



STATE OF WASHINGTON  
OFFICE OF FINANCIAL MANAGEMENT  
STATE HUMAN RESOURCES | DIRECTOR'S REVIEW PROGRAM  
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December 3, 2014

TO: Connie Goff, PHR  
Director's Review Program Manager

FROM: Kris Brophy, SPHR  
Director's Review Investigator

SUBJECT: Michael Low v. Labor & Industries (LNI)  
Allocation Review Request ALLO-13-111

**Director's Determination**

Mr. Low's position remained allocated to the Information Technology Specialist 3 (ITS 3) class following a management-initiated position review. This review was based upon a Position Description Form (PDF) form for Mr. Low's position received by the LNI Human Resources office.

As the Director's designee, I carefully considered all of the documentation in the file, including the exhibits discussed during the Director's review conference and the verbal comments provided by the parties. Based on my review and analysis of Mr. Low's assigned duties and responsibilities, I conclude his position is properly allocated to the ITS 3 class.

**Background**

On September 27, 2013, LNI HR received a PDF from management requesting reallocation of Mr. Low's position to the Information Technology Specialist 4 (ITS 4) classification (Exhibit B-2).

On November 22, 2013, LNI issued its allocation decision, concluding the ITS 3 class best described the duties and responsibilities assigned to Mr. Low's position (Exhibit B-1).

On October 28, 2013, I conducted a Director's review conference with Michael Low, Web Products Manager, LNI; Perry Gordon, Council Representative, WFSE; John Hanson, Applications & Data Management Program Manager, Information Services Division (ISD), LNI; Vicki Kamin, Classification/Compensation Coordinator, and Sarah Nelson, Human Resource Consultant, LNI.

### **Rationale for Director's Determination**

The purpose of a position review is to determine which classification best describes the overall duties and responsibilities of a position. A position review is neither a measurement of the volume of work performed, nor an evaluation of the expertise with which that work is performed. A position review is a comparison of the duties and responsibilities of a particular position to the available classification specifications. This review results in a determination of the class that best describes the overall duties and responsibilities of the position. Liddle-Stamper v. Washington State University, PAB Case No. 3722-A2 (1994).

### **Duties and Responsibilities**

Mr. Low is the Web Product Manager for the Specialty Compliance Services Division (Division). He reports to the Web Products Operations Manager within the Communication and Web Services Section in the Director's Office. As stated in the updated PDF for Mr. Low's position, the Web Services Section is responsible for:

...the overall agency e-Government strategy and the management of the agency's public facing website, online applications and intranet, including the overall user experience (UX) of our public-facing applications and other E-Government web properties, which collectively make up over 50% of the communication channels used by our customers to interact with us. In addition, the Web Services Program is responsible for setting and enforcing policies, standards and best practices for all of LNI's websites, and for instituting the User Centered Design (UCD) methodology into development and management of all of the agency's Web properties, including Web pages, business applications and enterprise-wide Web-based systems.

Mr. Low provides technical support and oversight of Web-based business information and functionality related to online content for both internal and external audiences. His position supports Internet and intranet web based communications, applications and e-learning tools.

Mr. Low's position has primary responsibility for developing and maintaining content for web applications and websites. He is responsible for planning, developing, and designing web architecture (structure) and navigation to ensure functionality and usability of web pages. He incorporates user interface design into web pages and applications while providing web content management for his assigned business areas. He is responsible for ensuring accuracy and comprehension of content by end users, and providing oversight and updates to online information. His position enforces LNI Web standards and branding. His project management duties include enhancing new and existing websites and database driven applications to ensure that web-content is up-to-date, accurate, complete, and that deadlines are met.

As stated in the PDF for his position, Mr. Low supports internal-facing Web-based content and functionality for the Field Services & Public Safety and Fraud Prevention & Labor Standards business areas. This information provides guidance, education and information to LNI employees working in these business areas. His position also supports the agency's external-facing home web page for the Workplace Rights, Trades and Licensing, and the Contractor Look-up application. This information focuses on educating workers on their rights and benefits in the workplace and provides trades and licensing contractor information on certifications, learning opportunities and compliance requirements.

