended to reflect any increase in the value of the classification.

**a. General Policies**

- (1) Requests for special compensation awards are made at the discretion of the agency head and are based on a twenty four (24) month measurement period. The measurement period begins upon completion of the Competencies/Education Profile form by the employee's supervisor. The measurement period ends upon award of a special compensation salary increase. Another measurement period begins immediately after the award of a special compensation salary increase.

Employees are eligible for their initial special compensation award after a minimum of twelve (12) months evaluation in an IT Special Compensation Plan position, provided that he/she has remained in the same position and has not been promoted during the evaluation period.



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The measurement period will start over upon promotion of the employee or upon a lateral or downward transfer to a different agency than the one in which the employee began the measurement period. Any prior education or training accomplished at the prior agency may

be transferred to the new measurement period at the new agency. Certification of prior hours must be received from the employee's former agency.

- (2) Employees who complete the requirements for a special compensation increase may be eligible for a salary increase of up to six percent (6%) of their current salary at the time they complete the requirements. A special compensation increase may be awarded up to twelve (12) months after the employee completes the requirements for a special compensation increase.
- (3) All special compensation awards must be accomplished from within funds available.
- (4) To be eligible for a special compensation award, the employee must have maintained a 2.0 or above rating in each essential duty/standard statement of the individual's Performance Appraisal Rating review during the time period of the award.
- (5) A Competencies/Education Profile (CEP) form (Attachment II) signed by the employee's immediate supervisor and authorized by the agency head must be kept on file by the agency for each special compensation increase.

### b. Requirements for Eligibility

- (1) To be eligible for a special compensation increase an employee must complete at least one hundred twenty (120) contact hours of education/training. Sixty (60) of the contact hours must be from the listing of pre-approved categories for his/her classification as approved by the State Personnel Director and maintained by the Information Technology Professional Development Committee



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(ITPDC). The remaining sixty (60) hours may be as approved by the agency head. However, employees who receive a special compensation award for the initial twelve (12) month period, as discussed in paragraphs a(1) and a(2) above, must complete sixty (60)

contact hours of education/training. Thirty (30) of the contact hours must be from the listing of pre-approved categories for his/her classification as approved by the State Personnel Director and maintained by the ITPDC. The remaining thirty (30) hours may be as approved by the agency head.

- (2) In addition to the education/training hours, an employee must receive a rating of Yes (Y) indicating added value accomplished by the employee for at least three of the competencies identified for that classification, indicating that the employee has fully met the supervisor's expectations relative to those competencies. Documentation supporting the added value must be maintained by the agency.
- (3) The employee must have maintained a meets expectations, (2.0) or above, in each essential duty/standard statement of the individual's Performance Appraisal Review (PAR) rating during the measurement period.

c. Approved Education/Training

- (1) A listing of qualified education/training categories will be maintained by the Information Technology Professional Development Committee (ITPDC). Approved categories will be listed for each of the four (4) job families (Management, Infrastructure, Operations and Support, and Systems Delivery, see Attachment No. 3). Training hours from conferences must be documented in detail, reviewed, and approved by the agency head for consideration of training hours for special compensation.



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- (2) Copies of course certificates or other documents specifying completion of education/training hours shall be maintained by the agency and shall accompany the Competencies/Education Profile (CEP) form. In the case of education/training which specifies a range of hours required for completion, the minimum number of hours specified will be used. In the case of conferences or general session type meetings where individual documents of completion are not distributed to participants/attendees, the employee's immediate supervisor must certify in letter format the number of hours claimed by the employee. The certification will be approved by the employee's first level reviewer or the agency head. On the job training will not be counted as training for special compensation.
- (3) Education/training contact hours shall count only for the current measurement period. Hours achieved in excess of one hundred twenty (120) will not be carried over to future periods, nor will they be given additional weight or computation in the current measurement period. Once a special compensation award is made, the employee then begins the next measurement period with zero (0) contact hours.

d. **Critical Competencies**

- (1) A complete listing of critical competencies has been identified for each job classification. At the beginning of the measurement period, the employee's supervisor will identify on the Critical Competencies/Education Profile (CEP) form those critical competencies that are to be achieved by the employee. At the end of the measurement period, the supervisor will annotate the form with a "Y" to indicate that the employee has successfully achieved the expected improvement of the individual competency, or, will annotate with a "N" to indicate that the employee did not achieve the expected level of improvement of that individual competency. An indication of a Y or an N only indicates that the employee did or did not achieve the planned increase in each individual competency. It does not indicate an acceptable or unacceptable level of competency, but merely if the employee achieved the change outlined by the supervisor at the beginning of the measurement period.



