

INTRODUCTION

The FSA Enterprise Change Management (ECM) Process Lead maintains and revises the ECM Infrastructure Process Guide. The Process Guide is available to all ECM Users via the FSA Net. The Process Lead works with all 3 of the “ECM User Groups” which include Application Teams, Data Centers and Other FSA Stakeholders. The ECM Tool allows each of these User groups to participate in the coordination and efficient implementation of technical Change Requests (CRs).

The Process Lead’s primary objectives are:

1. Maintain & publish updated versions of the ECM Tool Infrastructure Process Guide
2. Hold Monthly ECM Process Review Sessions with Cross Section of ECM Experts to determine possible updates to the ECM Process.

JOB SUMMARY

The ECM Process Lead 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 Users. The Process Lead is responsible for holding Monthly ECM Process Review Meetings. The Lead will facilitate these meetings and will invite participants including the following:

1. Data Center Primary ECM POCs
2. Application Team Primary ECM POCs
3. FSA Stakeholder Primary ECM POCs

At these Meetings, the Lead reviews the existing ECM Tool Infrastructure Process Guide with the participants and allows participants to suggest changes. The Lead records these suggestions and works with ECM Project Management to Prioritize and determine whether or not the changes will be included in the ECM Process.

IF ECM Project Management approves changes to the Process Guide, The ECM Process Lead will make the changes and re-publish the Process Guide to the ECM Tool Support Repository.

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

1. ECM Infrastructure Process Guide
2. ECM Tool & Process Training/Orientation Briefing
3. ECM Tool User’s Guide
4. ECM Process Review Meeting Attendance Tracking Spreadsheet

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 • Achieve expert status in the Flow of CRs through the Process |
| Process | <ul style="list-style-type: none"> • Continually prepare for and conduct Monthly ECM Process Review Sessions |

Role Description – ECM Process Lead

| Category | Responsibilities |
|------------------------------------|--|
| Management | <ul style="list-style-type: none"> • Communicate Invitation to ECM Process Review Session Participants • Coordinate communications with the FSA ECM Training Lead and the ECM Release Lead regarding new ECM releases and the need for associated update to the ECM Tool Infrastructure Process Guide • Communicate Objectives to Process Review Session Attendees • Follow-up with Review Session Attendees as needed • Update and maintain ECM Tool Infrastructure Process Guide • Participate as standing member of the ECM Tool Change Control Group |
| Process Tracking and Communication | <ul style="list-style-type: none"> • Capture and report suggestions and feedback from Process Reviewers • Track and report attendance and outcomes of Process Review Sessions • 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 (monthly and ad hoc), and efficiently conduct ECM Process Review Sessions as well as Process Guide Updates
- **Analysis** – Analyze issues associated with ECM Process improvement to determine solutions
- **Problem Solving** – Identify and explore different approaches to achieving primary objectives and select the approach that is most appropriate
- **Attention to Detail** – Be thorough, consistent and detailed in managing the Process Guide
- **Communication Skills** – Need to be clear and concise, both in written and oral communications
- **Follow Through/Responsiveness** – take the initiative to set up Process Review Sessions, solicit feedback, and respond to suggestions in a timely fashion
- **Availability** – be able to allocate a defined percentage of time to the ECM Process Lead role
- **Subject Matter Expert** – Be able to answer the ECM POCs questions about the ECM Process as they arise