



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: LRC APPLICATIONS MIGRATION COORDINATOR
Job Code: AMAPCEO - Systems Serv Ama Unit ASY21, 21ASY
Job ID: 19365

Purpose of Position:

To oversee activities involved with the relocation of the Toronto Delivery Centre to the Guelph Data Centre (GDC). Spanning the full range of application planning and migration activities, this role coordinates the activities of various GDC Project team members and associated Cluster staff. Position is responsible for migration-related issues management and resolution, to ensure effective customer service delivery.

Duties/Responsibilities:

The Guelph Data Centre (GDC) is designed to host the governments mission, public safety and line of business applications. As a Tier 4 data centre, the GDC will be able to sustain at least one worst-case unplanned event with no critical load impact, have multiple active power and cooling distribution paths (including redundant components), and involve an average annual downtime of 0.4 hours. The migration of applications and infrastructure from Toronto to Guelph is the main concern for the GDC Project team. Within the Project Team, this role is responsible for:

1. Working with Cluster SMEs, responsible for Cluster application discovery, inventory validation and maintenance. Involved in individual application migration strategy development and validation based on defined criteria and client impact; participates in the creation, update and verification of application-specific collateral, including but not limited to:

- Move Groups design
- Threat Risk Assessments, Privacy Impact Assessments (TRA/PIA), Disaster Recovery Planning & Business Continuity Planning (DRP & BCP) assessments

Represents Cluster in Applications Management Stream migration design and scheduling, and is a member of the Cluster Project Review Committee to determine such items as:

- Migration Impact Analysis
- Application specific Disaster Recovery Plans
- Alignment to Strategic Application Roadmaps (eg. MAPS)

2. Overseeing migration-related procedures between ITS and assigned Cluster. Acts as a key liaison for the Cluster Lead by understanding and providing input to the migration project plan, priorities, and timelines. Participating in planning sessions, to anticipate potential problems and build contingency into timelines.

3. Managing the overall Cluster communication, team building, role assignment and status reporting for the migration of associated Cluster applications. Responding to migration issues in a time-sensitive manner and anticipating, negotiating and resolving conflicts/priorities between migration priorities and Cluster operations. Coordinating communication regarding migration timelines, status and issues to assigned Cluster, facilitate timely resolution of migration issues and escalate issues to senior management when appropriate.

4. Using a proven Cluster Engagement model, work with Cluster staff and managers, to prepare migration project-related documentation, such as migration timelines and schedules. Implement project controls to effectively coordinate Cluster planning and migration. Identify the tasks that need to be completed, their due dates, and assign responsibility. Determine move plans (e.g. fork-lift, build new, move and restore) and customize plans to address application or platform specific migration requirements. Ensure application or platform specific disaster recovery options are documented and tested. Act as the spokesperson for assigned Cluster, overseeing and taking part in site preparations, walkthroughs and cutovers as necessary. Work with Clusters to create business continuity plans for each

application portfolio.

5. In partnership with both Cluster and ITS staff, take part in the Application Migration Working Group. Create, edit, and continuously improve a detailed inventory of Cluster applications and their interdependencies. For each application, work with stakeholders to create a detailed migration and risk-management strategy for each application portfolio and shared services. Work with Clusters to determine the impact of the Transition Project on staff, Cluster-sponsored projects and Ministry business. Develop Inventory Change Control Processes and implement them for all Cluster/Line of Business applications. Where necessary, work with Clusters to complete architectural gating process as required. Complete test plan development, including application test plans and acceptance criteria, to be informed by previous discovery information.

6. Developing the Clusters understanding of the migration process, its steps and activities, timelines and status. Ensuring stakeholders are aware of activities and that project milestones are met. Overseeing migration-related projects and making recommendations related to areas of opportunity or concern to clients, peers and members of the OPS. Researching and assessing migration-related options, and provides practical recommendations, and situational analyses to the GDC Project Team and Cluster.

7. Undertaking studies related to migration best practices, protocols and processes, including researching, analyzing and evaluating qualitative and quantitative data, and making recommendations. Developing complex project plans to meet clients` requirements, preparing responses to tenders and negotiating pricing agreements and service level agreements.