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- (2) During the measurement period, generally at a six month or one-year interval, the critical competencies indicated by the supervisor at the beginning of the measurement period should be reviewed and discussed with the employee. If the focus of the employee's position has changed since the beginning of the period, the supervisor may at any time prior to the end of one full year of the measurement period close out the previous competency/competencies and indicate a different set of critical competencies to be in effect for the remainder of the measurement period. The close out and resultant change of competency selection must be accompanied by a narrative describing the reason for the change.
- (3) No official feedback document is required for critical competencies. Each supervisor should on a continuing basis review and discuss with the employee, his or her progress, or lack thereof, in relation to each critical competency to be attained during the measurement period. Courses, seminars, books, and other materials may be suggested by the supervisor to assist the employee in accomplishment of the competencies.

e. Competencies/Education Profile (CEP) Form

- (1) A CEP form will be filled out by the employee's PAR rating supervisor at the beginning of the measurement period for each employee eligible to receive a special compensation award as approved by the agency head. After the competencies and education/training goals have been discussed with and agreed to by the employee, the rating supervisor will submit the CEP form to the employee's PAR first level reviewer for approval. Approved CEP forms will be maintained by the employee's supervisor or in the employee's PAR supplemental employee folder.
- (2) During the last fourteen days prior to the end of the first year of the measurement period (or during the PAR review and feedback sessions), the CEP form should be reviewed by the employee's rating supervisor, and the status of the employee's accomplishment of competencies and completion should be discussed with the employee. Any changes to the critical competencies to be accomplished must be



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made by the end of the first year of the measurement period and initialed by the employee and then approved by the employee's first level reviewer and by the agency head.

- (3) A copy of the CEP form must be maintained in the employee's file for all requests for a special compensation award. These forms are subject to post award review by the ITPDC or by the State Personnel Board.

**D. STATUS**

Inclusion in the Special Compensation Plan shall not be construed to exclude any position or employee from state service where such position or employee is designated as state service,

nor shall inclusion be construed to confer permanent status on employees designated as non-state service. Refer to Miss Code Ann. Section 25-9-107 (c)(1972).

**E. CLASSIFICATION AND PAY PLAN**

The State Personnel Board shall classify all positions in the Special Compensation Plan by assigning each position to its appropriate job classification according to the position description and the organizational placement of the position.

A pay range shall be assigned by the State Personnel Board to each position in the Special Compensation Plan on the basis of the prevailing wage in the relevant labor market and criteria such as those set forth in the Mississippi State Personnel Board Policies and Procedures Manual . The pay ranges assigned to Special Compensation Plan positions shall be adjusted to maintain competitive market levels.

**F. RECRUITMENT AND APPOINTMENT**

1. Hiring of new employees into information technology positions shall be exempted from the Certificate of Eligibles process established by the State Personnel Board, provided that the applicant meets the minimum qualifications of the classification of the position into which he or she is being appointed.
2. Vacant information technology positions must be reallocated to the appropriate classification within the Special Compensation Plan prior to an initial appointment



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being made.

**G. SALARY RESTRICTIONS**

1. No new appointee to a Special Compensation Plan position shall be awarded a salary in excess of end salary.
2. Current statutory salary restrictions remain in effect.
3. Salary increases under these policies shall be calculated so as not to result in personal services funding shortfalls, employee reductions-in-force, or the unsupported reallocation of vacant positions.
4. All salary increases must be accomplished from within funds available.

**H. ROLE DESCRIPTION QUESTIONNAIRE (RDQ)**

a. General Policies

1. For all instances where the Job Content Questionnaire is cited in this memorandum, The State Personnel Board Policy and Procedures Manual, other policy memorandum or statements, for Information Technology classifications qualified under the IT Special Compensation Plan a Role Description Questionnaire (RDQ) shall be used in place of the Job Content Questionnaire. Copies of the RDQ and related guidelines may be obtained from the State Personnel Board.
2. Requests for all personnel actions for positions allocated to classifications under the IT Special Compensation Plan shall be accompanied by a completed and signed RDQ. Submission of the request in SPAHRS indicates agency endorsement.



