



DMV CSI Systems Redesign Project

Roles and Responsibilities – Detailed Design Forum

August 27, 2009



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1.0 DOCUMENT CONTROL

Change Record

| Date | Author/Contributors (A/C) | Version | Change Reference |
|---------|---|---------|---|
| 2/23/09 | Tracy Williams (A) | V3.0 | Updated current document of CSI Roles and Responsibilities |
| 3/5/09 | Tully Welborn, Tim Rose, Michael Farnsworth, Ned Herbert, Pam Kenney review | V3.0 | Made multiple recommendations |
| 3/09/09 | Tracy Williams (A) | V3.5 | Updated to remove detailed R&R of project teams and reference their full charters |
| 3/11/09 | Tully Welborn, Tim Rose, Ned Herbert, Maureen Otto, Pam Kenney review | V3.5 | Include missing roles from 3M, Revise Project Coordinator, change language to be more consultative |
| 3/12/09 | Tracy Williams (A) | 4.0 | Updated from comments above |
| 3/12/09 | Pam Kenney (C) | 4.0 | Changes noted |
| 3/17/09 | Tracy Williams (A) Judy Vesely (C) Don Estes (C) | 4.5 | Incorporated Pam Kenney comments and Mark Treat feedback Worked with Judy Vesely to document new CSI role of Business Process Specialist Incorporated Don Estes recommended updates |
| 3/18/09 | Tracy Williams (A) Mark Treat (C) | 5.0 | Incorporated Mark Treat edits |
| 3/23/09 | Tracy Williams (A) | 5.2 | Added new role for Communications Consultant |
| 3/24/09 | Sef Esposito (C) | 5.2 | Minor edits added |
| 3/24/09 | Tracy Williams (A) | 5.5 | Updated Communications Consultant per email from Pam and updated name of Estimating Team to Estimating and Supplemental Analysis Team |
| 3/25/09 | Tracy Williams (A) | 6.0 | Finalize all track changes |
| 3/26/09 | Tracy Williams (A) | 6.1 | Insert location of detailed team charters |
| 5/19/09 | Tim Rose | 6.2 | Apply changes identified during 5/18/09 Oversight Committee meeting |
| 5/28/09 | Pam Kenney | 6.3 | Add CSI Data Conversion & Cleanup specialist, change title for SAIC/3M Data Conversion Specialist, one change for Communications Consultant |
| 8/27/09 | Pam Kenney | 6.4 | Added CSI Ambassador R&R |

Reviewers

| Reviewers Name | Position |
|--------------------|-------------------------------|
| Tully Welborn | CSI Project Manager |
| Tim Rose | CSI Assistant Project Manager |
| Michael Farnsworth | CSI Lead Architect |



2.0 CSI ROLES AND RESPONSIBILITIES – PHASE 3 – DETAILED DESIGN FORUM

A. Roles and Responsibilities for CSI Resources

CSI Project Manager – Responsible for leading, directing and overseeing the overall CSI Systems Redesign Project

Responsibilities include:

- Management of the DMV CSI Systems Redesign Project.
- Manage the project schedules, workstream approach plans and costs to ensure that the project is successfully executed, completed on time, within budget, and at an acceptable level of quality.
- Ensure that the project is effectively and efficiently managed to the satisfaction of all project stakeholders.
- Provide leadership, guidance, and direction to the CSI Systems Redesign Team, including full time CSI staff, matrixed staff, and supplemental contractors.
- Act as lead liaison between and among the following groups: the Project Sponsor, the Executive Oversight Committee, Joint Executive Steering Committee, the Project Team, the Business Transformation Team, and all contractors related to the CSI project.
- Identify appropriate funding and human resource needs to support the CSI effort.
- Manage the Project Plan.
- Plan and assign work to the project team staff.
- Identify, track, and manage open Actions, Issues and Task assignments for the project.
- Develop and manage Risk Mitigation Strategies for all project issues and risks.
- Ensure appropriate communication with the Project Sponsor, the Executive Oversight Committee, the Joint Executive Steering Committee, the Business Transformation Team, other DMV Leadership, and the DMV staff in general.
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Methodology Team, CSI Change Oversight Team, CSI Risk Management Team, CSI Design Oversight Team, CSI Business Oversight Team, CSI Estimating and Supplemental Analysis Team)
- Daily management responsibilities include:
 - Provide direction, leadership, and support to project team members
 - Use, develop, and improve the project management methodology within the agency
 - Provide teams with advice and input on tasks throughout the project, including documentation, creation of plans, schedules, and reports
 - Resolve conflicts affecting the project's resources, schedules, etc.
 - Develop and implement strategies to achieve customer and team member buy-in on decisions that will lead to the success of this project
- Collaborate with ITS and operational staff to obtain commitment to this project.
- As needed, interface with the Secretary, VITA, and the Information Technology Investment Board (ITIB), providing updates on the CSI Systems Redesign Project coordinating through the Commissioner's Office.