Mr. Low also provides technical advice in an advisory role to other webmasters agency-wide including regions and business areas with a statewide audience. These duties include publishing, maintaining, troubleshooting, and collecting measures to support and analyze web content, usage and structure.

Mr. Low's duties are described in the PDF for his position as follows: (Exhibit B-2)

**30% Duty:**

Plan, design, develop prototypes, code and publish web pages; check and verify appearance and function.

**Tasks:**

Plan, develop, and design web architecture (structure) and navigation to ensure functionality and usability with a customer focus. Incorporate user interface design into web pages and applications.

Prepare standards-based coding language for web pages that follow LNI guidelines. Identify and correct deficiencies in coding, standards, work to insure products meet 508 accessibility, ADA and Title VI federal standards.

Review and approve code prior to publishing; modify code to meet agency standards and guidelines.

Assist other webmasters with planning, design, development and coding of web pages and applications.

**15% Duty:**

Perform routine testing for quality assurance; conduct web traffic studies, analyze findings, report results, make recommendations and take appropriate actions. Coordinate and conduct user testing for new products, work to resolve issues to gain customer (user) acceptance. Make recommendations for improvements.

**Tasks:**

Complete cross-browser testing and resolve issues.

Ensure PDFs are accessible and searchable.

Complete testing of adaptive designs and functionality on smart phones and tablet devices. Conduct performance testing to ensure online pages and applications function and load as intended.

Work to ensure a search functionality returns desired result that meets user and business need.

Conduct usability tests; work with developers, project manager or business area lead to incorporate changes based on findings.

**15% Duty:**

Provide regular scheduled maintenance, troubleshoot issues as they occur and

track through to resolution.

**Tasks:**

Perform annual Web review, clean-up and maintenance of content, remove outdated, irrelevant information, address emergent issues and concerns, perform tasks that ensure quality of standards based coding.

14% **Duty:**

Represent Communications/Web Services in web related workgroups and committees.

**Tasks:**

Participate on committees and participate in workgroups to provide information on best practices for the web, LNI standards and branding.

8% **Duty:**

Manage online content, organize, review and edit; incorporate best practices and industry standards for "writing for the web" and "plain talk".

**Tasks:**

Write, rewrite, organize and edit content to meet business area need and improve comprehension.

Work to ensure online content aligns with the agency Mission and Strategic Goal priorities.

Identify and correct deficiencies in messaging, standards and branding compliance.

Prepare content to make it accessible and functional for a diverse statewide audience including those with limited English proficiency.

Maintain an understanding, knowledge of and expertise in written content of assigned business area.

7% **Duty:**

Consult, coach, mentor, train, guide and provide oversight of Web related work and process to staff performing Web-based duties in other business areas.

**Tasks:**

Work with assigned business area managers and staff to define goals and user/customer requirements; ensure websites and applications have a defined audience, purpose and communication strategy that will make it easier for customers to do business with LNI.

Provide expert advice and guidance on best practices for Web-based information, navigation, functionality and usability.

Develop and document standards that guide HTML structure of websites and web applications.

Communicate user-friendly, customer focused features and functionality, enforce the agency brand and standards, providing expert advice and technical support, troubleshooting and working problems through to resolution.

Mentor and train webmasters who require assistance and oversight of their work

products.

6% **Duty:**

Perform project management duties to complete tasks in the time scheduled.

**Tasks:**

Consult with customer or business area lead on project requirements, provide expert advice and guidance, set project schedule.

Provide leadership and management for projects that enhance new and existing websites and database driven applications. Assign and coordinate tasks to be completed by others.

Keep business interests informed of project status work to resolve concerns.

**Summary of Mr. Low's Perspective**

Mr. Low asserts his position now provides senior-level Web support through his responsibility for planning and providing technical direction and leadership for assignments and projects that impact the agency's internal and public-facing websites. Mr. Low asserts the scope of his work involves performing website redesign and navigational architecture changes and making recommendations to support business program needs throughout multiple divisions and ultimately the agency. Mr. Low contends his position is responsible for performing senior-level project management tasks which include defining web technical requirements, providing support and maintenance, and establishing web standards and guidelines that LNI business areas follow to meet business needs and ensure uniformity. Mr. Low asserts his position functions as a senior-level business analyst working to determine complex business requirements and to ensure the best web functionality occurs for the agency's business needs.