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Should you have any questions concerning the policies set forth in this memorandum, please contact the Office of Classification and Compensation at (601) 359-2769.

**Attachment No. 1 to Policy Memorandum No. 5 - FY 2008**

**Information Technology Professional Development Committee**

- I. The Information Technology Professional Development Committee (ITPDC) is chartered by the State Personnel Board (SPB) as an advisory group for the field of information technology.
- II. The purpose of the ITPDC is to make recommendations to the State Personnel Board on specific requested personnel actions within the field of information technology, as detailed below.
- III. Composition of the ITPDC:
  - A. The Committee will consist of ten (10) members.
  - B. In order to have a quorum for a meeting of the Committee, at least five (5) members must be present.
  - C. The State Personnel Director, or an SPB staff member designated by the State Personnel Director, will be a permanent member of the ITPDC.
  - D. The ITS Executive Director, or an ITS staff member designated by the ITS Executive Director, will be a permanent member of the ITPDC.
  - E. The Chairmanship of the Committee will rotate on a fiscal year basis between the State Personnel Director or his/her designee and the ITS Executive Director or his/her designee. The State Personnel Director will serve as chair for the remainder of Fiscal Year 1998 and in odd-numbered fiscal years thereafter. The ITS Executive Director will serve as chair in even-numbered fiscal years after Fiscal Year 1999.
  - F. The other eight (8) Committee members will be appointed by the State Personnel Board from a list of nominees submitted by the ITS Executive Director, as follows:
    1. Two (2) additional staff members from ITS
    2. Three (3) Information Services Directors from state agencies with large information technology staffs (i.e. ten or more full-time positions for jobs in the information technology career model).
    3. Three (3) additional information technology professionals from other state agencies

IV. Length of term:

- A. Members are appointed for staggered six (6) year terms.
- B. If an individual on the committee leaves state employment, changes agencies, or moves to a non-information technology job within the agency, a new member will be appointed to fill the remainder of that individual's unexpired term.

V. Scope of the Committee's Review and Recommendations:

- A. Review and make recommendations for requests related to the level of information technology positions required within a state agency to effectively perform its technology functions, such as reallocations and requested new positions.
- B. Review and make recommendations concerning the appropriateness of educational requirements associated with the information technology job classifications.

V. Meeting Schedule:

VI.

- A. The Committee's regular meeting will be held on the second Tuesdays of each calendar month.
- B. If there are no pending requests for the Committee's consideration, the Committee will not meet.
- C. Requests to be considered by the Committee should be submitted to the State Personnel Board two weeks prior to the Committee meeting.
- D. An ad hoc meeting of the Committee can be called at any time at the request of the Chairperson of the Committee.

**Attachment No. 2 to Policy Memorandum No. 5 - Fiscal Year 2008**

**Competencies/Education Profile Forms**

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Classification Title: \_\_\_\_\_ PIN : \_\_\_\_\_

Agency: \_\_\_\_\_

Rating Supervisor: \_\_\_\_\_ PIN: \_\_\_\_\_

1<sup>st</sup> Level Reviewer: \_\_\_\_\_ PIN: \_\_\_\_\_

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**Competencies/Behavior Indicators**

**Indicate for each checked competency:**

*Please check those to be measured:*

(Y) Yes (N) No Value Added

- Adaptability: \_\_\_\_\_
- Coaching and Developing Others: \_\_\_\_\_
- Decisive Insight: \_\_\_\_\_
- Holding People Accountable: \_\_\_\_\_
- Impact and Influence: \_\_\_\_\_
- Information Gathering: \_\_\_\_\_
- Vision Communication: \_\_\_\_\_
- Leadership: \_\_\_\_\_

Measurement period for competencies to be accomplished: \_\_\_\_\_ to: \_\_\_\_\_

Signatures (at the beginning of the measurement period):

