

ATTACHMENT A
Examples of IT Consulting Services, Solutions, and Personnel
Used by Healthcare Organizations

Consultant Role Descriptions

Business Applications

Database Administrator	Responsible for ensuring the design, maintenance and implementation of database management systems. Provides technical expertise in the management of the database environment and is responsible for the back-up and recovery scheme for the database environment as well as the development and implementation of disaster recovery and business continuance procedures.
ERP Team Lead	Responsible for providing the overall direction and integration for a specific ERP module, functional and/or business area. Oversees, defines and monitors critical path activities and resolves issues or escalates issues to the Project Manager as needed. Drives the design and implementation of new business processes with organizational structure and required ERP configuration.
ERP Program Analyst	Configures, analyzes, designs, develops and maintains ERP program codes and applications to support business processes and functions. Performs all aspects of programming assignments and assists with systems designs.
ERP Systems Analyst	Performs problem identification and on-the-spot training to prevent problem reoccurrence and knowledge transfer. Maintains history reports, identifies and addresses re-occurring problems, and assists in the development and execution of ERP and business process best practices.
Functional Technical Analyst	Provides user support in troubleshooting application and business process issues, documenting business processes using standard business process and data flow diagrams. Using standard methodologies, analyzes user operational procedures to develop functional systems requirements, and advise and instruct other staff responsible for such development. Coordinates and conducts user support and training. Identifies and documents application integration requirements. Identifies innovative solutions to business issues in technical development. Improves process flow and enhances user knowledge and competency.
Senior Technical Functional Analyst	Provides user support in troubleshooting both application and business process issues and documenting business processes using standard business process and data flow diagrams. Identifies and documents application integration requirements. Identifies innovative solutions to business issues in technical development. Improves process flow and enhances user knowledge and competency. Work with business partners, sponsors and end users to validate and document technical specifications. Maintains a stable and accurate production instance that meets the customer's needs.
Application Systems/ Security Administrator	Coordinate and work on technical requests, resolve technical issues, and monitor application environments. Proactively monitor and install patches and upgrades. Configures software, monitors application and database performance and assists in capacity planning. Manages systems for high availability and satisfactory response time. Work with Infrastructure team to resolve issues. Provides programming/scripting assistance to support ERP system automation. Participates in system and performance testing, application migration and deployment. Support testing activities including system acceptance and deployment. Is responsible for the management planning and administration of the related ERP user and group security. Ensures compliance with the provisions of the Security Framework. Provides regular monitoring of the system security and reporting and ongoing review.
System Architect	Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems and applications across the enterprise.

Clinical Information Systems

Application Analyst	Provides application support for many applications including CPR, ANSOS, Blood Bank, registries and other systems. Participates in the configuration, testing and maintenance as well as provides training, application support and report writing support.
Application Architect	Provides design recommendations based on long-term IT organization of business units served. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Determines specifications, then plans, designs, and develops complex and business critical database solutions utilizing appropriate software engineering processes that are consistent with the performance needs and data use objectives.
Data Analyst	Responsible for the design, modeling and supporting of clinical database management systems. Analyzes data requirements, application and data dictionaries and then designs, develops, amends and verifies the database schema design to meet the system(s) requirements. Develops database and warehousing designs across multiple platforms and environments. Data mining of all clinical systems.
Database Administrator (DBA)	Provides database administration support for multiple applications. Responsible for the maintenance and rebuilding of database indexes, managing log files, monitoring database backups and restoring all Data Warehouses.

