

DART Roles and Responsibilities



Role	Est. Time Commitment	Responsibilities	Assignment Examples
SPONSOR	5 – 25 hours per quarter	<ul style="list-style-type: none"> • Provide management oversight • Monitor and advise work of Liaison • Provide leadership for issue resolution • Ensure DART has sufficient resources • Be an advocate for CSPS • Ensure managers are committed to CSPS 	<ul style="list-style-type: none"> • Participate in department-wide discussions and meetings • Guide direction and decisions related to operational changes and business process changes from workshops • Set up recurring 1:1 meetings with Liaison to discuss progress, roadblocks, and next steps • Present readiness survey results and guide managers • Review and approve CSPS security roles for department • Provide regular CSPS Project updates to leadership • Guide department readiness dashboard actions • Partner with managers to understand resistance areas - develop and support mitigation plans
LIAISON	Full-Time	<ul style="list-style-type: none"> • Single point of contact to CSPS • Lead and project manage all readiness activities • Promote effective teamwork and continuous improvement 	<ul style="list-style-type: none"> • Download department assignments • Monitor and coordinate department assignments with DART Subject Matter Experts (SMEs) and Coordinators • Lead facilitation for policy and procedure changes within department • Attend regularly scheduled Agency Change Expert (ACE) meeting • Participate in testing activity • Attend 1:1 check-in with ACE • Participate in training activities • Coordinate responses to readiness surveys • Attend 1:1 check-in meetings with Sponsor • Attend CSPS Quarterly DART meeting • Create department communication channels and ensure messaging cascades throughout department • Participate in Business Process Education Workshops

Coordinators and Subject Matter Experts (SMEs)

Role	Recommended Classification	Responsibilities	Desired Skills and Criteria
<p>SCOPE/ CAPABILITY SMES</p> <p>(est. time commitment 25 – 50%)</p>	<p>SSM I, AGPA</p> <p>Functional Areas:</p> <ul style="list-style-type: none"> • Position Control • Personnel Admin • Benefits • Time & Attendance • Payroll • Accounting • Travel & Business Expense 	<ul style="list-style-type: none"> • Participate in work sessions • Help validate “As Is” and “To Be” processes • Validate Design documentation • Analyze the integration of CSPS business processes into department • Participate in application testing • Consult with agency management on staff readiness • Provide go-live and post go-live support 	<ul style="list-style-type: none"> • Analytical • Experience working within assigned area of scope • Understanding of operational processes within assigned area of scope • Ability to influence within role • Experience working on software implementation
<p>TRAINING COORDINATOR</p> <p>(est. time commitment 25 – 50%)</p>	<p>SSM II, SSM I</p>	<ul style="list-style-type: none"> • Assist in training logistics scheduling and material distribution • Work with leadership to coordinate and manage end-user training, communication, enrollments, participation, and feedback 	<ul style="list-style-type: none"> • Training schedule and coordination experience • Training enrollment experience • Learning Management System (LMS) experience • Understanding of training processes within Dept.
<p>REPORTING COORDINATOR</p> <p>(est. time commitment 25 – 50%)</p>	<p>SSM II, SSM I</p>	<ul style="list-style-type: none"> • Coordinate and manage department CSPS Project reporting activities • Ensure department reporting requirements are met • Ensure access to reporting tools have been met • Coordinate the re-write and replacement of “As-Is” reports • Help resolve reporting issues during implementation 	<ul style="list-style-type: none"> • Report requirements gathering experience • Report writing experience • Understanding of reporting needs and processes within Dept.
<p>TECHNICAL COORDINATOR</p> <p>(est. time commitment 25 – 50%)</p>	<p>ITS III, ITS II</p>	<ul style="list-style-type: none"> • Manage department-level activities related to CSPS technology requirement and issues • Coordinate and department hardware needs • Coordinate department network or other tech issues • Coordinate inbound and outbound interface changes • Support data conversion and testing • Help resolve technology issues during implementation 	<ul style="list-style-type: none"> • Understanding of department IT infrastructure • Knowledge of basic interface design concepts (if applicable) • Understanding of networking, remote workers, and remote office needs (if applicable)