\_\_\_\_\_  
Employee Date Rating Supervisor Date

\_\_\_\_\_  
1<sup>st</sup> Level Reviewer Date

Education/Training Contact Hours <i>Course/Conference Title</i>	Indicate number of contact hours for each education/training item listed:
1: _____	<input type="checkbox"/>
2: _____	<input type="checkbox"/>
3: _____	<input type="checkbox"/>
4: _____	<input type="checkbox"/>
5: _____	<input type="checkbox"/>
6: _____	<input type="checkbox"/>
7: _____	<input type="checkbox"/>
TOTAL HOURS:	<input type="checkbox"/>

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**SUMMARY for Submission**

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For the measurement period from: \_\_\_\_\_ to: \_\_\_\_\_ this employee received a rating of Yes for value added on \_\_\_\_ competencies and completed \_\_\_\_\_ contact hours of education/training and therefore is eligible to receive an Increased Value Compensation as allowed by this agency for Fiscal Year \_\_\_\_\_.

Signatures (at the end of the measurement period):

Employee	Date	Rating Supervisor	Date
1 <sup>st</sup> Level Reviewer	Date		

Competencies/Education Profile Form Information Technology Special Compensation Plan  
**Infrastructure Roles: Page#1**

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Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Classification Title: \_\_\_\_\_ PIN : \_\_\_\_\_

Agency: \_\_\_\_\_

Rating Supervisor: \_\_\_\_\_ PIN: \_\_\_\_\_

1<sup>st</sup> Level Reviewer: \_\_\_\_\_ PIN: \_\_\_\_\_

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**Competencies/Behavior Indicators** **Indicate for each checked competency:**  
*Please check those to be measured:* (Y) Yes (N) No Value Added

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- Analytical Thinking/Attention to Detail: \_\_\_\_\_
- Business Perspective: \_\_\_\_\_
- Communication: \_\_\_\_\_
- Customer Advocate: \_\_\_\_\_
- Facilitating Effective Relationships: \_\_\_\_\_
- Willingness to Learn: \_\_\_\_\_
- Fostering Innovation/Leading Change: \_\_\_\_\_
- Project Performance: \_\_\_\_\_

Measurement period for competencies to be accomplished: \_\_\_\_\_ to: \_\_\_\_\_

Signatures (at the beginning of the measurement period):

Employee	Date	Rating Supervisor	Date
1 <sup>st</sup> Level Reviewer	Date		

Education/Training Contact Hours <i>Course/Conference Title</i>	Indicate number of contact hours for each education/training item listed:
1: _____	<input type="checkbox"/>
2: _____	<input type="checkbox"/>
3: _____	<input type="checkbox"/>
4: _____	<input type="checkbox"/>
5: _____	<input type="checkbox"/>
6: _____	<input type="checkbox"/>
7: _____	<input type="checkbox"/>
TOTAL HOURS: <input type="checkbox"/>	

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**SUMMARY for Submission**

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For the measurement period from: \_\_\_\_\_ to: \_\_\_\_\_ this employee received a rating of Yes for value added on \_\_\_\_ competencies and completed \_\_\_\_\_ contact hours of education/training and therefore is eligible to receive an Increased Value Compensation as allowed by this agency for Fiscal Year \_\_\_\_\_.

Signatures (at the end of the measurement period):

_____ Employee	_____ Date	_____ Rating Supervisor	_____ Date
_____ 1 <sup>st</sup> Level Reviewer	_____ Date		

Competencies/Education Profile Form Information Technology Special Compensation Plan  
**Operations and Support Roles: Page#1**

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Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Classification Title: \_\_\_\_\_ PIN : \_\_\_\_\_

Agency: \_\_\_\_\_

Rating Supervisor: \_\_\_\_\_ PIN: \_\_\_\_\_

1<sup>st</sup> Level Reviewer: \_\_\_\_\_ PIN: \_\_\_\_\_

**Competencies/Behavior Indicators**

**Indicate for each checked competency:**

*Please check those to be measured:*

(Y) Yes (N) No Value Added

- Analytical Thinking/Attention to Detail: \_\_\_\_\_
- Business Perspective: \_\_\_\_\_
- Communication: \_\_\_\_\_
- Customer Advocate: \_\_\_\_\_
- Facilitating Effective Relationships: \_\_\_\_\_
- Willingness to Learn: \_\_\_\_\_
- Fostering Innovation: \_\_\_\_\_
- Personal Accountability: \_\_\_\_\_

Measurement period for competencies to be accomplished: \_\_\_\_\_ to: \_\_\_\_\_

Signatures (at the beginning of the measurement period):

