

ANNEX B to Part A
Task-Based Informatics Professional Services Standing Offer/Supply Arrangement
(TBIPS SO/SA) - Categories of Personnel and Technical Requirements

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TECHNOLOGY SERVICES CLASS

A. Applications Services Sub-Class

A.1 Application/Software Architect				
Experience Levels				
Level 1: < 5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements. • Identify the policies and requirements that drive out a particular solution. • Analyze and evaluate alternative technology solutions to meet business problems. • Ensures the integration of all aspects of technology solutions. • Monitor industry trends to ensure that solutions fit with government and industry directions for technology. • Analyze functional requirements to identify information, procedures and decision flows. • Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary. • Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems. • Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal. • Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • ActiveX • ADS • ASP • BPWin • C++ • CICS • Cold Fusion • CORBA • Crystal Reports • Delphi • EbXML • ERWin 	<ul style="list-style-type: none"> • HML • HTML • IBM DB2 • IDMS • Impromptu • IMS • Informix • Ingres • J2EE • Java • JavaScript • JDBC • JSP 	<ul style="list-style-type: none"> • MIL-STD-498 • MS Access • MS SQL • .NET • Netron/CAP • ODBC • OLAP • Oracle • Oracle CASE • Oracle Financials • Perl • PHP • PL/SQL 	<ul style="list-style-type: none"> • PowerBuilder • Rational Rose • RPG • RUP • SAP • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report • Sybase 	<ul style="list-style-type: none"> • TCP/IP • Unisys DBII • Unix • Visual Basic • Visual C++ • XML

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A.2 ERP Functional Analyst				
Experience Levels				
Level 1: < 5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and document ERP functional, business, and/or system requirements specifications. • Develop and document screen, report and interface requirements. • Develop functional, business, and/or system interface or capability interaction. • Gather and analyze information to establish the functional needs of a system or project. • Design methods and procedures for computer systems, and sub-systems of larger systems. • Develop, test and implement small computer systems, and sub-systems of larger systems. • Document forms, manuals, programs, data files, and procedures. 				
Specialties could include but are not limited to:				
• Impromptu	• PeopleSoft			
• JDEdwards	• SAP			
• Oracle	• Syteline			

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A.3 ERP Programmer Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop low-level detailed requirements, programming, and systems development of ERP Systems. • System testing and implementation. 				
Specialties could include but are not limited to:				
• Impromptu	• Oracle	• SAP		
• JDEdwards	• PeopleSoft	• Syteline		

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A.4 ERP System Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop requirements, feasibility, cost, design, and specification documents for ERP systems. • Implement ERP systems to support projects, departments, organizations or businesses. • Translate ERP business requirements into systems design and specifications. • Analyse and recommend alternatives and options for solutions. • Develop technical specifications for ERP systems development, design and implementation. 				
Specialties could include but are not limited to:				
• Impromptu	• Oracle	• SAP		
• JDEdwards	• PeopleSoft	• Syteline		

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A.5 ERP Technical Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Comprehensive understanding of the technical capabilities offered by ERP facilities. • Develop or assist with business and functional requirements, project scope, estimates of effort and duration. • Translate functional and business requirements into technical requirements. • Develop and/or manage technical aspects of application software, user interfaces, and third-party components. • Conduct, assist with, an/or manage unit and system tests. • Establish technical standards for the technical framework. 				
Specialties could include but are not limited to:				
• Impromptu	• Oracle	• SAP		
• JDEdwards	• PeopleSoft	• Syteline		

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A.6 Programmer/Software Developer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and prepare diagrammatic plans for solution of business, scientific and technical problems by means of computer systems of significant size and complexity. • Analyze the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results. • Select and incorporate available software programs. • Design detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results. • Translate detailed flow charts into coded machine instructions and confer with technical personnel in planning programs. • Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel. • Correct program errors by revising instructions or altering the sequence of operations. • Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • ActiveX • ADS • ASP • BPWin • C++ • CICS • Cold Fusion • CORBA • Crystal Reports • Delphi • EbXML • ERWin 	<ul style="list-style-type: none"> • HML • HTML • IBM DB2 • IDMS • Impromptu • IMS • Informix • Ingres • J2EE • Java • JavaScript • JDBC • JSP 	<ul style="list-style-type: none"> • MIL-STD-498 • MS Access • MS SQL • .NET • Netron/CAP • ODBC • OLAP • Oracle • Oracle CASE • Oracle Financials • Perl • PHP • PL/SQL 	<ul style="list-style-type: none"> • PowerBuilder • Rational Rose • RPG • RUP • SAP • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report • Sybase 	<ul style="list-style-type: none"> • TCP/IP • Unisys DBII • Unix • Visual Basic • Visual C++ • XML

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A.7 Programmer/Analyst				
Experience Levels				
Level 1: < 5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Create and modify code and software. • Create and modify screens and reports. • Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications. • Design methods and procedures for small computer systems, and sub-system of larger systems. • Develop, test and implement small computer systems, and sub-systems of larger systems. • Produce forms, manuals, programs, data files, and procedures for systems and/or applications. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • ActiveX • ADS • ASP • BPWin • C++ • CICS • Cold Fusion • CORBA • Crystal Reports • Delphi • EbXML • ERWin 	<ul style="list-style-type: none"> • HML • HTML • IBM DB2 • IDMS • Impromptu • IMS • Informix • Ingres • J2EE • Java • JavaScript • JDBC • JSP 	<ul style="list-style-type: none"> • MIL-STD-498 • MS Access • MS SQL • .NET • Netron/CAP • ODBC • OLAP • Oracle • Oracle CASE • Oracle Financials • Perl • PHP • PL/SQL 	<ul style="list-style-type: none"> • PowerBuilder • Rational Rose • RPG • RUP • SAP • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report • Sybase 	<ul style="list-style-type: none"> • TCP/IP • Unisys DBII • Unix • Visual Basic • Visual C++ • XML

