

# DART Roles and Responsibilities



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

# Coordinators and Subject Matter Experts (SMEs)

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