

STATE OF WISCONSIN

PERSONNEL COMMISSION

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 *
 BILL BALLHORN, *
 *
 Appellant, *
 *
 v. *
 *
 Secretary, DEPARTMENT OF *
 INDUSTRY, LABOR AND HUMAN *
 RELATIONS and Secretary, *
 DEPARTMENT OF EMPLOYMENT *
 RELATIONS, *
 *
 Respondents. *
 *
 Case No. 87-0033-PC *
 *
 * * * * *

DECISION
AND
ORDER

NATURE OF THE CASE

This is an appeal from respondent's decision denying the reclassification of the appellant's position from Management Information Supervisor 5 (1-16) to Management Information Supervisor 6 (1-17). At the prehearing conference held on April 22, 1987, before Dennis P. McGilligan, Chairperson, the parties agreed to the following issue for hearing:

Was the decision by respondent DILHR to deny appellant's request for reclassification of his position from Management Information Supervisor 5 (1-16) to Management Information Supervisor 6 (1-17) correct?

Hearing in the matter was held on August 4, 1987, before Dennis P. McGilligan. The parties completed their briefing schedule on October 2, 1987.

FINDINGS OF FACT

1. At all times material herein, the appellant has been employed in the classified civil service by the Department of Industry, Labor and Human Relations as a Management Information Supervisor 5 (MIS 5). Appellant is

the chief of the Management Information Services Section of the Bureau of Program Services in DILHR's Division of Employment and Training Policy.

2. The duties and responsibilities of appellant Ballhorn's position are basically as set forth in the position description signed by appellant Ballhorn on December 22, 1986, a copy of which is attached hereto and incorporated by reference as if fully set forth as a part of this finding.

3. The Management Information Supervisor position standard provides, in material part, as follows:

I. INTRODUCTION

A. Purpose of Position Standard

This position standard is intended to be used to classify professional supervisor positions engaged in the analysis, implementation and/or operation of management information systems. Because of the wide variety of ways in which positions can be structured in this occupational area, it is recognized that this position standard will not specifically identify every eventuality or combination of duties and responsibilities which may exist either now or in the future. Rather, it is designed to serve as a basic framework for classification decision-making by specifically identifying and allocating to classification levels those groupings of duties and responsibilities which occur most frequently. It should be noted that this position standard applies to both the Management Information Supervisor 1 thru 7 classification series and the Management Information Supervisor 5 thru 7 - Management classification series. The only distinction between the parallel classification levels for each of these series is that in order for a position to be allocated to a classification in the Management Information Supervisor 5 thru 7 - Management series, it must be considered to be "management" as defined by §111.81(20), Wis. Stats.

F. Classification Factors

Because of the wide variety of programs and activities and the range and scope of the duties and responsibilities which may be assigned, every combination of duties and responsibilities cannot be addressed and expressed in the class descriptions. As such, when allocating a position to a classification level within these series, the same classification factors which

were used to establish the classification levels in this standard should be used to compare the position to positions which have already been allocated to or specifically identified at a certain classification level. The general classification factors are:

1. Responsibility/Accountability - related to the latitude to select alternatives and assign work and priorities; and the finality of the decisions made. Some specific questions to consider are:
 - a. the organizational level of the position;
 - b. the nature and type of supervision received;
 - c. the nature and type of direction given to subordinate staff and the size of such staff;
 - d. the availability of other non-subordinate staff whose authority it is to make the most difficult and unprecedented program or technical decisions or interpretations;
 - e. the degree of impact decisions and work efforts have on end results; and
 - f. the consequence of error.
2. Scope/Complexity - relates to the nature, number, variety, and intricacy of tasks, steps, processes, or methods in the work performed; the difficulty in identifying what needs to be done; the difficulty and originality involved in performing the work; and the effect of the work product or service both within and outside the organization. Some specific factors to be considered are:
 - a. the number and nature of the data elements, inputs, outputs, terminals, and programs which must be considered in the decision-making process;
 - b. the organization, structure and characteristics of the information base involved;
 - c. the number and nature of the subsystems which are components of the overall system and the degree to which a system currently integrates or will be required to integrate with other systems;
 - d. the environment within which and the extent to which a system uses on-line or real-time processing as compared to batch processing;

- e. the unusual requirements imposed on the system such as special information security and privacy requirements;
- f. the degree of problem definition received and the availability and applicability of established guidelines, routines, procedures, assistances, etc.; and
- g. the extent of the area of impact (i.e., programwide, agencywide, other state agencies, agencies external to state government, public, etc.

3. Miscellaneous Factors

- a. the accumulated specific (technical, professional, managerial, etc.) and general (program) knowledge necessary to perform the work satisfactorily; and
- b. the nature and level of internal and external coordination and communication required to accomplish objectives.

II. CLASS DESCRIPTIONS

The following class descriptions define the basic class concept(s) for each classification level. To develop a full understanding of these class descriptions, they should be used in conjunction with the "Definitions" section provided in the position standards or classification specifications for the positions supervised. As previously mentioned, many different areas of specialization and position categories exist and it is recognized that this position standard cannot describe every eventuality or combination of duties and responsibilities. Therefore, these class descriptions are intended to also be used as a framework within which positions which are not specifically defined can be equitably allocated on a class factor comparison basis with other positions which have been specifically allocated.