Assistant Project Manager & IT Lead – Responsible for assisting the Project Manager with managing the overall CSI Systems Redesign Project and act as primary IT Lead.

Responsibilities include:

- Assist the CSI Project Manager with managing the DMV CSI Systems Redesign Project. Assistance includes, but is not limited to:
 - Develop and maintain project plans and schedules.
 - Track and manage schedules, workstream approaches, deliverables, costs, etc.
 - Manage major work processes (such as the procurement process).
 - Ensure project is on schedule, on budget, with expected results, to the satisfaction of project stakeholders.
 - Identify appropriate funding and human resource needs.
 - Review and recommend methodologies and approaches. Resolve conflicts affecting the project's resources, schedules, etc.
- Support the Project Manager by:
 - Providing input to make project decisions as needed (requirements, changes, approach, schedules, etc.)
 - Assisting with controlling cost and schedule.
 - Helping to manage and mitigate project risk.
 - Ensuring quality of project work.
 - Assisting in the management of scope.
 - Assisting in the management of the overall work plan and individual workstreams.
 - Ensuring that project management practices are used (agendas, minutes, status reports, communication, etc.)
 - Setting reasonable, challenging, and clear expectations for people, and holding them accountable.
 - Helping to build a high-performing team.
 - Influencing customers and team members to get buy-in on decisions that will lead to the success of this project.
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Methodology Team, CSI Change Oversight Team, CSI Risk Management Team, CSI Design Oversight Team, CSI Business Oversight Team, CSI Estimating and Supplemental Analysis Team)
- Perform direction and leadership to the CSI Project team in the absence of the CSI Project Manager.
- Manage CSI Process Coordinators, CSI Application Developers, and CSI Business/Systems Analysts
- Manage the CSI budget and all CSI related contracts.
- Serve as CSI Contract Administrator
- Review and process all contractor invoices.
- Act as liaison to VITA in support of procurement process, project reporting requirements, and necessary approvals



Lead CSI Technical Solution Coordinator (Lead Architect) – Responsible for providing technical guidance and oversight for the CSI project. Serve as the technical liaison to DMV ITS, VITA, and prospective vendors. Coordinate disposition of all technical issues related to CSI project.

Responsibilities include:

- Interact with DMV executives, management, users, testers, technical staff, as well as internal and external customers, business partners, and stakeholders to ensure an effective and satisfactory automated solution.
- Recommend, design, and implement automated solutions across the DMV enterprise.
- Define system and application architecture.
- Develop, recommend, and execute CSI strategic plans by mapping IT capabilities and solutions to business needs and requirements.
- Develop policies, guidelines, standards and methodologies related to DMV's enterprise technology architecture and environment.
- Conduct timely and thorough technical research and analysis.
- Maintain an in-depth knowledge of current technology and apply to the needs of the agency and the CSI Project.
- Fully explore, document, and analyze technical options and approaches as applies to the CSI Project.
- Understand customer business needs and recommend the appropriate technology and process solution(s) to meet business needs and requirements.
- Develop and articulate initial solution concepts and translate from concepts into a solidified system design for development and implementation.
- Facilitate and lead technical work groups involving multiple specialties in support of system solution development and implementation.
- Assist in writing requests for proposal and statement of work documents to procure technical solutions.
- Assist in the evaluation of vendor responses to requests for proposals and statements of work and make sound recommendations.
- Fully document all external interfaces with stakeholders (whether automated or not) – this includes frequency, format, data structure, etc.
- Serve as the coordinator for the implementation and maintenance of supporting applications such as Share Point, Enterprise Architect, etc.
- Coordinate activities of the Technical Solution Coordinators as well as activities with the ITS Architecture Office.
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Methodology Team, CSI Change Oversight Team, CSI Risk Management Team, CSI Design Oversight Team, CSI Business Oversight Team, CSI Estimating and Supplemental Analysis Team)
- Communicate CSI architecture approaches with DMV Chief Architect through monthly or bi-monthly meetings.



CSI Technical Solution Coordinator (Senior Architect) – Responsible for ensuring that the CSI Design Process is followed rigorously and that the results of team design mesh architecturally with that of other teams, the chosen vendor architecture and technical architecture requirements of VITA and the DMV.

Responsibilities include:

- Responsible for the development of software use cases and robustness analysis performed by the Solution Teams in terms of object-oriented principles, and design objectives
- Provide guidance and oversight concerning design issues and questions for Solution Teams, Business Owners & Process Coordinators
- Determine Solution Team status in collaboration with the Solution Team
- Participating member of the Design Oversight Team
- Explore technical options and approaches with assistance from Developer as needed
 - Review applicability of 3rd party solution capabilities
 - Evaluate appropriate platform (desktop, web-based, etc)
- Conduct the Requirements Review
- Conduct Preliminary Design Review
- Conduct Critical Design Review
- Ensure adherence to the published technical architecture
- Develop preliminary Deployment Model (documentation indicating what is being deployed and the various systems that will support the deployment)
 - Physical and logical infrastructure
 - Application layer/tier distribution
- Coordinate with ITS and the Architecture Office
- Develop the Deployment Model
- Ensure adherence to the CSI design methodology
- Provide Solution Team status updates to Design Oversight Team
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Methodology Team, CSI Change Oversight Team, CSI Design Oversight Team, CSI Solution Teams, CSI Business Oversight Team, CSI Estimating and Supplemental Analysis Team)

Application Specialist – Responsible for performing the necessary leadership, analysis and design tasks related to the specific technology stack or COTS product being incorporated into the detailed design during the Solution Team activities.

Responsibilities include:

- Understand, advocate and augment the principles of information technology strategies related to the application and its use across the solution design.
- As part of the CSI Solution Team, analyze the specific technology stack to detect critical deficiencies, and recommend solutions for improvement.
- As part of the CSI Solution Team, design and determine product configurations based on requirements.
- Participate on CSI Solution Teams to ensure application alignment with the resulting design, and identify when it is necessary to modify the application to accommodate project needs.



- Assist CSI Solution Team with documenting all analysis and design work related to the specific technology stack or COTS product.

Lead CSI Business/Systems Coordinator – Responsible for enabling and ensuring that business needs, requirements, and concerns are comprehensively defined and documented, and properly addressed and aligned with supporting CSI information technology solution designs.

Responsibilities include:

- Ensure model integrity and consistency.
- Lead and supervise CSI analyst group including Lead Business Analysts, Lead Systems Analysts, and Matrixed ITS Analysts.
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Methodology Team, CSI Change Oversight Team, CSI Design Oversight Team, CSI Business Oversight Team)
- Work with CSI Design Oversight Team to lead Solution Team work assignments and resource needs.
- Work with CSI team members with defining project approach and plans as necessary.
- Ensure effective and timely communications of individual and project team progress, status, potential issues, challenges, etc.
- Demonstrate flexibility to fully participate on any CSI team or project needing support.
- Document in Enterprise Architect as necessary
- Lead and participate in validation and review activities.
- Manage relationships with all DMV stakeholders to meet project needs.
- Be proficient with CSI tools (such as Enterprise Architect and On Base) to document and ensure the data/information integrity of CSI project artifacts.
- Work individually and collaborate to offer advice, experience, and provide technical, analyst and business knowledge.
- Assist with research as requested.
- Willingly take the lead and initiative on tasks assigned.
- Raise possible issues / action items in weekly team meetings.
- Seek opportunities to acquire new skills, actively identify challenges, and offer possible solutions.