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A.8 System Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop requirements, feasibility, cost, design, and specification documents for systems. • Implement systems to support projects, departments, organizations or businesses. • Translate business requirements into systems design and specifications. • Analyse and recommend alternatives and options for solutions. • Develop technical specifications for systems development, design and implementation. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • ActiveX • ADS • ASP • BPWin • C++ • CICS • Cold Fusion • CORBA • Crystal Reports • Delphi • EbXML • ERWin 	<ul style="list-style-type: none"> • HML • HTML • IBM DB2 • IDMS • Impromptu • IMS • Informix • Ingres • J2EE • Java • JavaScript • JDBC • JSP 	<ul style="list-style-type: none"> • MIL-STD-498 • MS Access • MS SQL • .NET • Netron/CAP • ODBC • OLAP • Oracle • Oracle CASE • Oracle Financials • Perl • PHP • PL/SQL 	<ul style="list-style-type: none"> • PowerBuilder • Rational Rose • RPG • RUP • SAP • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report • Sybase 	<ul style="list-style-type: none"> • TCP/IP • Unisys DBII • Unix • Visual Basic • Visual C++ • XML

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A.9 System Auditor				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Review organizational IT policy, standards and procedures and provide advice on their adequacy. • Conduct systems under development reviews by reviewing project documentation, conducting interviews, assessing work completed, and, based on findings, reporting on compliance with policy, standards and procedures; and, progress against plan. • Conduct reviews of systems recently implemented and reporting on: <ul style="list-style-type: none"> ▪ benefits actually achieved versus projected benefits, ▪ features actually delivered versus stated requirements, ▪ the adequacy of controls and system security features, ▪ user satisfaction based on surveys or interviews, ▪ system performance and reliability. • Review systems that have been in production status for some time and report on issues, deficiencies, and shortcomings. 				
Specialties could include but are not limited to:				
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A.10 Test Coordinator				
Experience Levels				
Level 1: <5years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Provide advice, guidance and coordination efforts for test strategies and plans, selection of automated testing tools, and identification of resources required for testing. • Plan, organize, and schedule testing efforts for large systems, including the execution of systems integration tests, specialized tests, and user acceptance testing (e.g., stress tests). 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • ASP • C++ • COBOL • CORBA • Delphi 	<ul style="list-style-type: none"> • HML, XML or EbXML • IBM DB2DMS • IMS • Informix • Ingres 	<ul style="list-style-type: none"> • Java • MS SQL • Netron/CAP • Oracle Peoplesoft • PHP • PowerBuilder 	<ul style="list-style-type: none"> • SAP • Sybase • Unisys DBII • Unix • Visual Basic 	

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A.11 Tester				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Test planning and coordination. • Supervision of testing in accordance with the plan. • Management and monitoring of test plans for all levels of testing. • Management of walkthroughs and reviews related to testing and implementation readiness. • Status reporting. • Development of test scenarios and test scripts. • Establishing and maintaining source and object code libraries for a multi-platform, multi-operating system environment. • Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures. • Establishing and operating "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure. • Establishing a validation and verification capability which assumes functional and performance compliance. 				
Specialties could include but are not limited to:				
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A.12 WEB Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Define architecture to be used in web-based projects. • Perform architectural modeling to ensure consistency of the design with existing work. • Select the development language to be used for the project. • Assess the impact of the new requirements on existing web applications. • Develop code based upon design and requirements documents. • Write code to write to and read from the database. • Unit test the code prior to releasing it for integration testing. • Monitor the need for architectural changes as the project progresses. • Develop test plans for testing the system. • Ensure functionalities have been implemented according to specifications. • Define assumptions and constraints of architecture with regard to physical structure and data collection. • Develop post-implementation plan for monitoring/tracking architecture stability. 				
Specialties could include but are not limited to:				
• ActiveX	• HML	• Java	• .NET	• XML
• EbXML	• HTML	• JavaScript	• Perl	

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A.13 WEB Designer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Define architecture to be used in the web-based projects. • Create and apply designs that maximize usability of existing objects. • Perform architectural modeling to ensure consistency of the design with existing work. • Select the development language to be used for the project. • Assess the impact of the new requirements on existing web applications. • Develop code based upon design and requirements documents. • Write code to write to and read from the database. • Unit test the code prior to releasing it for integration testing. • Monitor the need for design changes as the project progresses. • Develop test plans for testing the system. • Ensure functionalities have been implemented according to specifications. • Define assumptions and constraints of architecture with regard to physical structure and data collection. • Develop post-implementation plan for monitoring/tracking design stability. 				
Specialties could include but are not limited to:				
• ActiveX	• HML	• Java	• .NET	• XML
• EbXML	• HTML	• JavaScript	• Perl	

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A.14 WEB Developer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and prepare diagrammatic plans for web based service delivery over the internet. • Analyze the problems outlined by systems analysts/designers in terms of such factors as style and extent of information to be transferred across the internet. • Select and use the best available web development tools for linking the internet based client to the departmental "back end" information delivery programs and databases. • Design high-usability web pages to meet the requirement. • Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel. • Correct program errors by revising instructions or altering the sequence of operations. • Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference. 				
Specialties could include but are not limited to:				
• ActiveX	• HML	• Java	• .NET	• XML
• EbXML	• HTML	• JavaScript	• Perl	

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A.15 Web Graphics Designer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Create web pages including graphic design. • Develop and implement usability tests, analyses result and modify design accordingly. • Develop flowcharts (web site flow maps) depicting navigation and content. • Develop line drawings or block diagrams illustrating the priority of information, links, navigation and space requirements. • Develop content diagrams showing the interactive connection between pages. • Develop interactive prototypes showing basic form and functionality used for both usability testing and presentations. 				
Specialties could include but are not limited to:				
• ActiveX	• HML	• Java	• .NET	• XML
• EbXML	• HTML	• JavaScript	• Perl	

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A.16 Web Multi-media Content Consultant				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Create web pages including multi-media design. • Develop and implement usability tests, analyse results and modify design accordingly. • Develop flowcharts (web site flow maps) depicting navigation and basic content. • Develop line drawings or block diagrams illustrating the priority of information, links, navigation and space requirements. • Develop content diagrams showing the interactive connection between web pages. • Develop interactive prototypes showing basic form and functionality used for both usability testing and presentations. 				
Specialties could include but are not limited to:				
• ActiveX	• HML	• Java	• .NET	• XML
• EbXML	• HTML	• JavaScript	• Perl	