MANAGEMENT INFORMATION SUPERVISOR 5 and MANAGEMENT INFORMATION SUPERVISOR 5 - MANAGEMENT (PR1-16)

Applications Development

Positions allocated to this class will supervise a medium organizational unit or section of 8 - 15 full-time equivalent systems analysts and/or analyst/programmers engaged in performing a full range of systems analysis functions which should include several projects of a complex nature. Objectives, priorities and deadlines are normally established by the section supervisor, but the review of the

technical soundness of decisions made by these positions is limited.

Office Systems

Positions allocated to this class will supervise an organizational section of 8 - 15 full-time equivalent office systems analysts engaged in performing a full range of office systems functions which should include several projects of a complex nature. Positions at this level have considerable discretion in establishing objectives, priorities and deadlines under the general administrative review of the manager of the data processing operation.

MANAGEMENT INFORMATION SUPERVISOR 6 and MANAGEMENT INFORMATION SUPERVISOR 6 - MANAGEMENT (PRI-17)

Applications Development

Positions allocated to this class are responsible for supervising a large section of 15 - 35 full-time equivalent systems analysts and/or analyst/programmers engaged in performing a full range of complex systems analysis functions which normally would include projects of both a complex and very complex nature. Positions at this level have considerable discretion in establishing objectives, priorities and deadlines under the general administrative review of the manager of the data processing operation.

Office Systems

Positions allocated to this class are responsible for supervising a section of 15 - 35 full-time equivalent office systems analysts engaged in performing a full range of complex office systems analysis functions which normally would include projects of both a complex and very complex nature. Positions at this level have considerable discretion in establishing objectives, priorities, and deadlines under the general administrative review of the manager of the data processing operation.

4. In a memorandum dated February 18, 1987, respondent DILHR denied appellant's request for reclassification of his position from Management Information Supervisor 5 to Management Information Supervisor 6 (MIS 6). On March 19, 1987, appellant filed a timely appeal of this denial with the Commission.

5. Appellant's position was first classified as a Management Information Supervisor 5 when he was director of the Bureau of Information Services in the Governor's Employment and Training Office (GETO). His position description from that period describes 55 percent of his activities as management of agency and statewide management information systems, 20 percent as management of agency liaison with Wilson Street Regional Computing Center, 20 percent as management of bureau activities and 5% as performance of special assignments. The position summary portion of the description described the major goals of his position as follows:

...is responsible for Bureau Management and developing and managing agency and statewide management information systems, procedures and standards, including: participant eligibility verification system; participant audits and audit resolution; participant tracking and reporting; agency staff budget and allocation system; fiscal cash management system; monitoring and the provision of technical assistance. Other major responsibilities include: development and preparation of bureau budget; program and policy development and coordination; and management of agency word processing services.

6. Despite not supervising enough systems analysts for his operation to qualify as a "medium organization unit" under the Management Information Supervisor 5 class specifications, appellant was classified at that level while at GETO because he supervised a unit providing varied data processing services to a separate office of state government; and because his responsibilities were at a somewhat higher level than those of the supervisor of a small unit of systems analysts working within a bureau or division dedicated entirely to data processing. In other words, the independence, scope and impact of appellant's program responsibilities warranted his classification at the Management Information Supervisor 5 level, instead of the Management Information Supervisor 4 level, where he would have been classified based solely on the small number of staff he supervised.

7. Appellant's organizational placement as a bureau director changed to that of a section chief when GETO was merged into DILHR in 1985 and became a division of the department.

8. Major changes to appellant's job since he was at GETO include the following:

- a. The JTPA MIS system (also known as the Wisconsin Information Management System or WIMS) has been expanded in several ways. Milwaukee County has joined the service delivery areas whose participant information is recorded in the system. In addition, information on follow-up contacts has been added to the system and this component of the system involves one other service delivery area (Waukesha-Ozaukee-Washington) that does not otherwise participate in WIMS.
- b. The number of microcomputers available for the use of employes in the Employment and Training Policy Division has increased and correspondingly the role of appellant's section in controlling and providing assistance with these microcomputers has grown.
- c. Appellant and his section have the responsibility for running the Wang Word processing system used by the Employment and Training Policy Division.

9. From a classification standpoint, the appellant's position is not at a higher level than the following positions, all of which are classified as Management Information Supervisor 5:

- a. Eleanor Suzanne Stoutt currently occupies a position with this classification as Unit Supervisor, AIS Systems & Programming, Systems & Data Processing, DILHR. She supervises the mainframe applications development for the Worker's Compensation Division, the Equal Right's Division, the Safety & Buildings Division and the Administrative & Management Services Division and supervises 14 subordinate professional positions. The unit provides primary client interface for numerous complex data processing systems.
- b. Lianne Marshall is a Management Information Supervisor 5 with a working title of Supervisor - Economic Assistance Systems,

Office of Management Information, Division of Community Services,
Department of Health and Social Services. According to the position
summary on her position description, Marshal has the following
responsibilities:

Under the general direction of the Assistant Director of the
Office of Management Information, this position is responsible
for administering a Section of 6 professional systems analysts.
This section is responsible for the design, development, testing,
implementation, maintenance enhancement and operation of the DCS
eligibility and benefit determination systems, with the Office of
Information Systems.