CSI Lead Business/Systems Analyst – Responsible for ensuring that software use cases are written as required by the CSI Process, that requirements traceability is maintained and that use cases and requirements are well understood, by both business owners and technical team members. Also responsible for ensuring that resulting design does, in fact, meet requirements as defined.

Responsibilities include:

- Lead the development of software use cases, prototypes, and robustness analysis
- Ensure the defined business process and business requirements are adhered to
- Ensure effective and timely communication of individual and project team progress, status, potential issues, etc.
- Coordinate the development, maintenance and presentation of status reports in coordination with the TSC
- Ad hoc participation with the Design Oversight Team
- Draft project documentation (policy issues, potential scope adjustments etc.) as needed by the TSC and/or PC
- Ensure software use cases are revised as needed based on robustness analysis
- Lead requirements review, model review and allocation of requirements to use cases
- Assist developer(s) with sequence diagramming
- Document and define domain objects (attributes, methods, etc.)
- Participate in the Requirements Review
- Participate in the Preliminary Design Review
- Participate in the Critical Design Review

CSI Developer – Responsible for active collaborative participation in all design forum activities and for leading detailed design activity as design is conducted for the actual code that the developer will write. Also responsible for ensuring that resulting design does, in fact, meet requirements as defined.

Responsibilities include:

- Assist analyst with requirements analysis and allocation of requirements to use cases
- Assist with the development of system use cases and screen mockups
- Lead robustness analysis and class diagramming based on object oriented concepts
- Ensure software use cases are revised as needed based on robustness analysis
- Assist Technical Solution Coordinator (TSC) with exploration of technical options and approaches
- Ad hoc participation with the Design Oversight Team
- Document and define domain objects (attributes, methods, etc.)
- Ensure adherence to the technical architecture as proposed for the future state
- Develop sequence diagramming as needed
- Participate in the Requirements Review
- Participate in the Preliminary Design Review
- Participate in the Critical Design Review
- Coordinate and assist with Quality Assurance
- Assist with the development and maintenance of status reports



Process Coordinator – Responsible for ensuring the overall business integrity and coherence as well as adherence to the future state vision and goals. Responsible for review and participation as needed throughout design forum activity. Available for questions as needed to ensure integrity and applicability of design as related to future state processes. Acts as the primary liaison with business owners across process areas to communicate and collaborate on future state processes throughout the Design Forum.

Responsibilities include:

- Coordinate with Technical Solutions Coordinator, Business Owners to determine resource needs
- Provide guidance to Solution Team members to clarify business needs and requirements
- Provide guidance and oversight concerning policy issues and questions for Solution Teams, Business Owners & Technical Solutions Coordinators
- Ensure effective and timely communications to management/Business Owners of potential issues, policy decisions etc.
- Consult with analysts and other PCs if needed to ensure adherence to future state design
- Review and approve the software use cases and screen prototypes
- Coordinate with the applicable TSC to determine staff and scheduling of Preliminary and Critical Design Reviews
- Participate in the Requirements Review, as needed
- Participate in the Preliminary Design Review
- Participate in the Critical Design Review
- Review all applicable meeting minutes and provide clarification/correction as needed.
- Coordinate with other Process Coordinators to ensure business compatibility across Solution Teams
- Provide policy issues and options to CSI project management and the Oversight Committee
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Methodology Team, CSI Change Oversight Team, CSI Business Oversight Team, CSI Solution Teams, and CSI Estimating and Supplemental Analysis Team).