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A.17 Webmaster				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Create web pages including graphics and general web site design. • Develop and implement usability tests, analyse results and modify design accordingly. • Develop flowcharts (web site flow maps) depicting navigation and basic content. • Develop line drawings or block diagrams illustrating the priority of information, links, navigation and space requirements. • Develop content diagrams showing the interactive connection between web pages. • Develop interactive prototypes showing basic form and functionality for both usability testing and presentations. 				
Specialties could include but are not limited to:				
• ActiveX	• HML	• Java	• .NET	• XML
• EbXML	• HTML	• JavaScript	• Perl	

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G. Geomatics Services Sub-Class

G.1 Geomatics Analyst

Experience Levels

- Level 1: <5 years of experience
- Level 2: 5-<10 years of experience
- Level 3: 10+ years of experience

Responsibilities could include but are not limited to:

- Develops and documents detailed statements of requirement.
- Analyzes functional requirements to identify information, procedures and decision flows.
- Evaluates existing procedures and methods, identifies and documents data base content, structure and application sub-systems, and develops data dictionary.
- Defines and documents interfaces of manual to automated operations within sub-systems, to external systems and between new and existing systems.
- Defines input/output sources, including a detailed plan for technical design phase, and obtains approval of same.
- Designs and documents in detail all system components, their interfaces and operational environment.
- Designs data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems.
- Documents system design, concepts and facilities, presents and obtains approval of detailed system design.
- Produces an operational system including all forms, manuals, programs, data files and procedures.
- Provides advice on GIS and Remote Sensing technology and its application.
- Performs analysis and modeling.
- Designs and implements functional prototypes.
- Interprets project objectives and creates appropriate data, analysis and output products (maps, reports).
- Restructures data from various sources and in diverse formats.
- Creates and updates metadata.
- Creates, updates and maintains procedures and standards.
- Creates, updates, revises and documents data sets.
- Designs processes for performing earth observation (EO) image processing.
- Analyses and processes EO data.
- Designs and writes GIS and/or Remote Sensing related programs.

Specialties could include but are not limited to:

• GIS Product Suites	•	•	•	
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G.2 Geomatics Specialist				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Implements data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems. • Tests and implements small systems and sub-systems of larger systems. • Produces forms, manuals, programs, data files and procedures. • Produces components of an operational system including all forms, manuals, programs, data files and procedures. • Performs analysis and modeling • Creates, updates, revises and documents GIS and/or earth observation data sets. • Creates appropriate data, analysis and output products (maps, reports) to meet project objectives. • Restructures data from various sources and in diverse formats. • Creates and updates metadata. • Creates updates and maintains procedures and standards. • Supports the design of, and writes, GIS and remote sensing related programs. • Analyses and processes earth observation (EO) image and GIS data. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.3 GIS Applications Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develops and documents detailed statements of requirement. • Analyzes functional requirements to identify information, procedures and decision flows. • Evaluates existing procedures and methods, identifies and documents data base content, structure and application sub-systems, and develops data dictionary. • Defines and documents interfaces of manual to automated operations within sub-systems, to external systems and between new and existing systems. • Defines input/output sources, including a detailed plan for technical design phase, and obtains approval of same. • Designs and documents in detail all system components, their interfaces and operational environment. • Designs data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems. • Documents system design, concepts and facilities, presents and obtains approval of detailed system design. • Produces an operational system including all forms, manuals, programs, data files and procedures. • Performs manual code changes. • Performs screen and report changes. • Gathers and analyzes data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications. • Designs methods and procedures for small computer systems and sub-systems of larger systems. • Develops, tests and implements small systems and sub-systems of larger systems. • Produces forms, manuals, programs, data files and procedures. • Provides advice on GIS technology and its application. • Designs and implements functional prototypes. • Performs analysis and modeling. • Creates, updates, revises and documents GIS data sets. • Interprets project objectives and creates appropriate data, analysis and output products. • Restructures data from various sources and in diverse formats. • Creates and updates metadata. • Creates, updates and maintains procedures and standards. • Designs and writes GIS-related programs. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.4 GIS Application Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Designing and developing the application architecture for the project, in the context of the overall system architecture. • Selecting the paradigm and technology for application program-to-program communication (APPC) among the components. • Defining the application tiers, frameworks, components types and interfaces. • Specifying and providing ownership of reusable application components or reusable application code. • Identifying key business and technology drivers that impact application architectures, such as end-user community requirements, existing software distribution capabilities, existing application environment (including legacy and packaged systems), and performance and availability requirements, and designing application architecture to meet these considerations. • Defining strategies and plans for application rationalization and retirement in the context of the project's phasing strategy. • Developing and maintaining coding standards. • Leading the application development team in architecture decisions and reviewing/authorizing development team architecture decisions. • Leading code design reviews. • Monitoring and supporting the development of the system's applications to ensure they are compliant with the application architecture, and refines the application architecture as required. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.5 GIS Data Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Designing and developing the data architecture for the project, in the context of the overall system architecture. • Setting Data Policy and the technical solution for the management, storage, access, navigation, movement, and transformation of data. • Specifying recommended DBMS and ETL tools and technologies for structured and unstructured content. • Designing the Metadata Repository. • Creating a data model for the project that is independent of the technology solution. • Examining and enforcing opportunities to provide data reuse, balancing the issues of centralization and replication. • Ensuring the preservation of strategic data assets as applications and technologies evolve. • Monitoring and supporting the development of the system's data to ensure it is compliant with the data architecture, and refine the data architecture as required. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.6 GIS Infrastructure Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Designing and developing the infrastructure architecture for the project, in the context of the overall system architecture. • Focusing on the standards and technologies for enabling systems performance qualities, such as availability, scalability, recoverability, etc. • Evaluating and selecting the system's server hardware, operating system and job control. • Supporting the GIS Application Architect in selecting the application framework. • Balancing the quality issues cost vs. robustness, and hardware architecture. • In conjunction with the System Architecture team, sizing the application and selecting the hardware and software configuration. • Establishing a process to monitor system performance against requirements. • Monitoring and supporting the development of the system's infrastructure to ensure it is compliant with the infrastructure architecture, and refining the infrastructure architecture as required. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.7 GIS Programmer/Analyst				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Provide operational, technical and analytical expertise to GIS projects by understanding how to apply the principles and practices of GIS as a decision support tool. • Translate spatially related user requirements and technical systems specifications into working, tested GIS applications, including developing detailed programming specifications, writing and/or generating code, compiling and integrating data driven programs and systems, interacting with spatial databases and conducting unit tests. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.8 GIS Project Manager				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
Within both the IT and GIS system environments:				
<ul style="list-style-type: none"> • Defines and documents the objectives for the project; determines budgetary requirements, the composition, roles and responsibilities, and terms of reference for the project team. • Manages the project during the development, implementation and operations startup by ensuring that resources are made available, and that the project is developed, and made fully operational within agreed time, cost and performance parameters. • Formulates statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof. • Reports progress of the project on an ongoing basis and at scheduled points in the life cycle. • Meets in conference with stakeholders and states problems in a form capable of being solved. • Prepares plans, charts, tables and diagrams to assist in analyzing or displaying problems; works with a variety of project management tools. • Project sign-off 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.9 GIS System Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Designing the overall target architecture of the IT system to meet the formally established requirements (functional and non-functional) of a project. • Monitoring and supporting the development of the system to ensure it is compliant with the target architecture and refining the target architecture as required. • Ensuring the integration of the system's component architectures – data, application, infrastructure, etc., into the overall target system architecture. • Ensuring the integration of the system architecture into the sponsoring organization's enterprise architecture. • Establishing phased project plans that lead to a completed target architecture. • Leading the development of architecture Guiding Principles and architecture blueprints. • Ensuring the systems overall viability throughout the systems development and implementation phases; ensuring the solution is compliant with the stated requirements (quality control); and ensuring scope is • Balancing trade-offs between requirements and costs for the system and communicating the issues to • Surveying emerging developments, new technologies, standards and methodologies that will have a positive impact on the system architecture, and incorporating these into the system architecture. • Managing the System Architecture team to achieve these goals. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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G.10 GIS Web Mapping Developer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Developing and preparing diagrammatic plans for web based service delivery over the Internet. • Analyzing the problems outlined by systems analysts/designers in terms of such factors as style and extent of information to be transferred across the Internet. • Selecting and using the best available web development tools for linking the Internet-based client to the IT system's "back end" information delivery programs and databases. Designing high-usability web pages to meet the requirement. • Verifying accuracy and completeness of programs by preparing sample data and testing them by means of system acceptance test runs made by operating personnel. • Correcting program errors by revising instructions or altering the sequence of operations. • Testing instructions, and assembling specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference. 				
Specialties could include but are not limited to:				
• GIS Product Suites	• CGI • HTML	• JavaScript • Perl		