The Computer Reporting Network, a very complex, online system
that determines eligibility and benefits, and produces benefits
for the AFDC, Medical Assistance, Food Stamp program and Energy
Assistance program, is the major system used by DCS for adminis-
tering the federal entitlement programs. These programs all
subject to constant and major policy changes initiated by Con-
gress, Health and Human Services, the US Department of Agricul-
ture, State Legislators and the Department of Health and Social
Services. At the present time this system serves over 400,000
Wisconsin citizens, producing benefits in excess of \$50 million
per month. The system also interfaces with other major automated
systems, including the claims payment system for Medicaid. This
is not merely a reporting or check writing system, but an elec-
tronic delivery system for income maintenance that determines
individual eligibility for the federal entitlement programs. No
similar system exists in the world. The unit of systems analysts
supervised by this position are the staff who are responsible for
maintenance and enhancements to these automated systems.

10. From a classification standpoint, the appellant's position is at
a lower level than the following positions which are classified at the
Management Information Supervisor 6 and the Management Information Manager
2 levels:

a. Martin Shannon is a Management Information Supervisor 6,
Section Chief, Employment Security, Systems & Data Processing, DILHR.
Shannon directs a staff of 35-40 project leaders, supervisors and
programmer/analysts. The section has the responsibility for
designing, implementing and maintaining computer systems for the

Unemployment Compensation Division, the Job Service Division and the Labor Market Information Bureau of the Employment & Training Policy Division. This system includes a statewide data communications network of over 800 terminal devices in between 40-50 locations. Shannon spends 20% of his time supervising staff; 70% of his time leading the design, implementation and maintenance of major ES, UI, LMI and research systems and 10% in the development of planning documents.

b. Dayton Nell is also a Management Information Supervisor 6 and section chief in Production, Systems & Data Processing, DILHR. Nell manages the production section of a major data processing computer site which includes computer operations and data control. The processing center provides service to all clients of the Data Processing Center in a 24-hour day and seven-a-day-a-week basis (3 shifts plus weekends) Nell must provide for the monitoring of the evening and weekend shifts. He has 2 subordinate supervisory positions (MISup 4 and MISup 5), as well as 37.5 FTE positions under his direction.

c. Mark B. Mazza is a Management Information Supervisor 6 - Mgt who is the Director of the Systems Management Bureau in the Division of Administrative Services for Employee Trust Funds. In this capacity he supervises 1 MIS 5, 5 MIS 4s and 1 Printing Technician 2 in carrying out the following responsibilities:

This position is responsible for managing the activities of the applications development staff. The applications development staff are involved in very large and complex projects. This development staff is the only such staff in ETF and supports both the programmatic and administrative needs of the department. Development projects encompass retirement, social security and health, life and income continuation insurance programs and require interface with state agencies and municipal governments

throughout Wisconsin. This position reports to the Administrator of the Division of Administrative Services.

d. Richard Gjerde is a Management Information Manager 2 in the Bureau of Data Processing, Department of Veterans Affairs. The position summary of his position description describes the major goals of this position as follows:

The Department of Veterans Affairs (DVA) Bureau of Data Processing has a Four-Phase IC/8 computer in Madison (DVAM) and a Four-Phase IC/60 computer in King (DVAK). Both systems are stand-alone processors for Data Entry and Word Processing; they are also connected to an IBM-3081 host computer at Health and Social Services (H&SS) where the large data bases of information are maintained. DVAM also rents time to Regulation and Licensing (R&L) and provides all of their data processing hardware needs.

As Bureau Director, direct and coordinate a full scope data processing operation at DVAM and DVAK. This includes managing the development of new data processing systems; the maintenance of all existing systems; cost benefit analysis of new and existing systems; preparation of the data processing budget; develop agency policy regarding data processing uses; liaison person to R&L users and H&SS data processing management; formulation of all necessary training programs and systems support for subordinates, DVAM & DVAK user programmers, DVAM & DVAK users, DVAM & DVAK word processing personnel and all other users dependent on DVA's computer resources. The Director will assume overall responsibilities for the efficient development and use of all hardware and software to support the data processing systems and report directly to the top management levels on the status of the Data Processing Bureau.

Gjerde supervises the Bureau of Data Processing staff which consists of 17 positions which perform the following functions:

- Applications development and maintenance.
- Technical support.
- Computer operations.
- Personal computer development.
- Data entry.
- Word processing.

11. The duties and responsibilities of appellant's position are more accurately described by the class specifications for a Management Information Supervisor 5 and appellant's position is more appropriately classified as a Management Information Supervisor 5.

CONCLUSIONS OF LAW

1. This matter is appropriately before the Commission pursuant to §230.44(1)(b), Stats.

2. The appellant has the burden of proof of establishing that respondent DILHR's decision denying reclassification of his position was incorrect.

