RPA NUMBER (HR USE ONLY)
24-100

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).
INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 12/16/2024	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME Vacant
D. CIVIL SERVICE CLASSIFICATION Information Technology Manager I		E. POSITION WORKING TITLE Product Manager
F. CURRENT POSITION NUMBER 695-343-1405-009		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION Office of Digital Services (ODS) / Technology Innovation Services (TIS) / Planning and Product Management (PPM) / Rancho Cordova (Gold Camp)		I. SUPERVISOR NAME AND CLASSIFICATION Surendrababu Chenneerappa, Information Technology Manager II

J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY – FRIDAY 8:00AM – 5:00PM	K. POSITION REQUIRES:	FINGERPRINT BACKGROUND CHECK ☒ YES ☐ NO
		DRIVING AN AUTOMOBILE ☐ YES ☒ NO

Section B: Position Functions and Duties
Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.)

☒ Business Technology Management   ☒ IT Project Management   ☒ Client Services
☐ Information Security Engineering   ☒ Software Engineering   ☐ System Engineering

Organizational Setting and Major Functions

The California Department of Technology (CDT) is focused on improving how state government develops and implements innovative solutions to meet the public's evolving needs, enrich customer experiences, and improve critical technological applications. The CDT's Office of Digital Services (ODS) plays a critical role to enhance digital government and build a California that works for all Californians. We do this by providing foundational platforms and technology (such as GIS/Open Data, Web Portals, Software Engineering and Open-Source code curation) for organizations to provide innovative digital services.

Under the general direction of the Information Technology Manager II (ITM II) over Technology Innovation Services, the Information Technology Manager I (ITM I) serves as manager over the Planning and Product Management program team. The ITM I is responsible for building and fostering a dynamic team responsible for defining desirable, viable, feasible and sustainable solutions that meet customer needs, supporting development across the product life cycle and coordinating schedules among multiple projects, and managing dependencies within internal teams and stakeholders by optimizing product strategy and managing overall roadmap. The ITM I will direct a matrix organization of technical and business personnel utilizing agile methodologies to guide enterprise technology projects through iterative sprints which include business analysis, planning, development and testing.

Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%.)

% of time performing duties 40

Business Technology Program and Product Management:

- Direct the development of product vision, strategy, and roadmaps for multiple complex product lines, in support of business goals and objectives.
- Responsible for product road mapping, project timelines, capacity planning and business delivery of complex product initiatives for internal and external stakeholders.
- Present and clearly articulate product strategy and roadmaps to CDT leadership and represent CDT in initiatives and engagements with partnering departments and agencies.
- Develop and implement methodologies and processes to define, track and improve key product metrics, leveraging data to help make informed product decisions.
- Provide guidance to product managers in prioritizing, managing product offerings, catalogues and communicating high level and detailed product requirements while following agile methodologies.
- Support product managers in managing partner relationships and collaboration on business programs with internal and external stakeholders.

	• Oversee use of agile methodology and ensure cross-team coordination by working to remove impediments or distractions that interfere with the ability of the team to deliver sprint goals and effectively manage backlogs. • Develop and implement methodologies and processes for various forms of testing, including smoke testing, functional testing, regression testing, end to end testing, performance testing, security testing, user acceptance testing, user experience testing, accessibility testing with engineers, users and other stakeholders. Promote and manage functional, non-functional and shift left testing strategies. • Provide guidance and manage while conducting disaster recovery testing and contribute to implementation and on-going support of business continuity program for ODS. • Gain and maintain the confidence and cooperation of others; and effectively contribute to the department's strategic goals and operational initiatives. • Collaborate with customer department procurement offices and the Statewide Technology Procurement Division to build the necessary solicitation requirements for the procurement of goods, services, and ancillary documents. • Function as the primary liaison between ODS and external business customers in overseeing all milestones related to applicable enterprise initiatives. • Ensure all business deliverables and aspects of projects are delivered on time.
40%	**People Management and Supervision:** • Manage and coordinate assignments for staff based on CDT priority, staff experience and skill levels, complexity assessments of projects, specialized skills and resource availability. • Develop and update duty statements as needed; establish performance expectations; complete individual development plans annually; complete probationary reports on a timely basis. • Complete performance management activities and adhere to the State's progressive discipline policy, which may include corrective or disciplinary action. • Ensure that staff complies with CDT's policies, office standard operating procedures and protocols. • Encourage team building, facilitate cross-training and promote continuous improvement of processes. Implement motivation techniques, promote training and create a positive working environment. • Participate in working sessions with management team in the development of goals and objectives in accordance with organizational mission and strategic goals, support and advocate management's philosophy, policies and procedures. • Coordinates workload with staff ensuring equal distribution of assignments and that priorities are well defined and communicated while escalating issues and risks appropriately with recommended mitigations.
15%	**Strategic Partnerships and Stakeholder Engagement:** • Advise and collaborate with internal and external stakeholders on a wide range of strategic and operational matters, including go-to-market strategy, resource allocation, risk management, budgetary and legal needs, and technical issues, among others. • Work with stakeholders to develop communication strategies and oversee activities related to product launches and relevant updates throughout the project lifecycle. • Coordinate, lead and/or attend regular meetings with key stakeholders such as the Governor's Office, Government Operations Agency, Office of Digital Innovation, and other departmental partners to ensure work is strategically aligned between multiple teams and delivers improved access to performance of digital services for the people of California. • Establish and support Communities of Practice (CoP) to promote CDT strategies, products and services where appropriate to build a network for sharing ideas and information about applicable efforts and emerging technologies, such as artificial intelligence (AI), blockchain, digital identity, cybersecurity and more.
5% of time performing duties	**Marginal Functions** (Percentages shall be in increments of 5, and should be no more than 5%.) Other related duties as required. **Work Environment Requirements**