Project Manager	Responsible for the overall coordination, status reporting and stability of project oriented work efforts. Establishes and implements project management processes and methodologies for Clinical Information Services projects.
Application Developer	Performs configuration and/or coding of clinical applications designed to meet the business needs of the organization. Routing updating and new development to meet changing needs.
Trainer	Designs, delivers and provides training for new software and initiatives to both the project team and end users.
IT Infrastructure	
Blackberry Administrator	Activates mobile messaging devices as well as building, configuring and maintaining BES and other related servers.
Windows Engineer	The Windows Systems Engineer is an integral part of the Windows team, responsible for designing, installing, managing and supporting the Windows environment. The Windows environment includes but is not limited to, the Windows Server 2000 & 2003, and Active Directory. The Windows Systems Engineer provides direct technical support for the preparation, and implementation of releases, upgrades, or changes to the Windows server environment and the range of products and productivity tools that support production and test environments relating to Windows Server computing. This person may lead an implementation team on larger projects, or individually provide the services for smaller projects.
Active Directory Engineer	Responsible for the Active Directory environment to assist design, test and implement server operating system solutions for the environment. Provide transition instruction, documentation and tier three technical support to the production environment.
VM Ware Engineer	Installs and configures V13 and *P2V* migrations to V13. Delivers V13 deployment designs, assembly guides and project plans. Develops operational runbooks for V13 and supports existing virtual infrastructure.
Operations Manager	Responsible for the activities in the areas of production, data control, operations and operations support. Provides input and recommendations regarding business continuance issues and improvements to the operations systems and processes supported.
Operations Engineer	Installs, maintains, monitors and troubleshoots data center equipment and software in support of data center operations. Monitors process and quality parameters. Troubleshoots and applies corrective actions when required. Performs ad hoc testing of hardware and applications under the direction of the Information Technology Infrastructure Services Department.
Desktop Support Technician	Serves as second level support for a wide range of LAN/WAN platforms (both hardware & software). These include, but are not limited to, 2000, XP & Windows 7 based PCs via TCP/IP networks and other data and telecommunications systems. The Desktop Support Analyst will serve to maintain the service level agreement as established to support the central office client user community.
WAN Engineer	The WAN Engineer is knowledgeable in network infrastructure technology and monitoring as well as network security. Configures, tests, and maintains LAN/WAN equipments and related services as well as identifies, diagnoses, and resolves network problems.
WAN Manager	Responsible for providing network design, engineering, implementation and technical support/documentation specializing in Routing, Switching and Security. Manages, maintains and configures network hardware (ex: Firewalls, LAN Switches, Load Balancers, Content Switches, and VPN Devices).
Network Project Manager	Manages the day to day operational and tactical aspects of multiple or large scale projects. Is responsible for leading teams that will design, deploy and support the technical infrastructure. Participates in technical visioning activities, contributing primarily to the technical assessment of incorporating new technology into the environment in a cost effective and risk adverse method.
Enterprise eMAIL Services Team Manager	The Enterprise Email Services Team is directly responsible for architecting, implementing and maintaining a fully redundant enterprise-wide messaging system. The aim is to provide uninterrupted service with an uptime rating of 99.99%. Messaging services are vitally important to day-to-day operations. The demand for 24/7 email communication has fostered the necessity for VPN and mobile access to messaging services. The Messaging Services Team may work closely with the Blackberry Enterprise Services and WAN Services Teams to ensure these services to VPN and Smartphone end-users. The Enterprise Email Services Team is also responsible for architecting, implementing and maintaining a fully redundant corporate level directory system and an instant messaging system.

**Enterprise eMAIL Services Team
Manager -
2 Daytime Members**

Deploys and maintains physical servers. Tasks include: provisioning, installation, configuration, troubleshooting, testing, and upgrades, day-to-day monitoring and incident follow up of messaging and eDirectory infrastructure. Provides day-to-day messaging and client service requests for facilities and corporate users and decommissions physical servers that are no longer required. Provides daily/weekly/monthly messaging infrastructure usage and utilization reports as needed. Provides implementation of site redundancy for messaging services between data centers. Provisions messaging services and assists help desk in providing desktop services, facilitates various migration/upgrade projects to accommodate infrastructure changes. Provides daily assistance and coordination with Blackberry and Mobile Device, Storage, Network, Virtualization, CAM and AD teams, as needed. Creates and maintains Messaging and eDirectory infrastructure documentation. Works with the Enterprise Backup Team to ensure backup of Messaging Services, provides after-hours and weekend support in order to perform upgrades and tasks that cannot be completed during regular work hours, provides Enterprise Service Desk Level I, II and III Support (24x7x365) (Software & Hardware), ongoing Project Management and Engineering. Provides ongoing training to support personal and end-users, as needed. Provides Web-based Messaging Services, maintains Post Offices, Gateways, WebAccess Applications, Reporting, and Monitoring Systems. Implements, maintains and supports EnterpriseNovell Messenger (IM) Services. Other responsibilities and services include: Certificate Authority, Corporate FTP, Corporate Time Services, Password Self Service and LDAP Services.