3. The appellant has not sustained his burden.

4. The respondent's decision to deny the request for reclassification of the appellant's position was not incorrect.

DECISION

The question before the Commission is whether the appellant's position should be classified as a Management Information Supervisor 5 or a Management Information Supervisor 6. In order for appellant to prevail, Ballhorn must satisfy his burden of proving that his position meets the Management Information Supervisor 6 definition and is more properly classified in that classification.

According to the class specifications, the main difference between Management Information Supervisor 5 and Management Information Supervisor 6 is staff size and organizational placement of the unit. Management Information Supervisor 5 positions "supervise a medium organizational unit or section of 8 - 15 full-time equivalent systems analysts and/or analyst/programmers engaged in performing a full range of systems analysis functions which should include several projects of a complex nature." (emphasis added) Management Information Supervisor 6 work is defined as "supervising a large section of 15 - 35 full-time equivalent systems analysts and/or analyst/programmers engaged in performing a full range of complex systems analysis functions which normally would include projects of both a complex and very complex nature." (emphasis added)

Applying the above standards to the instant dispute, the Commission finds that the appellant's position is appropriately classified at the Management Information Supervisor 5 level. In this regard the record is clear that appellant supervises 6 subordinate staff performing Management Information Specialist or Management Information Technician functions. This is short of the staff size required to support his current classification and far smaller than the 15 - 35 full-time equivalent systems analysts or analyst/programmers required to support the Management Information Supervisor 6 classification.¹

The organizational placement of appellant's unit also supports classification of his position at the Management Information Supervisor 5 level. Appellant's section is placed within and limited to providing services for one of respondent DILHR's seven divisions, in contrast to a supervisory position in a bureau or division of a large department that is dedicated to providing data processing services for all of the department's programs. As such it would seem to better fit the Management Information Supervisor 5 definition as a position responsible for "a full range of office functions which should include several projects of a complex nature." Indeed, the record indicates appellant is responsible for a full range of office functions as well as at least two programs of a complex nature: management of the Wisconsin Job Training Partnership Act (JTPA) Management Information

¹ Respondent DILHR presented evidence, unrebutted by appellant, that under the position standard for the Management Information Supervisor series, the size of appellant's MIS/MIT staff justifies only a classification as a Management Information Supervisor 4, one level below his current classification. However, respondent DILHR felt in 1984 and continues to feel today that the variety of responsibilities faced by appellant as chief of a section providing data processing resources within one of DILHR's operating divisions provides justification for classification one level higher, as Management Information Supervisor 5.

System and management of the Information Services Section of the Bureau of Program Services.

A conclusion that appellant's position is more appropriately classified at the Management Information Supervisor 5 level is supported by position allocations in this series. Major data processing shops are found at the Management Information Supervisor 6 level. In this regard the record indicates Martin Shannon directs a staff of almost 40 DP people in Employment Security, Systems Data at DILHR in carrying out several large projects of both a complex and very complex nature. Dayton Nell also directs close to 40 DP employes around the clock, 7 days a week; and is responsible for the production section of a major Data Processing Computer site in DILHR which provides service to numerous clients. Nell's responsibilities include both computer operations and data control. The only positions at the pay range 17 level that have comparatively small staffs, Richard Gjerde and Mark B. Mazza², are bureau directors whose responsibilities encompass the data processing needs of an entire state department.

Both positions in the record that are classified at the Management Information Supervisor 5 level - Eleanor Suzanne Stoutt and Lianne Marshall -- supervise a comparable number of MIS positions to appellant.³ Both Stoutt and Marshall, like appellant, supervise medium to small-sized units with a number of complex projects.

Appellant argues contrary to the above that respondent DILHR erroneously based its denial of his reclassification on only two major criteria, staff size and organizational placement of the appellant's unit

² At least in the case of Gjerde, still significantly larger than the staff supervised by appellant.

³ Stoutt actually supervises twice as many professional positions as appellant.

within the division, while ignoring "the technical support functions of the position, the unique mix of responsibilities and the overall complexity of the systems managed by this position." The record, however, does not support a finding regarding same. First, appellant argues that the designation of "applications development" for this unit is wrong because it ignores his technical responsibilities and his lack of support personnel. There are no definitions in the class specifications for areas of specialization including "applications development" and "technical support." Nor does the record contain any definitions of these terms. However, appellant's position description makes frequent reference to "systems analysts" work and the provision of statewide information systems. "Applications Development" under the MIS 5 specifications references systems analysts and systems analysis work. Finally, appellant supervises 6 subordinate staff performing Management Information Specialist or Management Information Technician functions. Based on same, and in the absence of any persuasive evidence to the contrary, the Commission finds that respondent's designation of "applications development" for appellant's unit is appropriate.

As previously noted, the main difference between the allocation for "applications development" at the Management Information Supervisor 5 or 6 levels is unit size and number of staff supervised. The Management Information Services Section, supervised by appellant is a small unit with 6 subordinate staff performing the duties noted above. The size of appellant's unit is less than a medium unit of 8-15 as identified at the Management Information Supervisor 5 level, or a large unit of 15-35 as identified at the Management Information Supervisor 6 level. If the respondent hadn't considered that "the variety of activities involved in

the incumbent's position was sufficient to compensate for the fact that the position only met the allocation for a small unit" (contrary to appellant's assertion), appellant would be classified at the Management Information Supervisor 4 level. Therefore, the Commission rejects this contention of appellant.