8. Acts for the Cluster Lead as required.

Knowledge:

In order to oversee issues management to ensure effective customer service delivery and facilitate understanding, position requires knowledge of and experience with:

- I&IT service delivery processes and infrastructure policies, procedures, directives and approval processes within the OPS; thorough understanding and in depth knowledge of applications and the underpinning infrastructure supporting these applications; recent and current industry trends in integrated systems solutions, mainframe processing, client server and web-based platforms, desktop technology, wide area and local area networking, voice telephony, privacy and security considerations, electronic commerce, contingency planning, and business process development or re-engineering to oversee and maintain the corporate I&IT infrastructure and ITS services.
- Broadly-based, practical understanding of I&IT and its capacity to provide/affect solutions for business needs (e.g.: I&IT business, information and security architecture, related technical infrastructure, repository and database concepts; infrastructure management; networking; hardware environments; capacity planning; quality assurance; risk/problem management; disaster/recovery planning; enterprise resource management (ERP); e-government; and standards, trends, methods, tools and techniques, etc for all these, in order to advise on IM business analysis approaches and issues; assess and develop business analysis needs, plans, processes, models, proposals and tools, and evaluate their ability to meet future needs from a strategic perspective.
- Cluster/OPS I&IT mandate, vision and values, operational directions and Cluster/OPS I&IT environment, and Cluster operational and administrative goals, standards, policies, systems and procedures, to anticipate complex, sensitive and high-level issues and to advise, persuade, and ensure compliance and active support.
- Cluster/OPS strategic, business and operational planning to effectively participate in developing and ensuring service supports the achievement of approved priorities and plans.
- Customer service delivery principles and systems, emerging trends and developments, best business practices, and business modeling, (e.g. service delivery models and processes).
- Performance measurement processes to monitor Cluster performance against plans, goals and standards.
- Budgeting, expenditure control and implementation of corporate policies and procedures to develop account plans and service pricing proposals.
- Project management and change management to move the Cluster to improved practices and new ways of doing business in line with established goals and values.

SKILLS

- Conceptualizing, analyzing and assessment skills to identify Cluster priorities and ITS resource impact.
- Problem solving skills to identify and resolve customer service issues.
- Relationship management skills to work with multiple business contacts, and forge positive stakeholder relations.
- Prioritizing and work management to manage a very high volume of day-to-day activities and balance their demand against longer-term work and commitments.
- Oral and written communications skills to prepare and present a broad range of technical materials including a variety of reports, communication packages, briefing notes and correspondence, and the ability to develop and deliver effective business presentations to senior executives, individuals and groups.

Judgement:

Work is performed under the general direction of the Cluster Lead, and within a broad framework of government I&IT strategies, policies, stands, and plans. Judgement is exercised in: planning migration activities, identifying potential conflicts and roadblocks, and proposing solutions for taking appropriate action; understanding Cluster priorities and escalating as required; establishing and adjusting timelines and scheduling internal and external meetings on behalf of the customers; fitting ITS services to migration requirements and brokering and coordinating the provision of services; coordinating responses to customer/ITS issues; and analyzing confidential and politically sensitive materials related to migration issues.

Accountability - Programs:

Ensuring migration practices and solutions are aligned with corporate strategies. Measuring and monitoring progress and customer satisfaction, ensuring appropriate remedial actions are taken. Ensuring communications within ITS by participating in ITS internal planning meetings and management committee meetings.

Accountability - Personnel:

Acting as a key liaison for the Cluster Lead, this position provides guidance and coordination for a large number of Cluster staff assigned to project teams, as well as providing technical expertise for GDC Project team..

Accountability - Finance & Material:

Not applicable

Accountability - Impact of Errors:

Miscommunication (either by omission or miscommunication), understanding migration requirements and incorrectly identifying ITS capabilities risk slowdowns and delays to the migration of applications and infrastructure, with a net result being potentially significant decline savings from the data centre project, and possible disruption of delivery to publicly visible ministry/cluster programs. These errors also may impact the overall effectiveness of corporate I&IT infrastructure service delivery and encourage Clusters to embark on non-strategic I&IT infrastructure initiatives.

Contact - Internal:

Frequent contact with Cluster management and staff to solicit input and provide expertise and guidance on migration issues and timelines. Regular contact with own senior management to report progress and present recommendations and plans to meet migration timelines relating to those services within area of responsibility. Regular contact with counterparts throughout OPS to discuss and share operational concerns. Daily contact with service delivery teams and management to provide expertise, coordinate I&IT infrastructure service delivery and support.

Contact - External:

Regular contact with vendors, suppliers and external consultants to research technical options, gather information and address migration problems. Regular contact with external I&IT professionals/peers to maintain knowledge of developments and trends within related fields.