DACUM Research Chart for Systems Analyst

DACUM Panel

David W. Bateman
IT Director
Colonial Supplemental Insurance

Karen Cox
Systems Analyst
Colonial Supplemental Insurance

Richard Dunlap
Systems Manager
Colonial Life and Accident

DACUM Facilitators

Jeannette Hornsley
Charles Parker
Jennie Redmond
Christine Overtoom, Team Leader

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CENTER ON EDUCATION AND TRAINING FOR EMPLOYMENT
COLLEGE OF EDUCATION
THE OHIO STATE UNIVERSITY
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Duties	Tasks				
A Provide Production Coverage	A-1 Provide on-call systems support	A-2 Research on-call production issues	A-3 Resolve on-call production issues	A-4 Provide ad hoc production support (e.g., reporting, research)	
B Define System Project Scope and Objectives	B-1 Review project proposal	B-2 Conduct initial meeting with business partner	B-3 Facilitate project scope definition with business partner	B-4 Gather business information (e.g., observe, shadow, listen, question)	
	B-12 Publish final scope and objectives document	B-13 Store document in electronic project folder			
C Coordinate Requirements for Systems Project	C-1 Partner with business to define project requirements		C-2 Expand understanding of business partner requirements		C-3 Facilitate definition of IT requirements
D Analyze Project Requirements and Impacts	D-1 Obtain prioritization of business requirements	D-2 Group project requirements by functional system		D-3 Obtain IT resources	D-4 Perform detailed analysis of project requirements
	D-11 Schedule meeting to explain chosen project option	D-12 Create final project analysis document	D-13 Publish final project analysis document	D-14 Store final project analysis document in electronic folder	
E Determine Project Design	E-1 Identify resources to build project design	E-2 Conduct initial project design meeting	E-3 Assign project design research	E-4 Perform project design research (e.g., best practices, existing procedures, vendors, systems consultants, internet)	
	E-12 Get project design sign off	E-13 Publish final project design document	E-14 Store final project design document in electronic folder		
F Complete Project Construction Phase	F-1 Identify resources for project construction	F-2 Assign construction work plan tasks	F-3 Monitor project construction progress	F-4 Monitor unit testing	F-5 Manage additional project requests
G Test Project In Model Office	G-1 Review project test matrix	G-2 Create model office project implementation plan		G-3 Set up model office environment (e.g., promote code, data conversion, build tables)	
H Implement Project in Production	H-1 Create project implementa-tion plan	H-2 Communicate project implementation plan (e.g., internal, external, vendors)		H-3 Coordinate training for project implementation	
	H-9 Store post project implementation review document in electronic folder		H-10 Close project		

B-5 Identify possible system impacts of project	B-6 Develop draft scope and objectives document	B-7 Negotiate project feasibility	B-8 Size the project (small, medium, large)	B-9 Gain buy-in from project partners	B-10 Get initial project approval	B-11 Get sponsor sign-off
C-5 Compare requirements to scope and objectives document		C-6 Create final requirements document	C-7 Get requirements document sign-off	C-8 Publish requirements document	C-9 Store requirements document in electronic project folder	
D-5 Deter-mine project impact on systems	D-6 Gather cross-functional analyses	D-7 Maintain working document of project analyses (e.g., assumptions, impacts)		D-8 Develop project options	D-9 Negotiate project options	D-10 Docu-ment justification of selected option
E-5 Gather project design research documentation	E-6 Create flowchart (e.g., system, process, data)	E-7 Draft design document for option selected	E-8 Conduct design walkthrough	E-9 Develop work plan for project construction	E-10 Develop time estimates for design work plan	E-11 Create final project design document
F-6 Provide project status (e.g., completed tasks, late tasks, contingencies)		F-7 Conduct program walk-through	F-8 Perform assigned project construction work plan tasks		F-9 Conduct unit test	
G-4 Monitor testing issues	G-5 Document testing issues	G-6 Resolve testing issues	G-7 Get sign offs from business partners			
H-4 Set up production environment (promote code, conversion of data, build tables)		H-5 Monitor project in production	H-6 Provide post project implementa-tion support	H-7 Conduct post project implementa-tion review	H-8 Publish post project implementation review document	

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Duties	Tasks				
I **Provide Leadership and Systems Support**	I-1 Provide mentoring (e.g., IT, business partners	I-2 Provide support for SCRs	I-3 Perform research for business and IT	I-4 Respond to information requests (e.g., phone, e-mail)	I-5 Conduct IT training (e.g., team, department)
	I-6 Meet with vendors	I-7 Recommend product enhancements	I-8 Partner with parent corporation	I-9 Identify potential system barriers	I-10 Prepare for meetings
	I-11 Monitor IT systems (e.g., runtime issues, efficiency)		I-12 Troubleshoot IT system issues		
J **Pursue Professional Development**	J-1 Identify situational development needs	J-2 Participate in job shadowing activities	J-3 Partner with peers (e.g., transfer of knowledge)	J-4 Build partnerships with businesses (e.g., walk the floor)	
	J-5 Participate in webinars	J-6 Participate in conferences	J-7 Track professional development activities in learning database		J-8 Review professional publications
	J-9 Participate in technical seminars	J-10 Participate in training department Learning Awareness Classes		J-11 Participate in Lunch 'n Learn	J-12 Participate in external professional development classes
K **Perform Administrative Functions**	K-1 Report time in TimeTracker System	K-2 Provide status reports	K-3 Attend meetings (e.g., department, company)	K-4 Provide feedback for annual review (e.g., 360-self, others)	

Acronyms

IT Information Technology
S&O Scope and Objectives
SCR System Change Request

General Knowledge and Skills

Listening skills
Communication skills (oral and written)
Computer language skills (e.g. COBOL, DBL, IMS)
Project life cycle process
System design skills
Flow charting skills
Influencing skills
Presentation skills
Research skills
Project management skills
Team player skills
Team building skills
Financial skills
Collaboration skills
Management skills
People skills
Conflict resolution skills
Analytical skills
Planning skills
Facilitation skills
Training skills
Evaluation skills
Coaching skills
Troubleshooting skills
Organizational skills
Administrative skills
Negotiation skills
Multi-tasking skills
Time management skills

Worker Behaviors

Team Builder
Team Player
Shows initiative
Ethical
Influential
Analytical
Ability to influence
Willingness to share
Respect for others
Likeable
Open minded
Positive attitude
Cooperative
Quick thinker
Inquisitive
Conceptual
Professional
Persistent
Trustworthy
Creative
Political savvy
Probing
Detail oriented
Task oriented
Ingenious
Customer oriented
Integrity
Visionary
Competent
Self motivated
Competent
Flexible
Common sense
Sense of humor
Decisive
Knowledgeable
Quick learner
Reliable
Supportive
Problem solver
Able to accept constructive criticism
Confident

Tools, Equipment, Supplies and Materials

Color printer
Whiteboard
Calendar
Professional publications
Office supplies
Computer
Printer
Internet
Copy machine
Fax machine
Phone
Office space
Meeting rooms/facilities
Vendor software
Power point projector
Overhead projector
Flip chart
Software

Future Trends and Concerns

Developing and sustaining new partnerships
Increased use of technology
Emerging technology
Changes in insurance industry
'Assembler' knowledge
Lack of main frame developer
Keeping up with emerging technology