Appellant also argues that his "mix of responsibilities and duties warrant a MIS Sup. 6 level." In particular, appellant cites the complexity, responsibility and user environment involved with his position. The record does not, however, support a finding that the "complexity" of appellant's position supports his claim that he should be classified at the higher level. Instead the record indicates that appellant's position compares more favorably in terms of this factor with respect to the management and technical skills needed to accomplish the "mission of the Information Services Section" with positions allocated to the Management Information Supervisor 5 level. For example, as noted previously, Eleanor Suzanne Stoutt supervises a larger unit responsible for "applications development" for 4 divisions of respondent DILHR involving many complex data processing systems. Appellant has simply not established that his responsibilities in managing his section outweigh those of Stoutt in carrying out her duties at the Management Information Supervisor 5 level.

Appellant also seeks to compare his position to those classified at the MIS 6 level because he performs the same duties with fewer staff. However, as previously noted, while these positions perform some of the same functions, they also perform larger, more complex projects in much larger units, with commensurately greater scope of responsibility and impact. Also, such quantitative factors as staff size are a recognized factor in the classification process, and usually, greater size is positive

from a classification standpoint. See Skibba v. DP, 79-242-PC (7/28/80) and Dworak v. DP, 79-PC-CS-198 (2/9/82). Larger staff size is associated with more complex and significant programs.

Finally, appellant argues that "the complex user environment of /WIMS" with multiple users outside the agency and state government "represents a difference not duplicated in other agencies." However, Eleanor Suzanne Stoutt's position description and Luanne Marshall's position description (Respondent's Exhibits 10 and 11) both indicate that other Management Information Supervisor 5 positions also have responsibilities which interface with the federal government and other agencies outside state government.

Based on all of the foregoing, the Commission finds that the answer to the issue as stipulated to by the parties is YES, respondent DILHR's decision to deny appellant's request for reclassification of his position from Management Information Supervisor 5 to Management Information Supervisor 6 was correct.


ORDER

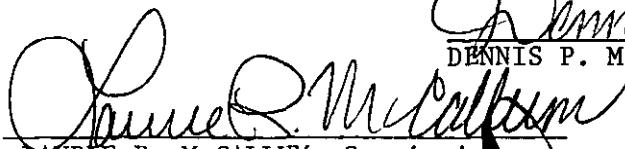
The respondent's classification decision is affirmed and the appellant's appeal is dismissed.

Dated: December 17, 1987 STATE PERSONNEL COMMISSION

DPM:jmf
JMF07/1

Attachment


DENNIS P. MCGILLIGAN, Chairperson


LAURIE R. MCCALLUM, Commissioner


DONALD R. MURPHY, Commissioner

Parties:

Bill Ballhorn
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John Coughlin
Secretary, DILHR
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John Tries
Secretary, DER
P. O. Box 7855
Madison, WI 53707

POSITION DESCRIPTION

DER-PERS-10 (Rev. 3-84)
State of Wisconsin
Department of Employment Relations

*Reclass
Done
2-18-87*

1. Position No. 309575	2. Cert/Reclass Request No.	3. Agency No.
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4. NAME OF EMPLOYEE William J. Ballhorn	5. DEPARTMENT, UNIT, WORK ADDRESS Dept. of Industry, Labor & Human Relations Division of Employment and Training Policy 201 E. Washington Ave., GEF I P.O. Box 7972 Madison, WI 53707
6. CLASSIFICATION TITLE OF POSITION Management Information Supervisor 5	
7. CLASS TITLE OPTION (To be Filled Out By Personnel Office)	8. NAME AND CLASS OF FORMER INCUMBENT None
9. AGENCY WORKING TITLE OF POSITION Section Chief - Information Services	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Personnel Commission
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Ron Hunt - Bureau Director - A.O. 2	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED? July 8, 1985

EXHIBIT 2

RECEIVED

JUL 29 1987

Personnel Commission

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes No IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84).

14. POSITION SUMMARY - PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION
Reporting directly to the Bureau Director, this position is responsible for Section Supervision and developing and managing division and statewide management information systems, procedures and standards, including: participant eligibility verification system; participant audits and audit resolution; participant tracking and reporting;

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on back of last page.)
-GOALS Describe the major achievements, outputs, or results List them in descending order of importance.
-WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
-TIME %. Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
25%	A. Manage the Information Services Section of the Bureau of Program Services A1. Plan assign and review work of section staff to insure that project goals are accomplished. A2. Report project progress to top management and user community to inform them of systems improvements and cost savings. A3. Organize and hire staff to maintain all Division supported software. A4. Develop training plans for staff to assure the necessary level of staff competency and backup for major software systems. A5. Develop annual goals for each staff member.	(CONTINUED)

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on Back of last page)
a. The supervision, direction, and review given to the work of this position is [] close [] limited [x] general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. (Please initial and date attachments.)
Signature of first-line supervisor: *Ronald Hunt* Date: *12/22/86*

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION
I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position. (Please initial and date attachments.)
Signature of employee: *William J. Ballhorn* Date: *12-22-86*

18. Signature of Personnel Manager: *Patricia Jagers* Date: *2-18-87*

POSITION SUMMARY continued

fiscal cash management system; monitoring and the provision of technical assistance to Division and user staff; and managing oversight of division microcomputer and word processing resources.