Mr. Low asserts his level of decision-making authority and level of responsibility for web site design, development, management and deployment reaches the ITS 4 class.

**Summary of LNI's Reasoning**

LNI states that Mr. Low's position independently performs consulting, designing, programming/developing, installation, maintenance and quality assurance of the web applications for three different divisions. The agency asserts Mr. Low's position works within an assigned area of responsibility primarily at the division level which is consistent with the ITS 3 level class.

LNI states Mr. Low's assigned area of responsibility is Field Services & Public Safety and Fraud Prevention & Labor Standards. His position serves as the web manager for an assigned business area which includes responsibility for preparing standards-based coding language that meets agency guidelines and ensuring the accuracy and comprehension of the web page content for the respective business functions and services. LNI asserts Mr. Low's position does not spend a majority of his time working on complex systems with organization-wide impact.

LNI asserts Mr. Low's position does not reach the scope of ITS 4 senior-level responsibility such as serving as the agency-wide Internet/Intranet content or design specialist. LNI states this work is performed by other IT specialist staff working in the Web Services Section.

For each of these reasons, LNI asserts Mr. Low's position is properly allocated to the ITS 3 level class.

### Class Specifications

When comparing the assignment of work and level of responsibility to the available class specifications, the class series concept (if one exists) followed by definition and distinguishing characteristics are primary considerations. While examples of typical work identified in a class specification do not form the basis for an allocation, they lend support to the work envisioned within a classification.

### Comparison of duties to Information Technology series

The class series concept for the Information Technology Specialist series includes the following:

Positions in this category perform professional information technology systems and/or applications support for client applications, databases, computer hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

This category broadly describes positions in one or more information technology disciplines such as: Application Development and Maintenance, Application Testing . . . Business Analysis and/or Process Re-Engineering, Data Base Design and Maintenance . . . Quality Assurance, IT Project Management, Systems Software, Web Development . . .

Positions which perform information technology-related work to accomplish tasks but are non-technical in nature would not be included in this occupational category.

Mr. Low's position falls within the Information Technology Specialist (ITS) class series by performing professional business analysis and web development tasks. His position should be allocated to a class within the ITS series.

### Comparison of duties to Information Technology Specialist 5 (ITS 5)

The ITS 5 class is defined as the supervisory or expert level. ITS 5 positions provide expert consultation and specialized analysis, design, development, acquisition, installation, maintenance, programming, testing, quality assurance, troubleshooting, and/or problem resolution tasks for major organization-wide, high risk/high impact, or mission-critical applications computing and/or telecommunication systems, projects, databases or database management systems; support products, or operational problems.

The ITS 5 definition also states the following:

Perform highly-complex tasks such as conducting capacity planning to determine organization-wide needs and make recommendations; designing complex agency- or institution-wide enterprise systems crossing multiple networks, platforms or telecommunication environments; overseeing the daily operations of large-scale or enterprise systems; identifying and resolving operational problems for major high risk systems with centralized, organization-wide functions; testing multi-dimensional applications, providing quality assurance; developing standards or

enhancing existing, high risk and impact, mission critical applications; integrating business solutions, or writing feasibility studies and decision packages for high visibility/impact initiatives.

Provide leadership and expert consultation for large-scale projects or enterprise systems that often integrate new technology and/or carry out organization-wide information technology functions, or impact other institutions or agencies. . . .

Mr. Low provided multiple examples of work prior to the review period demonstrating his expert knowledge and experience performing project management and professional IT specialist work consistent with the ITS 5 level class. However, the work he performed during the review period was not assigned the level of responsibility for providing leadership and expert consultation for large-scale projects or enterprise systems such as major organization-wide, high risk/high impact, mission-critical applications or systems. While Mr. Low indicated during the review conference that he participates on larger-scale web-based application projects, his position does not serve as the project leader or have primary responsibility for performing highly-complex web development work such as integrating enterprise business solutions, or writing feasibility studies and decision packages for high visibility or high impact initiatives encompassing an organization-wide functional perspective.

