

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES**

Business Transformation

**SERIES NUMBER**

6333

**MAJOR AGENCIES**Office of Budget & Management & Department of Administrative  
Services only**EFFECTIVE**

11/25/2007

**SERIES PURPOSE**

The purpose of the business transformation series is to provide business process transformation, organizational design &/or process reengineering leadership & assistance to central offices, business owners & operations staff during one, multiple or all phases of an assigned business transformation project or initiative.

Employees provide delivery & leadership during analysis & feasibility stage (i.e., development of scope & outline of the general requirements) of a transformation project, &/or review the design documents (i.e., general systems design, process flows, document & detail design document), &/or the deployment of a project created by the business transformation team & validated by the business owners, &/or write & execute test scripts, &/or assist in business case analysis, &/or updating & creation of organization design programs, &/or evaluation of leading practices, &/or assist in implementation of new or enhanced business process, &/or interact with agencies & other key stakeholders, &/or provide help desk customer service, &/or support other staff with any of the preceding or any other tasks required for the successful completion of any project or program initiative.

**GLOSSARY**

The terms listed below are to be interpreted to mean the following wherever they appear within the document:

**Business Process Transformation:** The practice of aligning business processes to technology and/or leading practices.

**Business Owners:** Business decision maker or other parties that are defining & managing the undertaking, contributing the funding & bearing the risks.

All positions assigned to the Business Transformation Program Manager classification are in the unclassified service per Ohio Revised Code Section 124.11(A)(9).

**CLASS TITLE**

Business Transformation Analyst

**CLASS NUMBER**

63331

**PAY RANGE**

12

**EFFECTIVE**

11/25/2007

**CLASS CONCEPT**

The full performance level class works under general direction & requires considerable knowledge of business process transformation, organizational design &/or process reengineering in order to manage component(s) of application & develop & implement state configuration, policy & procedures regarding incorporation of accounting, supply chain, payroll, & human capital management requirements to assist central offices, business owners & operations staff during one, multiple or all phases of assigned business transformation project or initiative.

**CLASS TITLE**

Senior Business Transformation Analyst

**CLASS NUMBER**

63332

**PAY RANGE**

14

**EFFECTIVE**

11/25/2007

**CLASS CONCEPT**

The advanced level class works under direction & requires thorough knowledge of business process transformation, organizational design &/or process reengineering in order to lead components of work to improve business processes, determine work breakdown structure & assignments, ensure project milestones are met, manage application & develop & implement state configuration, policy & procedures regarding incorporation of accounting, supply chain, payroll & human capital management processing requirements into statewide solution to provide leadership & assistance to central offices, business owners & operations staff during one, multiple or all phases of assigned business transformation project or initiative or do all of preceding & supervise assigned staff.

**CLASS TITLE**

Business Transformation Program Manager

**CLASS NUMBER**

63335

**PAY RANGE**

45

**EFFECTIVE**

11/25/2007

**CLASS CONCEPT**

The managerial level class works under administrative direction & requires extensive knowledge of business process transformation, organizational design &/or process reengineering in order to administer all phases of assigned business transformation project(s) & manage team members responsible to develop & implement state policy & procedures regarding incorporation of accounting, supply chain, payroll & human capital management requirements statewide, plan & coordinate activities of unit of business transformation analysts & to provide leadership & assistance to central offices, business owners & operations staff during one, multiple or all phases of assigned business transformation project or initiative & act for & on behalf of director as related to assigned projects & if assigned, supervise assigned staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Transformation Analyst	63331	22	11/25/2007	12

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Manages component(s) of application & develops & implements state configuration, policy & procedures regarding incorporation of accounting, supply chain, payroll, &/or human capital management requirements impacting inter-agency policy; analyzes & defines requirements & business rules to facilitate design & integration, identifies potential business process improvements, provides input to team lead on configuration issues, maps & validates data, analyzes & interprets business process related reports, creates test plans, creates, validates & executes test scenarios for wide variety of complex technical changes related to business component improvement, participates in design & development of report & screen layouts & reviews & comments on user documentation.

Serves as liaison to business owners, senior leadership within agency & with other agencies to explain & facilitate implementation of new procedures for accounting, supply chain, payroll, &/or human capital management requirements; develops & presents briefings depicting process change advantages, anticipated savings & general management considerations; implements reporting tools to monitor performance of new business processes & provides detailed reports to senior leadership; meets with agency personnel of all levels to implement process improvements.