This position directs a diverse staff including a Supervisor, project leader, mainframe computer systems analysts and programmers, microcomputer systems analysts and programmers, mainframe data base administration specialist and information center consultants. This section is responsible for all mainframe computer systems analysis and programming for the administration of the Federal Job Training Partnership Act.

Other major responsibilities include: development and preparation of data processing and section budget; MIS program and policy development and coordination; and management of Division Information Center Resources.

% GOALS AND WORKER ACTIVITIES (Continued)

- A6. Evaluate performance against agreed upon goals and standards for each staff member.
- A7. Develop annual work plans for the major functions of the section.
- A8. Recommend to management changes and updates necessary concerning budget: cost allocations and staffing requirements.
- A9. Establish and monitor all section personnel transactions to ensure all affirmative action/equal opportunity goals are met. Activities would include assuring that hiring, training, reclassification, promotion and retention of employees is in accordance with such goals.

40% B. Management of the Wisconsin Job Training Partnership Act (JTPA) Management Information System

- B1. Manage and direct the development of the Wisconsin JTPA Management Information System for the purpose of participant eligibility verification, tracking and reporting for over 40,000 participants enrolled through 80 separate grants.
- B2. Design, develop and manage the JTPA MIS to provide grantees with necessary participant reports to manage their programs, provide DETP JTPA staff with necessary participants reports to monitor grants; provide all necessary reports to the U.S. Department of Labor to meet Wisconsin's JTPA reporting requirements; and provide for information needs of SJTCC, Governor, and other.
- B3. Participate in the development and review of proposed policy and program changes to JTPA for their impact on the JTPA MIS. Advise management on impact of policy changes and recommend methods for modifying and implementing changes to meet MIS capabilities, timeframes and multitude of user needs.
- B4. Review and recommend changes to the JTPA MIS due to changes in Federal and State Law, Regulations, DOL monitoring findings, BJTPA grantee monitoring visits, audit findings, and grantee/DETP program staff recommendations.

1
/

dfB 12/30/86
RH 12/30/86
2

- B5. Advise the Bureau Director whether to approve purchase requests from SDAs and other service providers for computer telecommunications, and word processing hardware/software.
- B6. Manage and direct the provision of training and support services to users of the system thru a "help desk" facility; design, schedule and conduct training sessions for Grantee users on new system enhancements; conduct and provide staff support to the Automated Information Management Subcommittee of the Wisconsin Association of Job Training Executives (SDAs).
- B7. Design and manage a data communications network topology to connect all participating SDAs and state agencies by means of multi-drop telecommunications lines linked to the central processing unit at the Wilson Street Regional Computing Center.
- B8. Conduct feasibility studies and cost/benefit analysis, making recommendations to the Bureau Director for software/hardware acquisition to enhance the JTPA MIS capabilities and develop Request for Proposals for acquisition of both hardware and software necessary to implement division systems changes.
- B9. Manage the billing of "pass-thru" charges to SDAs for JTPA MIS services.
- B10. Develop and maintain written documentation, for both technical and user staff, to insure that the systems are operated correctly and efficiently.

15% C. Direct the Division's Data Processing Resources

- C1. Recommend Division policy for justification and procurement of data processing and microcomputer hardware and software.
- C2. Consult with Division management regarding project assignments and priorities, design of systems, budget, planning and microcomputer equipment requests.
- C3. Develop long range plans to accomplish Division goals and improve service.
- C4. Maintain expert technical staff in state-of-the-art microcomputer technology. Keep Division management, division staff and outside user staff current on new hardware and software and usefulness to division goals.
- C5. Establish and direct an Info Center to provide a comprehensive training plan for utilization of basic microcomputer products and specialized applications areas such as database and graphics.
- C6. Develop and enforce a Divisionwide policy on microcomputer applications and usage.
- C7. Provide staff support and technical support to the Division MIS steering committee.
- C8. Direct the development of, and manage a Division Affirmative Action tracking and reporting system, a Division position/personnel tracking and reporting system, a reversionary assets tracking system, a micro computer data base for Divisional mailings (SDAs, PIC personnel, SJTCC members, etc.), a Document Index data base and on-line query system for the Labor Market Information Library, a Publications Index system for Divisional publications (Policy Procedure Bulletins, Information Notices, etc.), a micro computer based Drawdown system to track the draw and disbursement of \$65 million annually in federal funds and a Division Budget Tracking System.

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- C9. Design, develop and manage a fiscal cash management system which will record actual cash expenditures and provide a timely cash flow analysis capability and also produce cash vouchers (in excess of two million dollars weekly) for SDA's and all other contracted service providers.
- C10. Manage the provision of services thru the Division's word processing center. Provide word processing services thru word processing center staff, conversion of microcomputer products produced by Division staff, and products produced by Bureau Program Assistants thru distributed word processing work stations.
- C11. Maintain Division and Job Service Local Labor Market Analyst security clearances. Act as Division Security Officer for DILHR, WSRCC, and WANG mainframes.