Business Owner – Responsible for review and participation as needed through design forum activity. Available for questions as needed to ensure integrity and applicability of design.

Responsibilities include:

- Coordinate with Technical Solutions Coordinator & PCs to determine resource needs
- Ensure effective and timely communications to management/PCs of potential issues, policy decisions etc.
- Provide guidance to PCs & Solution Team members to clarify business needs, requirements & policy issues/decisions, as needed
- Participate, as needed, with the Review Oversight Team



Subject Matter Experts (Internal, External, Business Partners) – Serve as a subject matter expert during the Design Forum for a specified process area for software use case development.

Responsibilities include:

- Attend and actively participate in Solution Team work sessions by sharing knowledge, expertise, and ideas as necessary.
- Consult with additional, identified resources to augment work sessions to verify information, conduct research and gather data.
- Collaborate with other subject matter experts as needed.
- Provide documentation (forms, manuals, correspondence, procedures etc.) when appropriate.
- Serve as a resource for possible legislative impacts, roadblocks, etc.
- Review all applicable deliverables for accuracy and completeness.
- Participate in the Requirements Review, as needed
- Participate in the Preliminary Design Review
- Participate in the Critical Design Review
- Participate in periodic meetings scheduled by the Solution Teams to identify issues, legislative concepts, brainstorm possibilities, resolve conflict, review documentation, develop recommendations, etc.
- Review all applicable meeting minutes and provide constructive feedback.

CSI Business Process Specialists – Serve as a subject matter expert during the Design Forum for a specified process area for software use case development.

Responsibilities include:

- Assist with coordination of business process owner reviews and support BOT as needed
- Provide assistance with SME resource identification for specific work packages assigned to Solution Teams
- Analyze change requests and provide impact assessments to the existing design
- Attend and actively participate in Solution Team work sessions by sharing knowledge, expertise, and ideas as necessary.
- Consult with additional, identified resources to augment work sessions to verify information, conduct research and gather data.
- Collaborate with other subject matter experts as needed.
- Provide documentation (forms, manuals, correspondence, procedures etc.) when appropriate.
- Serve as a resource for possible legislative impacts, roadblocks, etc.
- Review all applicable deliverables for accuracy and completeness.
- Participate in the Requirements Review, as needed
- Participate in the Preliminary Design Review, as needed
- Participate in the Critical Design Review, as needed'
- Participate in periodic meetings scheduled by the Solution Teams to identify issues, legislative concepts, brainstorm possibilities, resolve conflict, review documentation, develop recommendations, etc.
- Review all applicable meeting minutes and provide constructive feedback.



Communications Consultant – Design and oversee the effective communication of the CSI project information to DMV Business Partners, DMV Leadership, and the DMV Staff.

Responsibilities include:

- Assist in the planning, development and execution of the CSI Communications Plan.
- Develop, plan, and execute complementary communications for sub-projects related to the CSI Systems Redesign Project such as Proofs of Concept, the Solution Team outputs, and the Data Quality / Data Clean-Up project.
- Design the mechanisms and methods to provide effective communications to the project stakeholders including the Business Partners, DMV Leadership, the CSI Oversight Committee, and the DMV employees.
- Monitor that the CSI team is using the correct communication mechanisms.
- Approve material posted on the CSI Intranet and DMV Internet (dmvnow.com/csi) sites.
- Ensure information posted on the CSI Intranet and DMV Internet (dmvnow.com/csi) sites is current and meaningful.
- Coordinate all surveys initiated by the CSI Project.
- Map out key topics that are timely to communicate across DMV.
- Ensure CSI communications are linked to the Business Transformation Program.

CSI Ambassador – To serve as an Ambassador for the CSI project by effectively communicating with coworkers system characteristics, project updates and positively promoting the CSI project.