**Enterprise eMAIL Services Team
Manager -
1 Nighttime Member**

Deploys and maintains physical servers. Tasks include: provisioning, installation, configuration, troubleshooting, testing, and upgrades, day-to-day monitoring and incident follow up of messaging and eDirectory infrastructure. Provides day-to-day messaging and client service requests for facilities and corporate users and decommissions physical servers that are no longer required. Provides daily/weekly/monthly messaging infrastructure usage and utilization reports, as needed. Provides implementation of site redundancy for messaging services between data centers. Provisions messaging services and assists help desk in providing desktop services, facilitate various migration/upgrade projects to accommodate infrastructure changes. Provides daily assistance and coordination with Blackberry and Mobile Device, Storage, Network, Virtualization, CAM and AD teams, as needed. Creates and maintains Messaging and eDirectory infrastructure documentation, works with the Enterprise Backup Team to ensure backup of Messaging Services, provides after-hours and weekend support in order to perform upgrades and tasks that cannot be completed during regular work hours, provides Enterprise Service Desk Level I, II and III Support (24x7x365) (Software & Hardware), ongoing Project Management and Engineering, provides ongoing training to support personal and end-users as needed. Provides Web-based Messaging Services, maintains Post Offices, Gateways, WebAccess Applications, Reporting, and Monitoring Systems. Implement, maintain and support EnterpriseNovell Messenger (IM) Services. Other responsibilities and services include: Certificate Authority, Corporate FTP, Corporate Time Services, Password Self Service and LDAP Services.

Program Management Office

Jr. Project Manager

Individual works with IT Project and Sr. Project Managers on the overall coordination, status reporting and monitoring of project management processes and methodologies for IT.

Sr. Project Manager

Individual is responsible for the overall coordination, status reporting of multiple project oriented work efforts. Establishes and implements project management processes and methodologies for IT.

Portfolio Program Manager

Individual is responsible for managing and leveraging the entire life cycle of IT investments in infrastructure and systems. Individual will help monitor and report on the status of project investments and provide IT Governance bodies with criteria for IT project prioritization and selection for funding.

**Organizational Change Manager
(Project Manager)**

Individual is responsible for supporting the delivery of the IT organization's strategic change initiatives and implementation of new technology solutions in support of business change initiatives.

IT Trainer

Individual will design, deliver, and provide training for new software and initiatives to both the project team and end users.

**IT Training Manager (IT Training
Liaison/Organizational
Development)**

Individual manages the IT Training and Professional Development Program, which includes IT skills, project management and soft skills training as well as tracking and monitoring of staff.

IT Communication Specialist

Individual is responsible for working closely with IT Leadership and existing program teams to conduct communications planning, execution, and evaluation for strategic IT programs and ongoing IT operations.

PMO Analyst

Individual is responsible for implementing, evaluating and auditing project management processes and templates for the IT PMO and is responsible for tracking, monitoring and providing support to various project teams on their productivity and adherence to defined processes.

Service Management Office

Service Manager	Responsible for developing and delivering solutions to enhance the overall quality of service of the Enterprise Service Desk. Has a solid understanding of how to set up service agreements, analyze service performance and make recommendations based on identifying improvement opportunities. This role generally reports to the Director of Enterprise Service Desk, or a similar title.
QA Test Scripter	Responsible for requirements gathering and analysis to develop process flow, business rules and functional rules that are used as benchmarks in the development process. Configure testing resources and tools to evaluate application functionality, integration, and performance.
Business Analyst	Own the functional requirements link between the customer, development team and any third party regarding software functionality, throughout the development lifecycle. Collects, understands and transmits the business requirements for the project and translates into functional specifications and detailed test plans.
Enterprise Service Desk Analyst	Serves as the front line level 1 support for all stakeholders and provides issue progress updates. Logs incidents and Service Requests and attempts to resolve them directly over the phone with the user.
Application Developer	Performs key functions of the system development lifecycle including requirements, design, build, test and implementation for the BMC applications. Coordinates the administration, operations and ongoing development of performance management tools and services.
Service Assurance Developer	Conducts development, administration, configuration and integration for the BMC Service Assurance suite of products including, but not limited to, BMC Patrol / Performance Manager (BPM), BMC Portal, BMC Service Impact Manager (SIM) and BMC Event Manager (BEM). The developer also interfaces and interacts with other enterprise and local monitoring point solutions and groups that may include IBM NetCool, Microsoft SCOM/SCCM, EMC, Quest Foglight, Omegamon, Solar Winds.