10% D. Management of Division Liaison with Wilson Street Regional Computing Center (WSRCC)

- D1. Conduct regular meetings with appropriate WSRCC staff to keep WSRCC informed of division needs and future plans.
- D2. Provide WSRCC with technical specifications of division telecommunications equipment.
- D3. Direct division MIS staff and WSRCC staff in telecommunications network modification/enhancement.
- D4. Direct the coordination and review of division/WSRCC job billing.

10% E. Represent Division as Primary Contact on Data Processing Issues

- E1. Represent JTPA MIS concerns in dealing with grantees including SDAs, DHSS, DPI, WBVTAE and other grantees, including the scheduling of user meeting, system problem identification and resolution.
- E2. Represent Division in liaison contract with Wilson Street Regional Computer Center for data processing services.
- E3. Review and certify compliance of non-DETP JTPA MIS efforts to conform to DETP policy and procedures.
- E4. Represent JTPA MIS concerns with U.S. Department of Labor on compliance issues related to JTPA MIS and bring MIS issues to attention of DOL at appropriate times.
- E5. Represent Division MIS concerns in dealing with vendors of services or equipment used by JTPA MIS including hardware/software vendors, Wisconsin Survey Research Lab (follow-up), University of Northern Illinois (Regional Regression Model), Williams, Young and Associates (Financial System) and Legislative Audit Bureau (participant audit tracking).
- E6. Represent Division in efforts to share information across departments including the production of Unemployment Compensation - JTPA matching reports (DILHR-Job Service), welfare reduction (DHSS) and Unified Intake efforts (DHSS).

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STATE OF WISCONSIN
SUPERVISORY ANALYSIS FORM

This form is to be completed by the POSITION'S SUPERVISOR for both filled and vacant positions and must be submitted as part of any Position Description for a position performing supervisory responsibilities (i.e., if #13 of the Position Description is checked YES). This form will be used to determine: 1) if the position is performing supervisory functions for collective bargaining purposes and thus should be allocated to a supervisory classification; and 2) what supervisory classification is appropriate based on the total duties of the position.

According to s. 111.81(19) Wis. Stats., a supervisor is any individual "who has authority, in the interest of the employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline employees, or to adjust their grievances, or to authoritatively recommend such actions" and "whose principal work is different from that of the subordinates." The criteria used by the Wisconsin Employment Relations Commission to apply this definition include: the number of employees supervised; the amount of time spent supervising; the number of other persons exercising greater, similar, or lesser degrees of authority over the same employees; whether the supervisor is primarily supervising an activity or the employees performing the activity; and the amount of independent judgment and discretion exercised in the supervision of employees.

POSITION IDENTIFICATION DATA

1. Department and Division DILHR, Div. of Employment & Training Policy	2. Name of Employee (if filled) William Ballhorn
3. Bureau, Section and Unit Bureau of Program Support, MIS Section	4. Current Civil Service Classification Management Info. Supervisor 5
5. Name and Class of Supervisor Ronald Hunt, Bureau Director	6. Name and Complete Civil Service Title of Former Incumbent (if any)

7. Supervisory Responsibilities

a. In view of the definition statement and criteria listed in the second paragraph of this form, is the incumbent of this position responsible for directly supervising the activities of other classified employees and/or for supervising the activities of lower level supervisors? YES X NO

b. List the civil service titles of permanent classified employees (full or part-time) directly supervised by the incumbent. If this position supervises lower level supervisors, indicate the number of employees supervised by the (se) lower level position(s) in parentheses after the classification title of the position. (NOTE: LTE, student, patient/inmate, and unclassified employees should be specifically identified since the direction of these types of employees is not considered to warrant supervisory status.)

1-MIS 5, 2-MIS 4, 1-MIS 3, 1-MIT 3, 1 WPO Sup 1(5)

c. What percentage of this position's total time is allocated to each of the following:

- | | |
|--|-----------|
| 1) Supervisory functions (i.e., hiring, dismissal, disciplining employees, performance evaluation, settling grievances)? | <u>35</u> |
| 2) Activities relating to supervisory responsibilities (i.e., establishing operating procedures, reviewing work of subordinates, counseling subordinates on performance, training and orienting new employees, performing related administrative functions, etc.)? | <u>40</u> |
| 3) Performance of other work activities <u>similar</u> to those of the employees supervised? | <u>5</u> |
| 4) Performance of other non-supervisory work activities <u>different</u> from those of the employees supervised (including program administration)? | <u>20</u> |

*NOTE: The totals of c.1), 2), 3), and 4) should equal 100%. *100%

8. Organizational Relationships

List (in order of descending authority) the names and classification titles of all other positions in the employing unit in the chain of command over the employees listed in 7.b.

Ellen O'Brien Saunders, Division Administrator

Ronald Hunt, Bureau Director

Attach a copy of the organization chart for the immediate work unit (i.e., the organizational unit which includes the employees supervised) including the names and classes of all employees.