Rather, Mr. Low's position has primary responsibility for providing divisional website content work for assigned business areas. While his position works with ISD and Division-level business program staff to document changes needed or a desired functionality, his position does not function to implement changes or integrate new technology at the level anticipated by this class.

This is supported in Pogue and Goshorn v. Labor and Industries, PRB Case Nos. R-ALLO-07-017 & R-ALLO-07-018 (2008) which state in relevant part:

... Appellants do not perform highly-complex tasks with the breadth of impact envisioned by the ITS5 classification. While Appellants' work impacts all employers and recipients of certain benefits, their work does not impact LNI on an organization-wide level. For example, Appellants do not conduct capacity planning to determine organization-wide needs; design complex agency-wide enterprise systems crossing multiple networks, platforms or telecommunication environments; or identify and resolve operational problems for major high risk systems with centralized, organization-wide functions. While Appellants provide leadership and expert consultation in their assigned areas, they do not perform these functions for large-scale projects or enterprise systems involving organization-wide information technology functions. Duties performed at an organization-wide level would potentially impact all business areas within an agency. Appellants' work impacts Claims Administration; their work does not impact all of LNI's business areas.

Therefore, Mr. Low's position does not encompass the scope and level of responsibility required by this class. For these reasons, his position should not be allocated to the Information Technology Specialist 5 class.

#### Comparison of duties to Information Technology Specialist 4 (ITS4)

The Definition for the ITS 4 class states the following:

Performs analysis, system design, acquisition, installation, maintenance, programming, project management, quality assurance, troubleshooting, problem resolution, and/or consulting tasks for complex computing system, application, data access/retrieval, multi-functional databases or database management systems, telecommunication, project or operational problems.

As a senior-level specialist in an assigned area of responsibility and/or as a team or project leader, applies advanced technical knowledge and considerable discretion to evaluate and resolve complex tasks such as planning and directing large-scale projects; conducting capacity planning; designing multiple-server systems; directing or facilitating the installation of complex systems, hardware, software, application interfaces, or applications; developing and implementing quality assurance testing and performance monitoring; planning, administering, and coordinating organization-wide information technology training; acting as a liaison on the development of applications; representing institution-wide computing and/or telecommunication standards and philosophy at meetings; or developing security policies and standards.

Incumbents understand the customer's business from the perspective of a senior business person and are conversant in the customer's business language. Projects assigned to this level impact geographical groupings of offices/facilities, and/or regional, divisional or multiple business units with multiple functions. The majority of tasks performed have wide-area impact, integrate new technology, and/or affect how the mission is accomplished.

A portion of Mr. Low's work is consistent with the assigned area of responsibility requirements of this class for independently resolving complex computing needs within an assigned area of responsibility which impacts, "...divisional, or multiple business units with multiple functions."

For example, Mr. Low's position functions as the Division-level webmaster with some agency-wide responsibilities. His position is responsible for ensuring that citizens, business partners and employees of LNI can interact with LNI's website and business applications, while fulfilling the business and functional requirements at the agency as well as Division level.

Mr. Low maintains web pages for portions of the Trades & Licensing and Workplace Rights public facing internet sites. As stated in the PDF, Mr. Low's position supports the agency's external-facing home web page for the Workplace Rights and the Trades and Licensing and Contractor Look-up application. This information focuses on educating workers on their rights and benefits in the workplace and provides trades and licensing contractor information on certifications, learning opportunities and compliance requirements. These items are on the agency's public facing website and are sites owned by two separate divisions. Therefore, a portion of his work includes managing web page content and subject matter that spans multiple agency divisions which is consistent with the ITS 4 assigned area of responsibility.

Other aspects of his work also reach this class. For example, Mr. Low also provides technical advice in an advisory role to other webmasters agency-wide including regions and business areas with a statewide audience. These duties include publishing, maintenance, troubleshooting, collecting measures to support and analyze web content, usage and structure. He evaluates performance issues and provides support for Incident Response issues that arise. He also provides support, quality assurance and oversight to the webmaster for the Fraud Prevention and Labor Standards business areas to ensure compliance with agency standards, branding and consistency in navigation for key pages in the this business area. He also develops and populates subject matter for the agency's annual Combined Fund Drive online auction.