Evaluates training needs associated with business transformation project implementation; participates in development of training plans; assists in training coordination; conducts training as needed.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of business process delivery pertinent to assigned process transformation, organizational design &/or process reengineering project\*; federal &/or state laws, rules, regulations & best practice scenarios for business process delivery pertinent to assigned process transformation, organizational design &/or process reengineering project\*; public speaking; technical writing; interviewing/facilitation. Skill in operation of personal computer & software programs (e.g., PeopleSoft; other systems used by business process areas). Ability to define unusual problems, collect data, establish facts & draw complex/technical conclusions; read & comprehend legislative or policy related materials; create &/or edit technical/instructional materials to be presented in print or oral form to variety of business process personnel; professionally handle routine & sensitive contacts with governmental &/or business officials, &/or general public; work independently or collaboratively as part of team with diverse disciplines & backgrounds.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core coursework in business administration, public administration, information systems, engineering, or comparable field; 2 years experience in business process transformation, organizational design, strategic human capital management &/or business process reengineering.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Senior Business Transformation Analyst	63332	22	11/25/2007	14

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Oversees & leads all components of work for assigned business process improvement project (i.e., determines work breakdown structure & assignments; ensures project milestones are met) & manages application & develops & implements state configuration, policy & procedures regarding incorporation of accounting, supply chain, payroll & human capital management requirements into statewide solution, analyzes & defines requirements & business rules to facilitate design & integration, identifies potential business process improvements, provides input to team lead on configuration issues, maps & validates data, interprets statewide related reports, creates, manages & oversees overall project test plans, creates, validates & executes test scenarios for wide variety of complex technical changes related to business component improvement, participates in design & development of report & screen layouts & reviews & comments on user documentation or do all of preceding & supervise assigned staff.

Serves as liaison to business owners, senior leadership within agency & with other agencies to explain & facilitate implementation of new procedures for accounting, supply chain, payroll, & human capital management requirements; develops & presents briefings depicting process change advantages, anticipated savings & general management considerations; implements reporting tools to monitor performance of new business processes & provides detailed reports to senior leadership; meets with agency personnel of all levels to implement process improvements.

Evaluates training needs associated with business transformation project implementation; participates in development of training plans; assists in training coordination; conducts training as needed.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of business process delivery pertinent to assigned process transformation, organizational design &/or process reengineering project\*; federal &/or state laws, rules, regulations & best practice scenarios for business process delivery pertinent to assigned process transformation, organizational design &/or process reengineering project\*; supervisory principles/techniques\*; public speaking; technical writing; interviewing/facilitation. Skill in operation of personal computer & software programs (e.g., PeopleSoft; other systems used by business process areas). Ability to define unusual problems, collect data, establish facts & draw complex/technical conclusions; read & comprehend legislative or policy related materials; create &/or edit technical/instructional materials to be presented in print or oral form to variety of business process personnel; professionally handle routine & sensitive contacts with governmental &/or business officials, &/or general public; work independently or collaboratively as part of team with diverse disciplines & backgrounds.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core coursework in business administration, public administration, information systems, engineering or comparable field; 3 years experience in business process transformation, organizational design, strategic human capital management &/or business process reengineering; 12 mos. software experience to be commensurate with position to be filled.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Not applicable.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Business Transformation Program Manager	63335	22	11/25/2007	45

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Administers all phases of assigned business transformation project(s) & manages team members responsible to develop & implement state policy & procedures regarding incorporation of accounting, supply chain, payroll & human capital management requirements statewide, assigns work to other state employee members of organization & project team, leads design & issue resolution sessions to validate state's requirements for improved business processes & leveraging functionality contained in package software, analyzes & defines requirements & business rules to facilitate state-wide process design & integration, identifies potential business process improvements, provides input to team lead on configuration issues, maps & validates data, interprets state-wide related reports, creates, manages & oversees overall project test plans, creates, validates & executes test scenarios for wide variety of complex technical changes related to business component improvement, participates in design & development of report & screen layouts, reviews & comments on user documentation & acts for & on behalf of director as related to assigned projects; & if assigned, supervises assigned staff.

Provides technical assistance &/or directions to business owners & project staff; coordinates & directs activities between business owners, operations & project staff to ensure timely & proper completion of project phases; provides guidance to staff in order to facilitate completion of project; troubleshoots problems with business owners & staff in order to overcome obstacles; develops & presents briefings depicting process change advantages, anticipated savings & general management considerations; implements reporting tools to monitor performance of new business processes & provides detailed reports to senior leadership; meets with agency personnel of all levels to implement process improvements.

Evaluates training needs associated with business transformation project implementation; participates in development of training plans; assists in training coordination; conducts training as needed.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of business process delivery pertinent to assigned process transformation, organizational design &/or process reengineering project\*; federal &/or state laws, rules, regulations & best practice scenarios for business process delivery pertinent to assigned process transformation, organizational design and/or process reengineering project\*; supervisory principles/techniques\*; public speaking; technical writing; interviewing/facilitation. Skill in operation of personal computer & software programs (e.g., PeopleSoft; other systems used by business process areas). Ability to define unusual problems, collect data, establish facts & draw complex/technical conclusions; read & comprehend legislative or policy related materials; create &/or edit technical/instructional materials to be presented in print or oral form to variety of business process personnel; professionally handle routine & sensitive contacts with governmental &/or business officials, &/or general public; work independently or collaboratively as part of team with diverse disciplines & backgrounds.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Completion of undergraduate core coursework in business administration, public administration, information systems, engineering or comparable field; 5 years experience in business process transformation, organizational design, strategic human capital management &/or business process reengineering; 12 mos. software experience to be commensurate with position to be filled.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

Not Applicable.