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G.11 Mapping Technician				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Plan map content, format and design and compile required data from aerial photographs, survey notes, records, reports and other maps. • Generate maps and related graphs and charts using digital mapping techniques, computer interactive graphics, computer assisted design and drafting (CAD) software, and geographic information systems (GIS) software. 				
Specialties could include but are not limited to:				
• GIS Product Suites				

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I. IM/IT Services Sub-Class

I.1 Data Conversion Specialist				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Oversee all facilities of the conversion process. • Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data. • Establish a strong working relationship with all clients, interact effectively with all levels of client personnel, and provide conversion support. • Analyze and coordinate data file conversions. • Work with importing files from heterogeneous platforms. 				
Specialties could include but are not limited to:				
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I.2 Database Administrator				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Define new database structures. • Define data conversion strategy. • Define database conversion specifications. • Customize data base conversion routines. • Finalize Conversion Strategy. • Generate new database with the client. • Work very closely with the users in order to maintain and safeguard the database. • Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements. • Maintain data dictionaries. • Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database. • Mediates and resolves conflicts among users' needs for data. • Develop and implement security procedures for the database, including access and user account management. • Advise programmers, analysts, and users about the efficient use of data. • Maintain configuration control of the database. • Perform and/or coordinate updates to the database design. • Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database Develop and coordinate back-up, disaster recovery and virus protection procedures. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • BPWin • ERWin • IBM DB2 • IDMS • Informix • Ingres 	<ul style="list-style-type: none"> • MS Access • MS SQL • Oracle • Oracle CASE • Oracle Financials • Silverrun 	<ul style="list-style-type: none"> • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report 	<ul style="list-style-type: none"> • Sybase • Unisys DBII 	

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I.3 Database Analyst / IM Administrator				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Define new database structures. • Define data conversion strategy. • Define database conversion specifications. • Customize data base conversion routines. • Finalize Conversion Strategy. • Generate new database with the client. • Work very closely with the users in order to maintain and safeguard the database. • Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements. • Maintain data dictionaries. • Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database. • Mediates and resolves conflicts among users' needs for data. • Develop and implement security procedures for the database, including access and user account management. • Advise programmers, analysts, and users about the efficient use of data. • Maintain configuration control of the database. • Perform and/or coordinate updates to the database design. • Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database. • Develop and coordinate back-up, disaster recovery and virus protection procedures. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • BPWin • ERWin • IBM DB2 • IDMS • Informix • Ingres 	<ul style="list-style-type: none"> • MS Access • MS SQL • Oracle • Oracle CASE • Oracle Financials • Silverrun 	<ul style="list-style-type: none"> • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report 	<ul style="list-style-type: none"> • Sybase • Unisys DBII 	

