

Listed below are the final survey results counts of the following:

- Total count of agencies/departments submitted surveys
  - 53 separate and distinct Department/Agencies
- Total count of agencies/ departments by size (large, medium, small)
  - Small = <1,000 PY                      27 Depts/Agcy from pool of 122
  - Medium = 1000 – 4999 PY              15 Depts/Agcy from pool of 22
  - Large = > 5,000 PY                      9 Depts/Agcy from pool of 10
  - 2 with size unknown at time of report

- Total count of agencies/departments by function area
 

<u>Functional Area</u>	<u># Departments</u>
Application Software Development	37
Customer/Technical Support	41
Database Development and Administration	31
Emerging Information Technology	24
Enterprise Systems Support	21
Information Systems Security Administration	21
Information Technology Business Consultant	23
Information Technology Project Manager	29
Information Technology Technical Document Writer	15
Network/Client Server Administration	32
Web/Internet Development	28

- Total count of users who accessed the survey
  - 625 Users
- Total count of users who completed the survey
  - 307
- Total count of surveys completed
  - 479

- Total count of surveys by functional areas
 

<u>Functional Area</u>	<u># Surveys</u>
Application Software Development	79
Customer/Technical Support	78
Database Development and Administration	41
Emerging Information Technology	35
Enterprise Systems Support	43
Information Systems Security Administration	26
Information Technology Business Consultant	32
Information Technology Project Manager	36
Information Technology Technical Document Writer	17
Network/Client Server Administration	48
Web/Internet Development	44

- All comments submitted by survey participants

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# *ITMA XII Survey Comments*

*FINAL REPORT - 5/10/2005*

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<i>Department</i>	<i>Name</i>	<i>Classification</i>	<i>Years in Class</i>
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## **CONSERVATION CORPS, CALIFORNIA**

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<i>Libby Schram</i>	<i>DATA PROCESSING MANAGER II</i>	<i>1</i>
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Where can I find information regarding the IT Managers Academy? Can you please send information to libbys@ccc.ca.gov  
Thanks.

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## **DEVELOPMENTAL SERVICES, DEPARTMENT OF**

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<i>John Briggs</i>	<i>SENIOR INFORMATION SYSTEMS ANALYST (SPECIALIST)</i>	<i>10</i>
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Since most new applications involves some level of Internet development, it seems very provincial to separate web application development from application software development and lump it with web content management. In addition, the Web/Internet Development survey had multiple questions regarding accessibility but I saw none on the Application Software Development survey. Section 508 accessibility requirements applies to all IT applications, not just Web applications.

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## **EMPLOYMENT DEVELOPMENT DEPARTMENT**

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<i>Margarita Haro</i>	<i>DATA PROCESSING MANAGER II</i>	<i>8</i>
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The time interval for the "mouse-over" over the KSA Levels appears to be set to 5 seconds. I recommend increasing the time interval or changing it so that it does not go away/gives sufficient time to view the definition.

First functional area description has typo.  
It reads..."including the client <sever> environment"  
It should read ..."including the client <server> environment"

What should IT managers who do not manage projects fill out?

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<i>Department</i>	<i>Name</i>	<i>Classification</i>	<i>Years in Class</i>
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**HEALTH AND HUMAN SERVICES AGENCY DATA CENTER**

<i>Kurtis Knapp</i>	<i>DATA PROCESSING MANAGER II</i>	<i>6</i>
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Question 56 should read: Ability to serve as senior expert to executive management to direct the design, development, and implementation of extremely complex statewide applications which are networked/multi-user/multi-platform.

I do not think that the consultant valid survey should have an entry level. If the state is paying for consulting services, they should be at a level of journey level, preferably above.

This survey should query the "general Principles" of Customer Support that is universal in serving a client.

**INSURANCE, DEPARTMENT OF**

	<i>STAFF PROGRAMMER ANALYST (SPECIALIST)</i>	<i>4</i>
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Consideration of IT infrastructure in respect to commercial industry and the use of consultants in state government IT should be considered in this survey.

I remember some talk awhile back about realigning the IT classifications into the functional areas and Entry, Journey, Expert, and Professional levels as described in this survey. Can you provide any information regarding this?

**LOTTERY COMMISSION, CALIFORNIA STATE**

<i>Cheryl Barquest</i>	<i>DATA PROCESSING MANAGER III</i>	<i>9</i>
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Thanks for asking and all your hard work!

<i>Department</i>	<i>Name</i>	<i>Classification</i>	<i>Years in Class</i>
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**PUBLIC EMPLOYEES' RETIREMENT SYSTEM**

*SYSTEMS SOFTWARE SPECIALIST II (SUPERVISORY)* 26

Comments:

1. URL is incorrect
2. Need ability to save and resume. Printing out and then input is an option, but saving and resuming would be much more user friendly.
3. Mouse over explanation for Entry, Journey, etc. is not fully functional. You must move your mouse around alot to find the right "spot" (not over the word as the instructions state). Also, the pop-up closes before you can read the entire text.
4. It would be more useful to have the mouse over information available so it can be printed out and referenced.
5. It would be helpful to have the description of each functional area at the top of the survey page in case you want to reference it while answering the questions.
6. In FAQs, the time required to complete a single survey well exceeds 30 minutes. Each survey took about 1 hour to read, print, score, & input.
7. The design allows me to enter the system, complete a survey, log out and then return and complete the same survey again.

**REHABILITATION, DEPARTMENT OF**

*Joe Rivera* *DATA PROCESSING MANAGER I* 3

Just as an FYI, the survey in total took me approximately 45 minutes but that included about 10-15 minutes that I was pulled away for another reason so the actual survey took me about 30-35 minutes.

**SAN JOAQUIN RIVER CONSERVANCY**

*Melinda Marks* *OTHER* 3

My position does not principlly serve any of the listed functional areas. As Executive Officer of a 3-person department, I am responsible for ensuring appropriate practices and procedures for maintaining the security and functionality of our 3 PCs.

**STEPHEN P. TEALE DATA CENTER**

*Ira (Sam) Trepper* *SYSTEMS SOFTWARE SPECIALIST III (SUPERVISORY)* 20

Questions seemed repetitive....what are you looking for?

<i>Department</i>	<i>Name</i>	<i>Classification</i>	<i>Years in Class</i>
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**STUDENT AID COMMISSION, CALIFORNIA**

	<i>James Shumate, Jr.</i>	<i>STAFF PROGRAM SYSTEMS ANALYST (SPECIALIST)</i>	<i>5</i>
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It might have been helpful to specify the state title for the KAS levels

- entry programmer I & II
- journey associate or staff
- expert Staff or senior or Specialist
- principal IT Branch Chief

Where is this going? I hope to ONE it department for the entire state with the department analysts remaining part of the department to determine the WHAT not the HOW.