Responsibilities include:

- Be the main point of contact in your work area for the CSI project.
- Participate in your own work center/CSC/MCSC staff meetings by updating co-workers about the CSI project.
- Review all applicable notes and talking points and provide constructive feedback.
- Promote Lean Thinking in the work place and solicit feedback on process improvement.
- Manage and promote employee feedback avenues, encouraging employees to participate, even anonymously (i.e. suggestion box, web feedback, GroupWise notes).
- Coordinate, with the communications team, periodic CSI special events.
- Be instrumental in the effective delivery of change communication.



Data Conversion and Cleanup Specialist – Responsible for leading the data conversion and cleanup efforts.

Responsibilities include:

- Performs project planning for the Data Cleanup / Data Migration and Conversion efforts.
- Responsible for updating the project with status reports.
- Works with the SAIC – 3M Data Conversion Specialist.
- Responsible for Adabas data assessment and assists with the development of the conversion plans.
- Responsible for Extract of Adabas data structures.
- Responsible for CSS data cleansing activities through data modeling, mapping and anomaly detection.
- Works with SAIC and other resources to assemble a complete inventory of all in-scope data sources, their metadata, and the semantics of their metadata
- Works with SAIC resource and subject matter experts to define data profiling rules.
- Define data cleansing procedures for all known issues (addresses, duplicate records, etc.)
- Works with SAIC and other resources to document results from data profiling that reveal unknown issues
- Defines data cleansing procedures that will continue during and after the project
- Analyze all programs for their usage of in-scope data, differentiating between query and update usage, and creating a database of the findings
- Utilize the program usage database to define phasing of data conversion, including the requirement for bi-directional updates during the cutover period.



SAIC/3M Project Manager – Responsible for leading, directing and overseeing the Contractor resources for the CSI Systems Redesign Project

For contractor related activities, responsibilities include:

- SAIC primary point of contact for CSI PM
- Work closely and collaboratively with the DMV Project Manager and Assistant Project Manager on all project related plans and activities
- Oversee program work, strategic direction, and budget
- Provide resource planning and control to ensure that requisite resources and qualified personnel are readily available to ensure continuity and satisfy project needs
- Maintain close liaison with the customer
- Maintain the overall integrity of the project's requirements
- Facilitate all day-to-day project work in conjunction with CSI PM
- Review all major deliverable products for quality and responsiveness
- Monitor the cost and schedule of the project
- Monitor and reports on contract performance
- Conduct all project reviews
- Ensure that the management plans reflect the existing status of the project through weekly updates to the work plan and schedule
- Plan and develops the technical tasking
- Oversee all technical activities associated with the project
- Ensure communication between functional disciplines on the project
- Ensure that the technical quality of the system meets the contractual requirements
- Monitor system development to ensure that we meet baseline schedules and deliver products on time
- Work closely with CSI PM, Technical Program Manager and Functional Team Leads to supervise system design activities and analyses from a system and project perspective
- Work with CSI PM to coordinates support from DMV and technical advisory groups
- Manage subcontractor performance, resolves vendor and subcontractor issues
- Develop Basis of Estimates for solution recommendations coming from the Design Oversight Team
- Participate in and lead various oversight committees chartered for Phase 3 as designated (CSI Change Oversight Team, CSI Risk Management Team, CSI Design Oversight Team, CSI Estimating and Supplemental Analysis Team)
- Provide input for decision making when appropriate.



SAIC/3M Chief Engineer and Technical Lead - Serves as 3M lead technical architect to support the Lead CSI Technical Solution Coordinator and the CSI Technical Solution Coordinators in defining system and application architecture

Responsibilities include:

- Oversee development of the proof of concept included to provide tangible demonstration of “future state” process implementation
- Review and oversee 3M technical activities associated with requirements review and assessment, detailed design, and development and implementation.
- Work closely with the Lead CSI Technical Solution Coordinator and the CSI Technical Solution Coordinators to develop technical deliverables required for the detailed design forum
- Support the Lead CSI Technical Solution Coordinator and the CSI Technical Solution Coordinators in their respective responsibilities where needed
- Provide technical leadership for overall project and resolution of technical problems and issues
- Review technical deliverables
- Guide 3M technical delivery team and resolution of technical issues as requested
- Support project manager in weekly updates to work plan and schedule and in preparing financial reports, deliverables, and weekly and monthly status reports