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I.4 Database Modeller / IM Modeller				
Experience Levels				
Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • The Data Architect has both strategic and tactical responsibility for developing and maintaining the Architecture and Data Models for corporate and project specific initiatives. This responsibility includes the identification of data most valuable to the department, the integration of this data, and the development of core relating data models. The resulting data models will be based on data architecture and modeling design principles and tenets. • Design, develop and maintain Logical Data Models. • Analyze proposed changes to databases from the context of the Logical Data Model. • Provide technical expertise in the use and optimization of data modeling techniques to team members. • Provide technical assistance, guidance and direction in terms of data analysis and modeling to team members. • Provide assistance to project team and business users relating to data issues and data analysis concepts. • Participate in the development of data modeling and metadata policies and procedures. • Participate in data analysis as a result of new/updated requirements. • Apply approved changes to logical data models. • Comply with corporate data architectures, strategies and frameworks, including enterprise data warehouse activities. • Analyze and evaluate alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture. • Review corporate architecture strategies and directions, data requirements, and business information needs and devise data structures to support them. • Improve modeling efficiency through recommendations on how to better utilize current metadata repositories. • Comply with corporate repository metadata directions. • Provide input to refinement of data architectures. • Participate in data architecture refinement. • Define access strategies. • Construct, monitor and report on work plans and schedules. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • BPWin • ERWin • IBM DB2 • IDMS • Informix • Ingres 	<ul style="list-style-type: none"> • MS Access • MS SQL • Oracle • Oracle CASE • Oracle Financials • Silverrun 	<ul style="list-style-type: none"> • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report 	<ul style="list-style-type: none"> • Sybase • Unisys DBII 	

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I.5 IM Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Analyse existing capabilities and requirements, develop redesigned frameworks and recommend areas for improved capability and integration. Develop and document detailed statements of requirements. • Evaluate existing procedures and methods, identify and document database content, structure, and application subsystems, and develop data dictionary. • Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems. • Prototype potential solutions, provide tradeoff information and suggest recommended courses of action. • Perform information modelling in support of BPR implementation. • Perform cost/benefit analysis of implementing new processes and solutions. • Provide advice in developing and integrating process and information models between business processes to eliminate information and process redundancies. • Provide advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • BPWin • ERWin • IBM DB2 • IDMS • Informix • Ingres 	<ul style="list-style-type: none"> • MS Access • MS SQL • Oracle • Oracle CASE • Oracle Financials • Silverrun 	<ul style="list-style-type: none"> • SQL Server • SQL*DBA • SQL*Forms • SQL*Menu • SQL*Net • SQL*Plus • SQL*Report 	<ul style="list-style-type: none"> • Sybase • Unisys DBII 	

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I.6 Network Analyst

Experience Levels

Level 1: <5 years of experience
Level 2: 5-<10 years of experience
Level 3: 10+ years of experience

Responsibilities could include but are not limited to:

- Prepare implementation plans for particular technologies.
- Installs and monitors particular facets of technology.
- Configures and optimizes technical installations.
- Troubleshoots, and responds to user problems.
- Maintain up to date knowledge of particular technologies and products supporting that technology.

Specialties could include but are not limited to:

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I.7 Platform Analyst				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and document detailed statement of requirements for the proposed platform. • Analyze functional requirements to identify information, procedures and decision flows. • Evaluate existing procedures and methods, identify and documents database content, structure, and application sub-systems, and develop data dictionary. • Define and document interfaces of manual to automated operations within sub-systems, to external systems and between new and existing systems. • Define input/output sources, including detailed plan for technical design phase, and obtain approval for system proposals. • Design and document in detail all system components, interfaces and operational environment. • Design data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems. • Document system design, concepts and facilities, present and obtain approval of detailed system designs. • Produce operational systems including all forms, manuals, programs, data files and procedures. 				
Specialties could include but are not limited to:				
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I.8 Storage Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop, analyze, design, and implement the organization’s storage infrastructure/architecture to ensuring high levels of data quality and availability. • Develop capacity planning, backup and restore procedures for storage capabilities. • Develop or assist in development of data disaster recovery plans, as they relate to storage capabilities and continuity. • Develop, implement, and oversee policies and procedures to ensure consistent and seamless storage continuity and capabilities. 				
Specialties could include but are not limited to:				
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I.9 System Administrator				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Install, monitor, upgrade and maintain operating systems. • Install, monitor, upgrade and maintain hardware and software. • Work with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance. • Apply problem solving skills to troubleshoot and resolve technical problems. • Ensure timely and reliable system administration procedures, such as backup and/or recovery. • Analyze system performance and recommend improvements. 				
Specialties could include but are not limited to:				
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I.10 Technical Architect				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements. • Identify policies and requirements that drive out a particular solution. • Analyze and evaluate alternative technology solutions to meet business problems. • Ensure the integration of all aspects of technology solutions. • Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes. • Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them. 				
Specialties could include but are not limited to:				
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I.11 Technology Architect				
Experience Levels				
Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements. • Identify the policies and requirements that drive out a particular solution. • Analyze and evaluate alternative technology solutions to meet business problems. • Ensures the integration of all aspects of technology solutions. • Monitor industry trends to ensure that solutions fit with government and industry directions for technology. • Provide information, direction and support for emerging technologies. • Perform impact analysis of technology changes. • Provide support to applications and/or technical support teams in the proper application of existing infrastructure. • Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements. 				
Specialties could include but are not limited to:				
<ul style="list-style-type: none"> • Hardware • Host System • Software 	<ul style="list-style-type: none"> • Software • Storage • Network 			

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I.12 * PKI Specialist

** To be used in conjunction with **TBIPS SO requirements** where Security Services personnel constitute a minor portion of the work only. Requirements primarily focused on Security Services personnel must be processed using the Cyber Protection Supply Arrangements (CPSAs) - PWGSC File No. **W2213-050347***

Experience Levels

- Level 1: <5 years of experience
- Level 2: 5-<10 years of experience
- Level 3: 10+ years of experience, or 5+ years of experience with one of the following certifications: SNIA Certified Professional (SCP) or SNIA Certified Systems Engineer (SCSE) or SNIA Certified Architect (SCA) or SNIA Certified Storage Networking Expert (SCSNE)

Responsibilities could include but are not limited to:

- Developing PKI related policies, standards, guidelines and procedures.
- Reviewing existing PKI policies, standards, guidelines and procedures and providing advice as to their appropriateness and effectiveness.
- Conducting compliance audits of PKI related concerns, including operations, application systems and infrastructure.
- Conducting PKI related security threat and risk assessments of IT facilities, application systems and communications.
- Conducting PKI related reviews of backup and recovery plans.
- Investigating PKI related incidents and reporting cause and related weaknesses and recommending remedies.
- Designing the PKI related framework and implementing the PKI infrastructure required to protect assets and to support application systems.
- Providing advice on PKI aspects of application systems under development.
- Developing and delivering PKI awareness and training programs.