However, as a whole, the overall scope and level of complexity of duties assigned for the majority of his position duties do not reach the ITS 4 level of responsibility. Incumbents in this class serve as a senior-level specialist and/or serve as a team or project leader a majority of the time. Incumbents apply advanced technical knowledge and considerable discretion to evaluate and resolve complex tasks as the primary focus of their position. Mr. Low's position does not reach this level of responsibility. Mr. Low does not perform his functions as a senior-level specialist that requires applying advanced technical knowledge and considerable discretion to evaluate problems and perform complex tasks as the major focus of his position.

For example, incumbents at this level perform complex tasks such as evaluating and resolving complex planning efforts, directing large-scale projects, conducting capacity planning, designing multiple-server systems; directing or facilitating the installation of complex systems, hardware, software, application interfaces, or applications. The overall focus and scope of Mr. Low's position do not reach this level. The majority of Mr. Low's responsibilities involve developing web content that meets employee and customer business needs in order to provide accurate information and services for assigned business areas within a division.

In addition, Mr. Low's position has primary responsibility for developing and maintaining content for division-level web pages. He is responsible for planning, developing, and designing web page structure and navigation to ensure functionality and usability of web pages. He incorporates user interface design into web pages and applications while providing web content management for his assigned business areas. He is responsible for ensuring the accuracy of the content for use by end users. He also provides oversight and updates to online information. His position enforces LNI Web standards and branding. His project management duties include working independently with business area managers and staff to define business goals and user and client requirements. He ensures that web-content is up-to-date, accurate, complete, and that deadlines are met. His position also conducts quality assurance, code analysis, web navigation and usability issues in support of Web functionality.

While his position plans, develops and designs the front end web structure to ensure functionality and usability, other staff handle the more complex back end programming tasks. LNI stated during the review conference that other employees within the Web Services section handle all of the work impacting the Division's back end web design and development infrastructure and architecture. LNI stated that other positions handle the more complex web design and development solutions. Mr. Low's position has not been assigned the broader scope and degree of complexity regarding web-related activities required by this class.

Further, the scope of Mr. Low's position does not include responsibility for performing other complex, senior-level duties consistent with the ITS 4 level such as planning, administering, and coordinating organization-wide information technology training, acting as a liaison on the development of applications, developing security policies and standards, or representing institution-wide computing and/or telecommunication standards and philosophy as a senior-level specialist at meetings. Mr. Low participates but does not lead these efforts.

While certain aspects of Mr. Lowe's work reaches the size and scope of operations required by the definition of this class, the overall scope of his assigned responsibility, the complexity of his duties, and the level of analysis and level of decision-making authority do not reach the ITS 4 class definition. For each of these reasons, his position does not fully reach the level of work encompassed in the ITS 4 class.

Therefore, because the majority of his work does not reach the level of responsibility required by the Definition of this class, Mr. Low's position should not be reallocated to the ITS 4 class.

Comparison of duties to Information Technology Specialist 3 (ITS 3)

The Definition for the ITS3 definition includes the following:

In support of information systems and users in an assigned area of responsibility, independently performs consulting, designing, programming, installation, maintenance, quality assurance, troubleshooting and/or technical support for applications, hardware and software products, databases, database management systems, support products, network infrastructure equipment, or telecommunications infrastructure, software or hardware.

Uses established work procedures and innovative approaches to complete assignments and coordinate projects such as conducting needs assessments; leading projects; creating installation plans; analyzing and correcting network malfunctions; serving as system administrator; monitoring or enhancing operating environments; or supporting, maintaining and enhancing existing applications.

The majority of assignments and projects are moderate in size and impact an agency division or large workgroup or single business function; or internal or satellite operations, multiple users, or more than one group. Consults with higher-level technical staff to resolve complex problems.