SAIC/3M Functional Business Analyst – Provide practical DMV functional experience and 3M Framework expertise to the Solution Team

Responsibilities include:

- Participate on assigned Solution Teams
- Work with the CSI Lead Business/Systems Analyst to support the development of software use cases, prototypes, and robustness analysis
- Revise software use cases as needed based on robustness model
- Support requirements review, model review and allocation of requirements to use cases
- Document and define domain objects (attributes, methods, etc.)
- Analyze DMV products and map core DMV requirements to SAIC/3M solution
- Develop requirements based test cases
- Capture, review, and interpret business rule requirements
- Provide best practices as developed and resulting from working with multiple DMV clients.
- Provide technical/functional exposure to the 3M Framework and its applicability to the relevant business requirements
- Actively participate in the Solution Team including taking daily responsibility for team administrative items
- Support development of basis of estimates
- Participate in the Requirements Review
- Participate in the Preliminary Design Review
- Participate in the Critical Design Review



SAIC/3M System Design Analyst – Responsible for documenting technical solutions resulting from Solution Teams

Responsibilities include:

- Provide solution technology expertise to the Solution Teams
- Prepare final integrated requirements
- Analyze DMV products and map core DMV requirements to SAIC/3M solution
- Assess DMV requirements and map to selected COTS product
- Document final integrated development and configuration plan
- Develop and document requirements based test cases
- Capture, review, and interpret business rule requirements
- Develop Basis of Estimates for solution recommendations coming from the Design Oversight Team
- Prepare documentation required for review by CSI Estimating Team
- Actively participate in the Solution Team activities including taking daily responsibility for team administrative items
- Develop Basis of Estimates for solution recommendations coming from the Design Oversight Team

SAIC/3M Data Conversion Specialist – Expert in legacy system migrations and provides assistance to the CSI Team regarding strategic legacy system conversion issues.

Responsibilities include:

- Plan legacy migration, data cleansing, and data conversion methodology
- Assess legacy system environment and develops conversion plans
- Design and develops legacy integration system standards
- Lead ETL and data cleansing operations for legacy data staging and final cut over to new database system
- Support DMV data cleansing activities through data modeling, mapping and anomaly detection.
- Work closely with CSI staff to accomplish all tasks
- Assemble a complete inventory of all in-scope data sources, their metadata, and the semantics of their metadata
- Define and create the staging database in designated hardware/software environment
- Analyze for all mechanical data errors that would prevent the data from being loaded into the staging database, and defines the correction process
- Define the data extraction, transformation and load (ETL) of all in-scope data into the staging database, including the periodic refresh schedule and updates to legacy data model
- Analyze for referential integrity failures within the staged data, and for semantic issues within the staged data
- Define data cleansing procedures for all known issues (addresses, duplicate records, etc.)



- Profile the data searching for anomalies that reveal unknown issues, and defines data cleansing procedures that will continue during and after the project
- Analyze all programs for their usage of in-scope data, differentiating between query and update usage, and creating a database of the findings
- Utilize the program usage database to define phasing of data conversion, including the requirement for bi-directional updates during the cutover period.
- Write data conversion plan, circulates result throughout the project for comments and suggested amendments, and delivers a final recommended data conversion plan

SAIC/3M Technical Specialist/Advisor – Experts in the 3M Framework and provide assistance to the CSI Team regarding various technical subjects relating to the use of the 3M framework in the CSI project.