Specialties could include but are not limited to:

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I.13 * Privacy Specialist

** To be used in conjunction with **TBIPS SO requirements** where Security Services personnel constitute a minor portion of the work only. Requirements primarily focused on Security Services personnel must be processed using the Cyber Protection Supply Arrangements (CPSAs) - PWGSC File No. **W2213-050347***

Experience Levels

Level 1: <5 years of experience
Level 2: 5-<10 years of experience
Level 3: 10+ years of experience

Responsibilities could include but are not limited to:

- Provide development guidance and assist in the identification, implementation, and maintenance of organization information privacy policies and procedures.
- Work with the organization's senior management to establish an organization-wide privacy policies.
- Perform information privacy risk assessments and monitoring activities, as well as investigate privacy breaches that may occur.
- Develop, deliver and participate in privacy training and orientation activities to all organizational staff and other stakeholders.

Specialties could include but are not limited to:

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I.14 * Security Specialist

** To be used in conjunction with **TBIPS SO requirements** where Security Services personnel constitute a minor portion of the work only. Requirements primarily focused on Security Services personnel must be processed using the Cyber Protection Supply Arrangements (CPSAs) - PWGSC File No. **W2213-050347***

Experience Levels

- Level 1: <5 years of experience
- Level 2: 5-<10 years of experience
- Level 3: 10+ years of experience, or 5+ years of experience with one of the following certifications: SNIA Certified Professional (SCP) or SNIA Certified Systems Engineer (SCSE) or SNIA Certified Architect (SCA) or SNIA Certified Storage Networking Expert (SCSNE)

Responsibilities could include but are not limited to:

- Developing IT security policies, standards, guidelines and procedures.
- Reviewing existing security policies, standards, guidelines and procedures and providing advice as to their appropriateness and effectiveness.
- Conducting compliance audits of IT operations, application systems and infrastructure.
- Conducting security threat and risk assessments of IT facilities, application systems and communications.
- Conducting reviews of backup and recovery plans.
- Investigating security incidents and reporting cause and related weaknesses and recommending remedies.
- Designing the security framework and implementing the security components of IT infrastructure required to protect assets and to support application systems.
- Providing advice on the security aspects of application systems under development.
- Developing and delivering IT Security awareness and training programs.

Specialties could include but are not limited to:

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I.15 * SSL Specialist

** To be used in conjunction with **TBIPS SO requirements** where Security Services personnel constitute a minor portion of the work only. Requirements primarily focused on Security Services personnel must be processed using the Cyber Protection Supply Arrangements (CPSAs) - PWGSC File No. **W2213-050347***

Experience Levels

- Level 1: <5 years of experience
- Level 2: 5-<10 years of experience
- Level 3: 10+ years of experience

Responsibilities could include but are not limited to:

- Developing SSL related policies, standards, guidelines and procedures.
- Reviewing existing SSL policies, standards, guidelines and procedures and providing advice as to their appropriateness and effectiveness.
- Conducting compliance audits of SSL related concerns, including operations, application systems and infrastructure.
- Conducting SSL related security threat and risk assessments of IT facilities, application systems and communications.
- Conducting SSL related reviews of backup and recovery plans.
- Investigating SSL related incidents and reporting cause and related weaknesses and recommending remedies.
- Designing the SSL related framework and implementing the SSL infrastructure required to protect assets and to support application systems.
- Providing advice on SSL aspects of application systems under development.
- Developing and delivering SSL awareness and training programs.

Specialties could include but are not limited to:

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BUSINESS SERVICES CLASS

B.1 Business Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and document statements of requirements for considered alternatives. • Perform business analyses of functional requirements to identify information, procedure, and decision flows. • Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems. • Develop data dictionary. • Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems. • Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes. • Establish acceptance test criteria with client. • Support and use the selected departmental methodologies. 				
Specialties could include but are not limited to:				
• BPWin	• Rational Rose			
• Oracle CASE	• RUP			

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B.2 Business Architect				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience, or 5+ years of experience with a recognized professional certification				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop policies and rules that allow an organization to carry out its mandate and functional responsibilities, and that govern the organization's actual and planned capabilities in terms of computers, data, information, human resources, communication facilities, software and management responsibilities. • Develop the specifications for where, how and why the various organizational components fit together as they do, and how they support the organization's mandate. 				
Specialties could include but are not limited to:				
• BPWin	• Rational Rose			
• Oracle CASE	• RUP			

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B.3 Business Consultant				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Analyze, evaluate, develop business processes (financial, operational, systems, etc.). • Identify organizational and/or project business opportunities for improvement and streamlining of business processes. • Identify and evaluate critical success parameters, factors and performance measurements. • Assist other stakeholders in development and implementation of business improvement processes and programs. 				
Specialties could include but are not limited to:				
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B.4 Business Continuity/Disaster Recovery Specialist				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and implement business and technology continuity plans. • Develop technology and business continuity and disruption recovery strategies. • Develop crisis communication planning strategies. • Identify past and potential impact resulting from disruptions. • Develop techniques to identify and evaluate potential disruptions. • Develop and implement backup, replication and redundancy strategies as required. • Develop awareness, training, and communication programs with both internal staff and other stakeholders. • Establish coordination activities with internal and external stakeholders and establish actual and potential dependencies. • Develop and implement monitoring activities and performance management. 				
Specialties could include but are not limited to:				
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B.5 Business Process Re-engineering (BPR) Consultant				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience, or 5+ years of experience with a recognized professional certification				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Review existing work processes and organizational structure. • Analyze business functional requirements to identify information, procedures and decision flows. • Identify candidate processes for re-design; prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes. • Provide expert advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options. • Provide expert advice in developing and integrating process and information models between processes to eliminate information and process redundancies. • Identify and recommend new processes and organizational structures. • Provide expert advice on and/or assist in implementing new processes and organizational changes. • Document workflows. • Use business, workflow and organizational modeling software tools. 				
Specialties could include but are not limited to:				
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B.6 Business System Analyst				
Experience Levels				
Level 1: 2-4 years of experience				
Level 2: 5-9 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and document a detailed statement of requirements for the proposed alternative recommended in the preliminary analysis report. • Perform business analyses of functional requirements to identify information, procedures, and decision flows. • Evaluate existing procedures and methods, identify and documents items such as database content, structure, application subsystems, and develop data dictionary. • Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems. • Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes. • Establish acceptance test criteria with client. • Support and use the selected departmental methodologies. 				
Specialties could include but are not limited to:				
• BPWin	• Rational Rose			
• Oracle CASE	• RUP			