ITS 3 level positions work independently and perform functions within an assigned area of responsibility. They identify and resolve problems within a scope of operation such as a division, or large workgroup or single business function, multiple users or more than one group. Although Mr. Low works in a work unit within the Director's office which has an agency-wide scope of responsibility over the agency's web services, the majority of Mr. Low's assignments and projects are moderate in size. The majority of his assignments are at the division level, impacting large workgroups, single business functions, multiple users, or more than one business group.

In addition, the work methods used and the level of independent decision making required at the ITS 3 level combines following pre-defined standards as well as developing innovative approaches to complete assignments and coordinate projects such as conducting needs assessments; leading projects; creating installation plans; analyzing and correcting malfunctions; serving as system administrator; monitoring or enhancing operating environments, or supporting, maintaining and enhancing existing applications. Mr. Low's duties are consistent with these statements.

As the Web Product Manager for a division, Mr. Low is responsible for the daily administration and quality assurance for the Division's internet and intranet websites. A portion of his work involves managing business challenges and solutions to fit within multiple business processes. He develops and modifies web pages to meet agency policies, standards and guidelines. He also codes, reviews and approves all of the Division's web content before publishing. He publishes web content based on established procedures. He conducts usability testing for applications that are posted on web pages. He writes and edits web pages to improve readability.

His project work includes working independently with business area managers and staff to define business goals and user and client requirements. This includes having primary responsibility for managing web design content using pre-defined web tools and applications. He documents business goals and customers' needs and translates these into development specifications for the user interface. He also works with business area staff and Information

Services developers to assure the changes are coordinated and consistent. He develops prototype pages, architecture and sites. He documents and designs information architecture and system interactions for websites and business applications to ensure all websites and applications provide the appropriate content and/or functionality. The overall level, scope and diversity of Mr. Low's assigned duties and responsibilities are more closely in line with the ITS 3 class.

In total, Mr. Low's position has an overall scope and level of individual responsibility which is consistent with ITS 3 level work. The primary thrust of his position, and the majority of his duties as a whole, falls within the scope and level of responsibility stated by the Definition for the ITS 3 level class.

This is supported in Lower Columbia College v. Farland, PRB Case No. R-ALLO-09-035 (2010), which states in relevant part:

...she was responsible for maintaining and supporting the Angel system and the Hershey system. Her duties and responsibilities included consulting, installing updates, maintenance, quality assurance, troubleshooting and technical support and required her to use innovative approaches to complete assignments. The maintenance and support of the Angel system has been an ongoing responsibility of Ms. Farland's position. In addition, the Angel system impacts multiple users and more than one group – students and faculty. In performing her work, Ms. Farland consults with other technical staff to resolve complex problems. The majority of her duties and responsibilities are encompassed by the ITS3 classification.

Most positions within the civil service system occasionally perform duties that appear in more than one classification. However, when determining the appropriate classification for a specific position, the duties and responsibilities of that position must be considered in their entirety and the position must be allocated to the classification that provides the best fit overall for the majority of the position's duties and responsibilities. Dudley v. Dept. of Labor and Industries, PRB Case No. R-ALLO-07-007 (2007).

It is clear Mr. Low's knowledge and expertise are valued by the agency as noted during the review conference. A position's allocation does not diminish the quality of work performed and is not a reflection of performance. Rather, an allocation is based on the majority of work assigned to a position. The ITS 3 is the best fit for the overall duties and responsibilities assigned to Mr. Low's position.

### **Appeal Rights**

RCW 41.06.170 governs the right to appeal. RCW 41.06.170(4) provides, in relevant part, the following:

An employee incumbent in a position at the time of its allocation or reallocation, or the agency utilizing the position, may appeal the allocation or reallocation to the Washington personnel resources board. Notice of such appeal must be filed in writing within thirty days of the action from which appeal is taken.

The mailing address for the Personnel Resources Board (PRB) is PO Box 40911, Olympia, Washington, 98504-0911. The PRB Office is located on the 3rd floor of the Raad Building, 128 10th Avenue SW, Olympia, Washington. The main telephone number is (360) 407-4101, and the fax number is (360) 586-4694.

