

Knowledge Services Staff Augmentation – SIM Business Process

The frequency of process activities listed is **CONTINUOUS**

Preconditions:

- Access to <https://www.dotstaff.com/>
- Analyst informed of request

Process Activity – Processing Staff Augmentation requests

Step 1:

- I. SIM analyst receives notification from Knowledge Services via email that dotStaff Postings need approval
- II. Log into dotstaff
- III. Navigate to 'Approve Postings' page.
 - a) Process only the postings that correspond with the job number presented in the email notification from Knowledge Services.
 - b) Do not process any other job postings that are listed in the 'Approve Postings' page.
 - c) There is a standard turnaround time of 8 business hours.

Step 2:

- I. Review the Position Overview, Information, Description and Attachments for additional information pertaining to the request.

Step 3:

Is this request in alignment with Enterprise Strategic Direction?

- I. If the SIM analyst determines that the request is an Agency Specific request (ie: Project Management, Application Developer, Business Analyst, Business Intelligence, etc) and requires a 'SIM Only' review; the SIM analyst will approve the request.
- II. If the SIM analyst determines that the request requires a 'SME' review; the analyst will:
 - a) Send an email correspondence to the Knowledge Services contact listed within the request or update the Internal Comments section. Inform the team it is on HOLD pending SME review.
 - 1) Turnaround time of 8 business hours does not apply when under SME review
 - b) Send an email correspondence to the appropriate Service Area contact SME(s) that the posting needs review.
 - 1) Include a PDF export of the job posting from the attachments section.
 - 2) Provide background information such as project/application description.
 - c) Once approved, update comments with agency communication details in the Internal Comments section or save the communication details for future reference.
 - d) Approve request

- III. If the SME determines the request is rejected, communicate with the Knowledge Services contact and Agency contacts (whomever you work closely with for each agency) the reason why the job posting is rejected.
 - a) Do NOT mark the request as 'Rejected' in the dotStaff tool. If a rejection occurs, the request will eventually be deleted/removed.