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B.7 Business Transformation Architect				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Analysis and development of business success “critical success factors”. • Analysis and development of architecture requirements design, process development, process mapping and training. • Responsible for leading other functional staff to define business strategy and processes in support of transformation and change management activities. • Participate in change impact analysis and change management activities. • Participate in organizational realignment (job re-design organizational re-structuring). • Coordinate development of training and coordination with other stakeholders. • Create presentations and present to various stakeholders, and facilitate meetings and discussions. 				
Specialties could include but are not limited to:				
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B.8 Call Centre Consultant				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Providing expert advice on and/or developing and implementing computer enabled call centers that permit service agents to efficiently and effectively respond to client service requests received by telephone and other electronic media. • Providing expert advice on and/or developing Interactive Voice Response (IVR) Application systems that permit callers to obtain information or enter transactions using the telephone and keypad. • Providing expert advice on and/or developing service request management application systems. 				
Specialties could include but are not limited to:				
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B.9 Courseware Developer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Perform needs assessment/analysis for training purposes. • Plan and monitor training projects. • Perform job, task, and/or content analysis. • Write criterion-referenced, performance-based objectives. • Recommend instructional media and strategies. • Develop performance measurement standards. • Develop training materials. • Prepare end-users for implementation of courseware materials. • Communicate effectively by visual, oral, and written form with individuals, small group, and in front of large audiences. 				
Specialties could include but are not limited to:				
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B.10 Help Desk Specialist				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems • Perform initial problem analysis and triage problem to other appropriate staff when appropriate. • Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance. • Develop, implement, and/or participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends. • Develop, implement, and/or participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks. • Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage. • Participate in on-site installations of network systems for users. • Perform other related duties incidental to the work described herein. 				
Specialties could include but are not limited to:				
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B.11 Instructor, IT				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none">• Assess the relevant characteristics of a target audience.• Prepare end-users for implementation of courseware materials.• Conduct training courses.• Communicate effectively by visual, oral, and written form with individuals, small group, and in front of large audiences.				
Specialties could include but are not limited to:				
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B.12 Network Support Specialist				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Coordinate installation, operation, maintenance, resolution of hardware and software problems, monitoring of traffic, capacity planning, system backup and user training for a Local Area Network. • Evaluate, test and recommend new data communication hardware and software. • Maintain interface with vendor representatives and other computing resources to resolve hardware and software problems. • Inform new users of the appropriate hardware and software specifications for access to the network. • Install or coordinate installation of network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions. • Configure equipment with assistance from vendor or other computing resources. • Prepare and maintain procedure manuals and documentation for internal use. • Maintain a reference library to include reference manuals and user guides. • Maintain accurate records and logs of users, equipment serial numbers, service records, maintenance agreements, warranties, wiring schemes and network problems and solutions. • Develop, implement, participate, and test a network disaster recovery plan. • Resolve all connectivity and internal technical problems. • Assist in training users to use the network and related software. 				
Specialties could include but are not limited to:				
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B.13 Operations Support Specialist				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Provide systems administration and systems operations support, including setting up user access, user profiles, back up and recovery, day-to-day computer systems operations. • Perform software upgrades, and apply patches. • Provide customer interface to ensure requested changes are implemented. • Monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources. 				
Specialties could include but are not limited to:				
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B.14 Technical Writer				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Document help text, user manuals, technical documentation, web page content, etc. • Review documentation standards and the existing project documentation. • Determine documentation requirements and makes plans for meeting them. • Gather information concerning the features and functions provided by the developers. • Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each. • Develop a table of content for each document/manual and write or edit the required content. • Investigate the accuracy of the information collected by making direct use of the material being documented. • Prepare or coordinate the preparation of any required illustrations and diagrams. • Design the layout of the documents/manuals. • Use word-processing, desk-top publishing and graphics software packages to produce final camera-ready copy. 				
Specialties could include but are not limited to:				
• RoboHelp				

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PROJECT MANAGEMENT SERVICES CLASS