\_\_\_\_\_  
Employee Date Rating Supervisor Date

\_\_\_\_\_  
1<sup>st</sup> Level Reviewer Date



Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Classification Title: \_\_\_\_\_ PIN : \_\_\_\_\_

Agency: \_\_\_\_\_

Rating Supervisor: \_\_\_\_\_ PIN: \_\_\_\_\_

1<sup>st</sup> Level Reviewer: \_\_\_\_\_ PIN: \_\_\_\_\_

**Competencies/Behavior Indicators**

**Indicate for each checked competency:**

*Please check those to be measured:*

(Y) Yes (N) No Value Added

- Analytical Thinking/Attention to Detail: \_\_\_\_\_
- Business Perspective: \_\_\_\_\_
- Communication: \_\_\_\_\_
- Customer Advocate: \_\_\_\_\_
- Facilitating Effective Relationships: \_\_\_\_\_
- Willingness to Learn: \_\_\_\_\_
- Personal Accountability: \_\_\_\_\_
- Project Performance: \_\_\_\_\_

Measurement period for competencies to be accomplished: \_\_\_\_\_ to: \_\_\_\_\_

Signatures (at the beginning of the measurement period):

Employee	Date	Rating Supervisor	Date
1 <sup>st</sup> Level Reviewer	Date		



## Attachment No. 3 to Policy Memorandum No. 5 - Fiscal Year 2008

### Approved Education/Training Categories

#### Information Technology Job Families

##### Management:

- 2591 Information Systems Director I
- 2592 Information Systems Director II
- 2594 Chief Systems Information Officer
- 2349 Systems Manager I
- 2350 Systems Manager II
- 2351 Systems Manager III
- 2372 Operations Manager I
- 2373 Operations Manager II

##### Infrastructure:

- 2414 WAN Administrator I
- 2416 WAN Administrator II
- 2417 Lead WAN Administrator
- 2399 Network Specialist I
- 2400 Network Specialist II
- 2401 Senior Network Specialist
- 2352 Lead Network Specialist
- 2353 Lead Network Specialist - ITS
- 2402 Systems Specialist I
- 2403 Systems Specialist II
- 2408 Senior Systems Specialist
- 2370 Lead Systems Specialist
- 2409 Database Analyst I
- 2410 Database Analyst II
- 2376 Database Administrator
- 2380 Database Administrator - ITS
- 2381 Information Technology Planner
- 2382 Senior Information Technology Planner
- 2354 Technology Planning Coordinator

##### Operations and Support:

- 2389 Systems Administrator I
- 2392 Systems Administrator II
- 2385 Senior Systems Administrator
- 2388 Lead Systems Administrator
- 2421 Systems Operator I
- 2422 Systems Operator II
- 2423 Senior Systems Operator
- 2424 Lead Systems Operator
- 2418 Communications Analyst I
- 2419 Communications Analyst II
- 2420 Senior Communications Analyst
- 2398 Communications Administrator
- 2425 Communications Technician I
- 2426 Communications Technician II
- 2427 Lead Communications Technician

##### Systems Delivery:

- 2355 Associate Programmer Analyst
- 2396 Programmer Analyst I
- 2397 Programmer Analyst II
- 2394 Senior Programmer Analyst
- 2395 Lead Programmer Analyst
- 2356 Associate Business Systems Analyst
- 2357 Business Systems Analyst I
- 2365 Business Systems Analyst II
- 2367 Senior Business Systems Analyst
- 2369 Lead Business Systems Analyst
- 2430 Managing Consultant

**SCHEDULE ONE  
NON-TECHNICAL FOR ALL FIELDS OF WORK**

- Time Management
- Effective Communication
- Myers Briggs
- Team Building
- Customer Service
- Stress Management
- Conflict Resolution
- Technical Writing
- Help Desk Etiquette
- Interpersonal Skills
- Word Processing Skills
- Working with Difficult People
- Basic Supervisory Skills

**SCHEDULE TWO  
SUPPLEMENTAL TRAINING FOR ALL FIELDS OF WORK**

<b>Groups A - D</b>	<b>Groups E-F</b>	<b>Groups G-I</b>
Spreadsheets	CSM 1-3	CPM 4-6
Intro to Lans	Intranet	Risk Management
Internet - Using Effectively	Presentation Skills	ICCP
Intro to Telecommunications	Train the Trainer	Business Continuity
ICCP	ICCP	

**SCHEDULE THREE  
INFRASTRUCTURE FAMILY TRAINING**

<b>Groups A - D</b>	<b>Groups E - F</b>	<b>Groups G - I</b>
WAN Administration	CNE (Network Specialist)	Advanced Internetwork Troubleshooting
Wan Management and Configuration Design	Internetwork Troubleshooting	Advanced Routers
Basic BPR	Advanced UNIX	WAN Design
Feasibility Studies (Planning Only)	Advanced Routers	WAN Modeling and Capacity Planning
Budget Prep (Planning Only)	Advanced BPR	Advanced CISCO Certification
Intro to Routers	Strategic Planning	WAN Management and Configuration Design
Intro to Cisco Router Configuration	ADABAS Performance and Tuning	Advanced UNIX
Mainframe Fundamentals	DB2 Performance and Tuning	IT Audit
DBA Utilities	IP Addressing	Advanced DB2 Database Administration
Database Programming	Internetworking Multi-Protocol Environments	ADABAS Database Internals
Procurement Overview	WAN Security	DB2 Internals
IT Long Range Planning	ADABAS Database Design	Architecture Analysis - Data Warehouse Techniques
	DB2 Database Design	Data Modeling Fundamentals and Techniques
	ADABAS Database Administration	Meta-Model Fundamentals and Concepts
	Administration	Any OS/390 Related Training

**SCHEDULE THREE  
INFRASTRUCTURE FAMILY TRAINING  
CONTINUED....**

<b>Groups A - D</b>	<b>Groups E - F</b>	<b>Groups G - I</b>
JCL	Project Management	Specific Database Training (i.e. ORACLE, SYBASE)
TSO	Systems Analysis and Design	
REXX and/or CLISTS	Object Oriented Analysis and Design	
ADABAS Fundamentals	Object Oriented Programming	
ADABAS Physical File Design	Development Methodology	
CONSTRUCT	Defining and Organizing Data Resources	
Supporting and Troubleshooting Windows	Data Dictionary Concepts and Fundamentals	
Intro to UNIX	Data Elements, Keys and Attributes	
Any Z/OS Mainframe Related Training	Advanced Cisco Router Configuration	
Specific Database Training (i.e. ORACLE, SYBASE)	Firewalls and Internet Security	
NATURAL	Any OS/390 Related Training	
	Mid-level CISCO Certification	
	Specific Database Training (i.e. ORACLE, SYBASE)	

**SCHEDULE FOUR  
OPERATIONS AND SUPPORT FAMILY TRAINING**

<b>Groups A - D</b>	<b>Groups E - F</b>	<b>Groups G - I</b>
Intro to AutoCAD - CSU	Intro to LAN Management	CNE Certified Network Engineer
OS/390 Operations	Basic LAN Administration	Project Management
Job Scheduling	RACF Administration	Advanced LAN Administration
JCL	Basic LAN Security	Advanced LAN Security
TSO	Intro to Routers	Intro to LAN Design
TCP/IP	CNA Certified Network Administrator	Quality Assurance
Report Distribution	Intro to Fiber Optics	Computer Operations and Management
Intro to Telecommunications	Procurement Overview	Systems Analysis
Intro to Voicemail	Voice Mail System Administration	Print Management
LOTUS Notes Adm. 1	PBX System Administration	Job Monitoring Tools
OS/390 Related Training	Case Tools	Off-Site Facility Management
Data Center Operations Relevant Training	Data Communication	Tape Management
	LOTUS Notes Adm. 2	Production Control and Data Management