If no further action is taken, the Director's determination becomes final.

c: Michael Low  
Perry Gordon, WFSE  
Vicki Kamin, LNI HR  
Lisa Skriletz, OFM

Enclosure: List of Exhibits

**MICHAEL LOW v LNI**  
**ALLO-13-111**

A. Michael Low Exhibits

1. Request for Director's Review.
2. Request for position review determination letter.
3. Position Description 9-23-13  
*This position reallocation request has been requested by two different supervisors and an Assistant Director.*  
Exhibit #3B – Position Description 11-29-12
4. LNI Workshop & Training Center Improvement Concept Paper.  
*I created this idea and concept paper to enhance the L&I Workshop & Training Center which will house all LNI workshop and training opportunities for our customers. Function of an ITS4*
5. SharePoint Collection Request for Agency Direct Replies (Fraud Prevention & Labor Standards Division) Administrator of the site.  
*I'm the administrator for this SharePoint site. Function of an ITS4*
6. SharePoint Collection Request for Project Management (Elevator Program) Administrator of the site.  
*I'm the administrator for this SharePoint site, Function of an ITS4*
7. SharePoint Collection Request for Agency Direct Replies (Field Services and Public Safety Division) Administrator of the site.  
*I'm the administrator for this SharePoint site. Function of an ITS& [sic] This was the first proof of concept at LNI using SharePoint. I have since trained staff in other divisions across L&I and this is becoming the standard for all direct replies at LNI. Function of an ITS5*
8. SharePoint Document Management Planning Process.  
*This is one of the processes I created for working with business units in determining their business needs prior to establishing a SharePoint site. Function of an IT54*
9. Basic Direct Reply Workflow Diagram.  
*Originally Developed for Specialty Compliance Services Division but has now been adopted by two other divisions in the agency with my help and guidance. Function of an ITS5*
10. L&I Public Web Proposed Conceptual Architecture.  
*We recently migrated two web servers that house our Internet and Intranet that started with my proposed architecture. Function of an ITS5*
11. Contractor Look-up (BBIP) Background and Summary. Function of an ITS4
12. Contractor Data Improvement Project Charter.

*This was a charter I developed in an effort to document the development needs for this critical L&I application with the second highest usage for our customers who access this application an average of 2.5 million times a month. Function of an ITS5*

13. Contractor Data Improvement Concept Paper.

*This was presented to LNI leadership in an effort to get approved funds to start the development process to redesign this mission critical application. Function of an ITS5*

14. Contractor Data Improvement Project Proposed Data Chart,

*This was presented to L&I leadership in an effort to get approved funds to start the development process to redesign this mission critical application. Function of an IT54*

15. Contractor Data Improvement Project Design Proposal.

*This was presented to LNI leadership in an effort to get approved funds to start the development process to redesign this mission critical application. Function of an ITS5*

16. Acquisition/Purchase Request for two Google Search Appliances totaling \$150,000. (Used for the Contractor Data Improvement Project).

*The use of a Google Search Appliance (GSA) for application development was a proof of concept for all L&I application development. One GSA was used in the application development environment for testing and troubleshooting. The second GSA was for the live production environment. Function of an ITS5*

B. LNI Exhibits

1. Allocation determination letter, November 22, 2013
2. Position Description Form #4387, September 27, 2013, and HRC Allocation Recommendation
3. Position Description Form #4387, June 20, 2013, and HRC Allocation Recommendation
4. Position Description Form #4387, July 8, 2009 for establishment
5. Organizational charts
6. Information Technology Series Class Specifications
7. OSHRD Glossary of Classification Terms
8. Coworker Position Description #2725, IT Specialist 4 (Borst)
9. Coworker Position Description #4189, IT Specialist 4 (Culley)
10. Coworker Position Description #W1476, User Centered Design Manager (Dickens)
11. Comparative Position Description #2967, IT Specialist 3 (Watson)
12. Comparative Position Description #3486, IT Specialist 3 (Cody)

C. Class Specifications

1. State HR Class Specification for ITS 1
2. State HR Class Specification IT Specialist 3
3. State HR Class Specification IT Specialist 4