Responsibilities include:

- Assist in the development of software use cases and robustness analysis to provide guidance to the Solution Teams in terms of object-oriented principles, and design objectives
- Provide guidance and oversight concerning design issues and questions for Solution Teams, Business Owners & Process Coordinators
- Provide technical/functional exposure to the 3M Framework and its applicability to the relevant business requirements
- Explore technical options and approaches with assistance from Developer as needed
 - Review applicability of 3rd party solution capabilities
 - Evaluate appropriate platform (desktop, web-based, etc)
- Participate in the Requirements Review
- Participate in the Preliminary Design Review
- Participate in the Critical Design Review
- Support adherence to the published technical architecture
- Assist in the development of the preliminary Deployment Model (documentation indicating what is being deployed and the various systems that will support the deployment)
 - Physical and logical infrastructure
 - Application layer/tier distribution

SAIC/3M Application Specialist/Administrator – Responsible for providing expertise in specialized applications that support the DMV CSI Systems Redesign Project (such as MS Project Server, Team Foundation Server, and SharePoint).

Responsibilities include:

- Configuring applications as necessary to support CSI Team needs.
- Analyze CSI Team needs and requirements to recommend appropriate application of specific technical solutions (MS Project Server, Team Foundation Server, and SharePoint).
- Perform ongoing application administration duties and tasks.
- Create necessary documentation related to the implementation of each application implementation.
- Support and train the CSI Team in the use of the products.



SAIC/3M Project Coordinator – Responsible for providing services in support of the DMV CSI Systems Redesign Project.

Responsibilities include:

- Maintain the project documentation in both electronic storage and in hard copy format.
- Maintain Project Schedule in Microsoft Project format
- Challenge project operational processes to ensure components are streamlined and team members understand the process to follow.
- Develop agendas and document minutes for the team meetings, workstream approach plan lead meetings, process coordinator meetings, leadership updates, and de-brief meetings as specified.
- Update and maintain the Open Actions & Issues list and add additional items as observed from meetings and reading project status information.
- Consolidate the team progress reports weekly into the draft of the Summary Progress Report and the Commissioner's report.
- Design, evolve and maintain the standard formats for the project team to use including the progress report, meeting sign in, deliverable format, workstream approach format, presentation format, Actions & Issues, Risks, etc.
- Maintain the GroupWise email groups for the project team and DMV leadership levels and other team reference lists.
- Consolidate travel plans and time reporting as requested for all contractors.
- Orient new team members to CSI and manage exiting team members
- Other project coordination duties as assigned by the Project Manager (s)

SAIC/3M Project Controller – Responsible for developing and monitoring the integrated project plan and budget related to the CSI Systems Redesign Project

Responsibilities include:

- Supports Project and Program Manager in developing and structuring integrated DMV/SAIC project plan, including EVM reporting structure and requirements.
- Helps integrate and implement project planning and reporting best practices.
- Performs critical path, dependency, schedule / float, and related risk analysis on integrated project plan.



B. Roles and Activities for CSI Functional Teams

CSI Methodology Team is responsible for identifying, defining, documenting and continually evaluating the tasks and processes necessary to move from the BPR processes into and through the Design Forum as well as through Development and Implementation in a clear, consistent and manageable effort.

CSI Change Oversight Team (COT) is responsible for identification, review, and evaluation of changes (from internal and/or external sources) that would impact the baseline business process model or project plan.

CSI Design Oversight Team (DOT) is responsible for:

- Creating a unified detailed design derived from the business processes also ensuring design and model integrity and coherence
- Creating and coordinating the distribution of solution team units of work (Solution Team Packages (STPs)).

CSI Business Oversight Team (BOT) is responsible for reviewing design artifacts (software use cases and robustness diagrams) to ensure that the designs developed by the Solution Teams are logically consistent and adhere to the business needs and requirements.

CSI Solution Teams (4) – Responsible for performing detailed design activities for assigned units of work (STP – Solution Team Packages) resulting in a detailed solution design.

The **Estimating and Supplemental Analysis Team (ESAT)** is responsible for developing realistic and comprehensive basis of estimates that can be used to determine costs for implementing the CSI solution.

The **Risk Management Team (RMT)** is responsible for informed, proactive, and timely management of CSI project risks.

All of the detailed team charters are available at: S:\Systems Redesign\Doc Mgmt Phase 3 DDF\Project Management Documentation - Phase 3 DDF\CSI Functional Team Charters