P.1 Change Management Consultant				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience, or 5+ years of experience with a recognized professional certification				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Analysis and development of business “critical success factors”. • Analysis and development of architecture requirements design, process development, process mapping and training. • Responsible for leading other functional staff to define business strategy and processes in support of transformation and change management activities. • Participate in change impact analysis and change management activities. • Participate in organizational realignment (job re-design organizational re-structuring). • Coordinate development of training and coordination with other stakeholders. • Create presentations and present to various stakeholders, and facilitate meetings and discussions. 				
Specialties could include but are not limited to:				
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P.2 Enterprise Architect				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Evaluate the enterprise's business/ICT architecture, determine its consistency and integration with the organization's business/ICT strategies, assess the degree of its alignment with Treasury Board CIO Business Transformation Enablement Program (BTEP) and Federated Architecture Program (FAP) and recommend changes to the business/ICT architecture to improve its alignment with these external factors. • Identify future business/ICT requirements against the current enterprise architecture, perform gaps analyses, develop Requirements for Technology Architectures (RTA), and prepare migration strategies. • Assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and Identify the risks associated with migrating to the target business architecture and technologies and make recommendations for risk mitigation. • Identify business and technology trends that create opportunities for business improvement, advise business and ICT Senior Executives on ICT trends and emerging technologies and the impact on the organization's and government ICT architectures and business strategies, model "What if" scenarios and recommend appropriate changes to the existing architecture and ICT infrastructure, and recommend alternative solutions, methodologies and strategies. • Produce an architectural evolution plan, recommend prioritization of architecture evolution initiatives, and develop and/or implement an architecture evolution plan. • Manage the development and implementation of an architectural improvement plan. • Coach, mentor and train the organization to perform any of the above. 				
Specialties could include but are not limited to:				
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P.3 HR Consultant				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop guiding HR practices and principles. • Conduct Recruitment and selection. • Conduct Performance Management and Evaluation. • Develop Training and Development Programs. • Reward and Recognition Programs. • Coordinate Learning and Development initiatives, including identification of training needs, implementation of training plans and learning and development strategies. • Undertake research and provide recommendations on HR initiatives. • Consult, influence, communicate, conduct team and workshop facilitation. 				
Specialties could include but are not limited to:				
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P.4 Organizational Development Consultant				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Enable, facilitate, and mediate the evolution of the various organizational or departmental structures toward the organization’s or department’s desired outcome or structure. • Assist with organizational needs assessment and strategic planning to ensure development of human capital to meet business objectives and goals. • Provide advice, support and consultation to senior staff, business unit requests, and front line management to achieve strategic initiatives and goals. • Research, design, implement and maintain employee development programs including leadership development and other management development programs. • Develop and implement processes to measure the effectiveness of development and learning efforts to ensure performance improvements are focused on measurable and attainable results. • Serve as an expert resource by collaborating with HR and business unit executives to ensure clear standards and metrics linked to talent reviews and employee development plans. • Develop strategic partnerships with other internal project managers to identify and consult on change management initiatives to support strategic projects requiring organizational culture change. • Proactively address and respond to Organizational Development issues by bringing key stakeholders together to assess root causes and performance gaps and recommend appropriate interventions. • Practice continuous improvement processes and procedures, eliminating non-value added activities. • Conduct focus groups and/or process improvement sessions as needed. • Implement and manage the organization's training to ensure cost effective employee development activities that support the organization’s strategic initiatives. • Manage and facilitate organizational initiatives and projects as requested. 				
Specialties could include but are not limited to:				
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P.5 Project Executive				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Manage several Project Managers, each responsible for an element of the project and its associated project team. • Define and document project objectives, determine budget requirements. • Meet with other organizational executives to ensure all organizational (internal and external) stakeholders are committed and moving forward on project and organizational goals. • Resolve issues related to the project. • Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools. • Project sign-off. 				
Specialties could include but are not limited to:				
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P.6 Project Administrator				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Assist project management and data processing professionals, technical users and end users in simple routine tasks. • Provide administrative and technical support of a clerical nature as required to projects. • Assist in performing such tasks as maintaining project documentation and application/system libraries. • Acts as the first point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems. • Tracks project change requests. • Maintain and updates relevant project information in manual and/or electronic files; project information might include such things as project activity schedule, status reports, correspondence. • Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work. • Communicates with project management and data processing professionals, technical users and end users on administrative matters related to the project. 				
Specialties could include but are not limited to:				
• MS Project				

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P.7 Project Coordinator				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Assist project management and data processing professionals, technical users and end users in project coordination and synchronization tasks. • Provide administrative and technical support of a clerical nature as required to a project team. • Assist in performing such tasks as maintaining project documentation and application/system libraries. • Act as the first or single point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems. • Track project change requests. • Maintain and updates relevant project information in manual and/or electronic files; project information might include such things as project activity schedule, status reports, correspondence. • Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work. • Communicate with project management and data processing professionals, technical users and end users on administrative matters related to the project. 				
Specialties could include but are not limited to:				
• MS Project				

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P.8 Project Leader				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Specify the general requirements of the system, develop broad system alternatives and identify their administrative, economic and technical feasibility and practically as well as associated policy and organizational change requirements. • Analyse and evaluate each alternative based on make/buy, impact and cost/benefit considerations, and propose, justify, plan and cost the implementation of the selected alternative. • Produce overall plan, a detailed plan for the functional analysis phase, and obtain approval of preliminary analysis. • Plan, direct and control the activities of a system development team within scheduled time and cost parameters. • Evaluate proposed computer applications to determine technical, operational and economic feasibility. • Design and test systems to ensure that the objectives of the system are met and that the outputs produced are in accordance with client requirements. • Monitor the design, implementation and operations start-up of the proposed system against established goals, objectives and milestones. 				
Specialties could include but are not limited to:				
• MS Project				

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P.9 Project Manager				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience, or 5+ years of experience with a recognized professional certification				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Manage several Project Managers, each responsible for an element of the project and its associated project team. • Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters. • Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof. • Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team. • Report progress of the project on an ongoing basis and at scheduled points in the life cycle. • Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved. • Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools. • Project sign-off. 				
Specialties could include but are not limited to:				
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P.10 Project Scheduler				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Develop and support project schedules. • Develop and maintain Work Breakdown Structures. • Produce appropriate reports and identify scheduling and/or dependency issues. • Conduct and provide critical path analysis. • Assist in schedule co-ordination efforts with internal and external project stakeholders. 				
Specialties could include but are not limited to:				
• MS Project				

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P.11 Quality Assurance Specialist/Analyst				
Experience Levels				
Level 1: <5 years of experience				
Level 2: 5-<10 years of experience				
Level 3: 10+ years of experience				
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Lead development of test plans, test scripts and test data. • Participate in functional and technical design reviews, perform integration/functional and system testing, and verify test results. • Identify and document software defects. • Participate with other project resources to resolve defects. • Perform regression testing of software applications. 				
Specialties could include but are not limited to:				
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P.12 Risk Management Specialist				
Experience Levels				
Level 1:	<5 years of experience			
Level 2:	5-<10 years of experience			
Level 3:	10+ years of experience, or 5+ years of experience with a recognized professional certification			
Responsibilities could include but are not limited to:				
<ul style="list-style-type: none"> • Conduct risk assessments. • Identify project risks and overall project risks. • Recommend alternative solutions, methodologies and strategies for risk mitigation and management. • Produce risk management plans. • Conduct risk assessments for troubled projects to quickly assess associated risks and recommend courses of action to minimize inherent risks. • Assist in prioritization and assignment of risks. • Assist in the development and/or implementation of Risk Management Plans. • Manage the implementation of Risk Management Plans to identify, analyze, plan, track and control project risks on a continuous basis throughout the project life cycle. • Coach, mentor and train project teams in risk mitigation techniques. 				
Specialties could include but are not limited to:				
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