- During state emergencies or activation by the California Office of Emergency Services, incumbents may be asked to work extended hours, 12-hour shifts, and/or off-site and occasionally out-of-town.
- May be required to work outside of normal work schedule.
- May be required to carry and respond to cell phone or mobile device in a timely manner.
- Travel to internal and external customer locations for meetings is required.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:
The ITM I receives general direction from the ITM II in the Technology Innovation Services. The ITM II will provide specific instructions on tasks, deliverables, and deadlines. It is expected that the ITM I interpret directions and coordinate, organize, plan, assign/provide direction to staff, and facilitate the implementation of directions, projects and assignments. The incumbent will provide project status reports on an as-needed basis and participate in scheduled meetings.

Actions and Consequences:
The ITM I is responsible for making recommendations to executives, decisions for projects, and outputs. The ITM I is also responsible for owning product roadmaps, programs, projects, and staff decisions and actions. The ITM I will function with a high degree of independence and is required to have accurate prioritization skills, excellent organizational skills, excellent communication, and problem assessment and resolution skills. The ITM I must be aware of, and able to properly apply, all applicable state rules, regulations, laws, processes and procedures to each functional area of responsibility.
Poor decision-making or failure to make correct recommendations would adversely impact the delivery and support of high-visibility statewide initiatives. The consequences of error may have statewide and enterprise-wide impacts including lost funding, project failure, failed business strategy, poor customer service and performance, risk exposure, loss of business continuity, missed business opportunities, and budget implications.

Personal Contacts:
The ITM I will interact with CDT customers, ODS management and technical staff, Customer Engagement Services staff, vendors, Governor's Office (GO) representatives, other customers and the statewide project and program office. The incumbent will perform all interpersonal interactions in a professional and courteous manner. The incumbent routinely interacts with customers, system users, and technical staff, frequently with ODS service managers and management, and occasionally with high-level Executives. Business interactions are to coordinate and perform problem-solving and to discuss business and product requirements, platform configuration, and operation procedures. The incumbent is required to tailor communications, both orally and in writing, to the appropriate technical level depending on the audience including management, peers, subordinates and customers at all levels.

Administrative and Supervisory Responsibilities: (Indicate "None" if this is a non-supervisory position.)
The ITM I is responsible for the daily supervision of matters pertaining to Planning and Product Management teams through delegating and reviewing work priority, work products, personnel assignments and staff development.

Supervision Exercised:
The ITM I will act as the Team Manager and will have full supervision and management responsibility for staff. It is expected that the incumbent interprets directions and coordinates, organizes, plan, assign/provide direction to staff, and facilitate the implementation of directions, projects and assignments.

Other Information

Desirable Qualifications: (List in order of importance.)
The ITM I must possess the following skills/abilities in order to perform the essential functions of the position:

	• A bachelor's degree from an accredited college or university in Computer Science, Information Technology, or a closely related field is desired, or equivalent professional experience. A master's degree is preferred. • Extensive experience in the management of product envisioning, development processes and techniques and building product roadmaps, requirements, user research, performance tracking and product backlog management. • Ability to develop MVP, gather inputs and feedback, and quickly adjust and navigate through product building. • Proven experience as a program manager having a thorough understanding of various program/project management tools, techniques and methods. • Extensive knowledge of program evaluation, change management and IT service delivery with excellent problem-solving ability. • Knowledge of system design and application development life cycle practices and principles. • Application of principles and practices of technology and non-technology project management. • Knowledge and demonstrated experience utilizing agile and scrum methodology to deliver software applications. • Knowledge of the principles of IT organizational and financial management. • Knowledge of the methods, processes and techniques of IT Governance • Willingness to accept challenges and manage multiple projects simultaneously. • Knowledge of testing methodologies and practices including demonstrated experience performing testing for technology applications and promoting functional, non-functional and shift left strategies. • Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills and the ability to represent the CDT to stakeholders, key customers and internal staff. • Ability to plan, organize, facilitate, and coordinate multiple high-visibility projects operating under strict guidelines and timeframes. • Proven experience developing and implementing initiatives, standards, policies and best practices for the creation, maintenance, and effective application of high- quality, web and digital platform technology. • Ability to communicate effectively with others as demonstrated by strong written and verbal communication skills, strong negotiating skills and the ability to represent the CDT to stakeholders, key customers and internal staff. • Strong leadership and management team experience demonstrating an ability to create clear goals and expectations, encourage leadership, and use sound judgment in managing complex and varied programs. • Knowledge of the organization and functions of California State government including the organization and practices of Control Agencies, Legislature, and the Executive Branch. • Possess a clear understanding and knowledge of state government and issues critical to the state, including climate change, natural disasters, smart growth, infrastructure development and homelessness. • Ability to establish and maintain effective and beneficial relationships on behalf of the State of California with state, local and Federal governments, regional stakeholders, non-governmental organizations and the vendor community as it relates to web and digital platform technologies and policy.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE