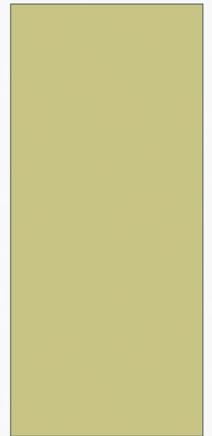


INFORMATION TECHNOLOGY CLASSIFICATION STUDY

EVALUATION PILOT RESULTS

MARCH 29-30, 2016

HR MANAGERS MEETING, APRIL 2016



PILOT PLAN

PURPOSE:

- State will identify:
 - Depth of training that will be needed by evaluation teams
 - Time needed for a team to conduct a position evaluation
 - Gaps in training and/or evaluation process
- Participants:
 - Gain a working knowledge and understanding of the new process,
 - Become familiar with the required forms,
 - Understand how to use the tools and job aides in the review and evaluation of IT positions,
 - Apply the IT inclusion criteria and evaluation tools when evaluating positions, and
 - Provide constructive feedback on, and validation of, the training and position evaluation process.

TRAINING OUTCOME

Objective: Refine and finalize the IT Job Evaluation Training using participant feedback and validation.

- **Structure of Training**
 - PowerPoint & Lecture
 - Exercise – Evaluate a position description in a group
- **Training Tools**
 - Evaluation Tool (hard copy)
 - Evaluator's Handbook
 - Inclusion / Exclusion Criteria and Decision Tree
 - Work Examples - Power User vs. Technical
 - Rating Factors
 - IT Job Families Descriptions
 - Glossary - Technical Definitions, Job Evaluation Tool and Inclusion Criteria Terms, General IT industry descriptions of IT disciplines / work

Outcomes:

- Training needs to be 1 full day to cover learning curve
- Conduct a section-by-section review of the evaluation tool in conjunction with a position description
- Need to fully review the IT job families

PROCESS OUTCOME

Objective: Accurately assess the time and level of effort needed to conduct IT position evaluations when conducted by committed, qualified and skilled subject matter experts (SME's).

- **Structure of Process**

- 6 teams, 7 reviewers per team, mix of agency/HE, mix of IT and HR SME's
- 7 IT teams (supervisor & direct reports) from 6 agencies were reviewed for a total of 221 position reviews

- **Training Tools (hard copies)**

- Evaluators Handbook
- Evaluation Tool
- Evaluation Log

Outcomes:

- Approximately 1 hour to review an IT Team (Supervisor & direct reports with average of 7 position descriptions per team)
- Evaluation Team structure is critical - Need balance of HR and IT SME's
- Group size of 5 - 7 would work best
- Facility setup is critical to efficient process

STUDY UNIVERSE

Primary Job Family	# Of PD's Received
1. Application Development	944
2. IT Architecture	154
3. IT Business Analysis	330
4. Customer Support	769
5. Data Management	333
6. IT Policy and Planning	59
7. Network and Telecommunications	282
8. IT Project Management	167
9. IT Security	122
10. Systems Administration	571
11. IT Vendor Management	9
12. Family Review Required	163
Total	3,903

OTHER LESSONS LEARNED

- Training and evaluations need to be conducted together for first-time evaluators
- Need skilled HR and IT staff
 - Not a process for someone to *gain* subject matter expertise
- Training:
 - Full day needed to help IT SME's understand the job evaluation process
 - Provide snacks
- Evaluation Process:
 - Need consistency in evaluation teams to mitigate wide variations in scoring
 - Diminishing returns on the quality of the evaluations after six (6) hours of review
 - Provide snacks

NEXT STEPS

- Based on pilot and follow up survey feedback:
 - Refine training materials e.g. color code or tab sections
 - Re-order training curriculum
 - Clarify identified language issues in evaluation tool
- Develop evaluation team schedule & registration:
 - Facility and logistical requirements are critical to the process
 - Registration will continue to be online
- Other activities:
 - Finalize automation of evaluation tool
 - Continue work on identifying IT 'hot skills'
 - Identifying rule impacts