9. Supervisory Activities

- a. Does this position have and exercise on a regular basis the authority to change the work assignments of employees supervised as the needs of the program require? YES X NO _____
- b. In what way(s) does this position participate in the hiring of employees under its supervision? (SELECT THE ONE MOST APPROPRIATE ITEM.)
- X 1) Independently interviews and selects new employees from employment lists.
 - ____ 2) Independently interviews applicants and effectively recommends hiring.
 - ____ 3) Participates in employment interviews and effectively recommends hiring.
 - ____ 4) Participates in employment interviews and provides observations concerning applicants.
 - ____ 5) May participate in employment interviews and may be consulted relative to the hiring decision.
 - ____ 6) Briefs applicants and/or new employees on job requirements and work procedures.
 - ____ 7) Normally does not participate in the hiring process.
- c. In what way(s) is this position responsible for initiating and/or taking formal disciplinary actions relative to the employees supervised? (SELECT THE ONE MOST APPROPRIATE ITEM.)
- ____ 1) Effectively recommends formal discipline (up to and including discharge) to a level in the chain of command where such an action can be authorized.
 - X 2) Effectively recommends formal discipline (up to and including discharge) to the next higher level in the chain of command, if different than #1).
 - ____ 3) Independently gives written and verbal reprimands.
 - ____ 4) Independently gives verbal reprimands only.
 - ____ 5) Discusses discipline problems with higher level supervisory/management personnel and recommends written or verbal reprimand be administered.
 - ____ 6) Counsels employees on unsatisfactory performance and/or work behavior which does not warrant formal disciplinary actions.
 - ____ 7) Normally is not involved in recommending or initiating formal disciplinary actions or for counseling employees supervised relative to work performance.
- d. In what way(s) is this position responsible for formally evaluating the performance of the employees supervised? (SELECT THE ONE MOST APPROPRIATE ITEM.)
- X 1) Prepares formal performance evaluations. signs as first line supervisor, and discusses evaluations with employees.
 - ____ 2) Effectively recommends performance evaluations to higher level supervisory/management personnel and discusses or participates in evaluation discussions with employees.
 - ____ 3) Effectively recommends performance evaluations but does not participate in discussions of evaluations with employees.
 - ____ 4) Is consulted on contents of employee performance evaluation.
 - ____ 5) Counsels employees on an on-going basis relative to daily work performance but is not directly involved in the formal performance evaluation process.
 - ____ 6) None of the above.
- e. Does this position have the authority to settle work related complaints (i.e., informal grievances) of employees under its supervision prior to the filing of a formal grievance? YES X NO _____
- f. Is this position identified as a formal step in the employee grievance procedure? YES X NO _____ (If no, list below the name and class of the first formal step in the grievance procedures for the employees listed in 7.b.?)

Supervisor's Signature

Ronald Hunt

DATE:

12/30/86

To be completed by incumbent (for filled positions):

- I agree with the preceding statements.
- I do not feel that the preceding statements are accurate for the reasons indicated below.
- No Comment

Employee's Signature

Wm. J. Ballhorn

DATE:

12/30/86

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DEPT OF INDUSTRY LABOR & HUMAN RELATION
 EMPLOYMENT AND TRAINING POLICY DIVISION
 BUREAU OF PROGRAM SERVICES

December 30, 1986

R. HUNT 309687
 DIRECTOR AO-2 17

S. HANSEN SEC-1 311047

AUDIT SECTION	
N. EILNS AUDIT SUPERVISOR	310229 AUDS-1
15	
J. FOEIKER AUD-3	310288
R. RIEMEN AUD-3	310287
VACANT AUD-4	310286

FINANCIAL MANAGEMENT	
N. FOSS FINANC MGMT SUPV	301344 FAO-1
16	
J. CAVANAUGH AA-3	309793
S. HUSS AA-4	066486
R. NATERA FC-3	310343
N. O'BRIEN ACCT-4	310228
M. ROED ACSP-2	310241
G. SCHERER ACCT-4	310230

MANAGEMENT INFO SERVICES
 B. BALLHORN 309573
 MIS SUPERVISOR MISSUB 16

J. BESSERT MIS-4	307503
G. MULDOON MIS-5	307500
T. SPEASE MIS-4	309741
H. MARCHANT MIS-3	307502
D. TACHON MIT-3	310292
VACANT MIS-3	000190
N. WALKER WPS-1	043075
N. LARSON WPO-2	309707
C. RAMIREZ WPO-2	312505
E. WEIER WPO-2	310344
B. WIPPERFLRTH WPO2	307040
P. GILLETTE PA-1	309742

ADMINISTRATIVE PRACTICES	
J. MARTZ ADMIN PRACTICES	305286 AO-1
16	
B. FRANKS EOS-6	310461
A. ORELLANA AA-5	309999
R. SMITH AA-4	079981

MIS Section

Section Chief
Bill Ballhorn

Mainframe Applications	Micro Applications	Technical Support	Word Processing
Gary Muldoon (MIS-5)LW	Jared Bessert (MIS-4)	Diane Tachon (MIT-3)	Kathy Walker (WPS-1)
Tom Spease (MIS-4)			Peggy Gillette (PA-1)
Harry Marchant (MIS-3)			Nancy Larson (WPO-2)
			Carmen Ramirez (WPO-2)
			Bunny Weier (WPO-2)
			Barb Wipperfurth WPO-2

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