

INTRODUCTION

The FSA Enterprise Change Management (ECM) CR Activity Manager provides regular oversight of the emails that are generated by the ECM Tool. If any of these emails indicate that there is a need for corrective action/troubleshooting, the CR Activity Manager is responsible for taking that action.

The CR Activity Manager reaches out to ECM Users and offers coaching on the most efficient and appropriate ways to use the ECM Tool. The ECM CR Manager is a Subject Matter Expert in the ECM Process.

The CR Activity Manager’s primary objectives are:

1. Monitor all ECM emails and ensure that any items needing corrective action are identified & addressed
2. Provide guidance and coaching to ECM Tool Users when needed
3. Provide Positive feedback to ECM Users who set the best examples of Tool Use

JOB SUMMARY

The CR Activity Manager is a Subject Matter Expert (SME) in the area of FSA’s Enterprise Change Management Process and draws on that expertise to provide guidance to ECM Tool Users.

In the course of monitoring all ECM CR Emails, upon identifying the need for corrective action, the ECM CR Manager would address the matter in one of the following ways:

1. Sending an email to involved parties explaining the reason corrective action is required and the steps the user should take to correct their mistake
2. Calling the User directly to offer additional coaching on the matter

The CR Activity Manager should remind the User that Regular ECM Tool Training is available and help Users to sign-up for those training classes as needed. Additionally, they must answer questions and capture suggestions from users and must track information about frequency of issues and questions to assist with the overall ECM Process Improvement.

The following documentation is used by the ECM Training Lead to accomplish their responsibilities:

1. ECM Tool User’s Guide
2. ECM Tool & Process Training/Orientation Briefing
3. ECM Infrastructure Process Guide

RESPONSIBILITIES

| Category | Responsibilities |
|-----------------------|---|
| Process Understanding | <ul style="list-style-type: none"> • Gain a high-level understanding of the ECM Processes, practices and techniques • Gain a deep understanding of the ECM Change Request process |
| ECM Tool Use | <ul style="list-style-type: none"> • Obtain and maintain ECM User Status • Learn to use the ECM Tool to submit and track CRs |

| Category | Responsibilities |
|------------------------------------|---|
| | <ul style="list-style-type: none"> <li data-bbox="337 310 1209 342">Achieve expert user status in all areas of ECM Tool Functionality |
| Process Management | <ul style="list-style-type: none"> <li data-bbox="337 388 1425 415">Continually monitor the ECM Emails and ensure the integrity of the ECM Process <li data-bbox="337 420 863 447">Provide Guidance to ECM Tool Users <li data-bbox="337 451 1425 478">Develop and deploy communications messages to address wide-scale guidance <li data-bbox="337 483 799 510">Follow-up with Users as needed <li data-bbox="337 514 1122 541">Remain current on the latest ECM training documentation <li data-bbox="337 546 1463 573">Estimate time and resources needed to accomplish ECM CR Management Activities <li data-bbox="337 577 1308 604">Participate as standing member of the ECM Tool Change Control Group |
| Process Tracking and Communication | <ul style="list-style-type: none"> <li data-bbox="337 625 1127 653">Capture and report suggestions and feedback from Users <li data-bbox="337 657 1395 718">Communicate with Project Managers & FSA Team Leads to ensure buy-in and cooperation of Application Team Members |

COMPETENCIES AND SKILLS

- **Project Management Skills** – Estimate and track level of effort (weekly and ad hoc), monitor progress (Users trained) and keep effort running efficiently
- **Analysis** – analyze issues associated with CR Process non-compliance to determine solutions
- **Problem Solving** – Identify and explore different approaches to achieving efficient ECM Tool use objectives and select the approach that is most appropriate
- **Attention to Detail** – Be thorough, consistent and detailed in managing documentation and tracking issues to resolution
- **Communication Skills** – Need to be clear and concise, both in written and oral communications
- **Follow Through/Responsiveness** – Take the initiative to review CRs in the Tool to ensure Users have taken recommended corrective actions and address user questions in a timely manner
- **Availability** – be able to allocate a defined percentage of time to the ECM CR Activity Manager’s role
- **Subject Matter Expert** – Be able to answer the User community’s questions as they arise, including questions about the ECM Process and the ECM Tool functionality