**SCHEDULE FIVE  
SYSTEMS DELIVERY FAMILY TRAINING**

<b>Groups A-D</b>	<b>Groups E-F</b>	<b>Groups G-I</b>
Windows Supporting and Trouble Shooting	Project Management	Advance BPR
Systems Analysis and Design	Basic Cost Benefit Analysis	Advanced Project Management
Data Modeling	BPR	IT Audit
Software Testing	LAN Design	Production Control and Data Management
COBOL	Management Approved Programming Languages	Quality Assurance
NATURAL	JCL	Computer Operations and Management
SQL for ADABAS	Command Level CICS	Systems Analysis
SQL for DB2	TSO/ISPF	Print Management
SAS	Intro. to Quality Assurance	Job Monitoring Tools
JCL	Relational Databases	Off-Site Facility Management
Command Level CICS	Advanced ADABAS Classes	Tape Management
TSO/ISPF	Advanced DB2 Classes	Lotus Notes Development
Power Builder	Data Dictionaries	Imaging
Visual FoxPro	Advanced Construct	Workflow Management
SQL	Visual FoxPro	Document Management
Intro to ADABAS	Client Server Product Classes (Oracle, Sybase, Visual Basic)	EDI/EFT
Intro to DB2	IT Long Range Planning	E. Commerce Training
Data Dictionary Concepts	Advanced Internet/Intranet Classes	

**SCHEDULE FIVE  
SYSTEMS DELIVERY FAMILY TRAINING  
CONTINUED....**

<b>Groups A-D</b>	<b>Groups E-F</b>	<b>Groups G-I</b>
Object Oriented Analysis and Design	Object Oriented Analysis and Design	Managing Project Risk
Project Management Basics	Project Management Intense Projects	Project Estimating
Business Analysis & Requirements Gathering	Business Analysis & Requirements Gathering	
Software Testing Tools and Techniques	Software Testing Tools and Techniques	
Project Estimating	Project Estimating	
Intro to Microsoft Office Suite (Word, Excel)	Advanced Microsoft Office Suite (Word, Excel)	
Intro to Adobe Acrobat	Advanced Adobe Acrobat	
Intro to Microsoft PowerPoint	Advanced Microsoft PowerPoint	
Intro to Microsoft Project	Advanced Microsoft Project	
Intro to Web Authoring (HTML)	Advanced Web Authoring (HTML)	
Intro to Cascading Style Sheets	Advanced Cascading Style Sheets	
Crystal Reports	Advanced Crystal Reports	
Basic JavaScript	Advanced JavaScript	
Designing and Developing Web Sites	Designing and Developing Web Sites	
Web Application Development	Intense Web Application Development	
Developing Secure Web Applications	Developing Secure Web Applications	
Graphic Design	Graphic Design	
Intro to JAVA	Advanced JAVA Programming	
Intro to Microsoft ASP.NET	Advanced/Intense Microsoft VB.NET	

**SCHEDULE FIVE  
SYSTEMS DELIVERY FAMILY TRAINING  
CONTINUED.....**

	Classes	
Code Generators (CONSTRUCT)	JAD/RAD	
Oracle	Lotus Notes Development	
Sybase	Imaging Training	
Home Page Design	Workflow Management	
Intro to HTML	Document Management	
Intro to JAVA	EDI/EFT	
LAN Concepts	E.Commerce Training	
Lotus Notes Development		
Imaging Training		
Workflow Management		
Document Management		
EDI/EFT		
E.Commerce Training		

**SCHEDULE SIX  
MANAGEMENT FAMILY TRAINING**

<b>Groups A - D</b>	<b>Groups E – F</b>	<b>Groups G - I</b>
ITS Procurement Overview	Cost Benefit Analysis	Conflict Resolution
Effective Communication	Information Systems Planning Overview	Stress Management
Time Management	Advanced Project Management	Time Management
Structured Analysis and Design	Supporting MS Windows NT Server Enterprise	CPM Continuing Education Courses
Admin. MS Windows		
Supporting MS Windows Core Technologies		

Any technical training relevant to the manager's area of responsibility.

**SCHEDULE SEVEN  
APPROVED CONFERENCES AND USER GROUPS**

Groups A - D	Groups E - F	Groups G - I
	CA World	SHARE - IBM User's Conference
	NASTD	NASTD
	Information Builders User's Group	NASCIO
	DEVCON - FoxPro Developer's Conference	IDUG - DB2 User's Group
	GIGA Conference	COMDEX - Technology Showcase
	CISCO Networkers Conference	DEVCON - FoxPro Developer's Conference
	ICA Conference	CA World
	Gartner Conference	GIGA Conference
	EXPLORE	CISCO Networkers Conference
	AMDAHL User's Group	ICA Conference
	Hitachi User's Group	EXPLORE
	AIIM	AMDAHL User's Group
	Lotusphere	Hitachi User's Group
		AIIM
		Lotusphere