

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

ENTERPRISE RESOURCE PLANNING (ERP) BUSINESS ANALYST  
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Admin. Code, for making classification decisions relative to present and future positions which perform business analyst work within the State Transforming Agency Resources (STAR) Program Office, Department of Administration. This classification specification is not intended to identify every duty or combination of duties which may be assigned to the positions allocated to this classification series, but is intended to serve as a framework for the classification decision-making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series includes professional business analyst positions located in the STAR Program Office, Department of Administration, which function as liaisons between the business process / policy owners and the system development team. Positions within this classification are subject matter experts in the assigned system module(s), within a functional suite, for the state of Wisconsin’s enterprise resource planning system. Positions allocated to this classification provide for the facilitation of enhancing, modifying, interfacing, and troubleshooting of enterprise resource planning (ERP) systems.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions which, for the majority of the time, perform duties more appropriately classified within the IS Business Automation classification series;
2. Positions which do not meet the definition of professional, as defined in Sec 370.030 of the

Wisconsin Human Resources Handbook Chapter;

3. Positions which meet the statutory definition of supervisor or management as defined in s. 111.81(19) and (13), Wis. Stats., as administrated and interpreted by the Wisconsin Employment Relations Commission;
4. Clerical, paraprofessional or professional positions which utilize computer systems in a business area, specialized program or reporting area and which are concerned with the manipulation of data contained in the system, and with responsibilities including program policy development and/or implementation, inputting of data into the system, correcting or modifying data, generating program reports and statistics, evaluating the effectiveness of the system, and providing information and technical assistance to users of the program system and liaison with IS professional staff. The primary purpose of these positions and the majority of the assigned duties are not the development or maintenance of the computer system;
5. Positions which are not located within the Department of Administration in the STAR Program Office; or
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Series

Employees enter positions within this classification by competition. Progression to the full performance Senior level will occur through reclassification upon completion of all on-the-job and formal training, and attainment of prescribed performance standards. Progression to the Advanced level will be solely through competition.

E. Definition of Terms

Enhancements / enhancement requests: Changes to the enterprise resource planning system that require system adjustment beyond the delivered product (e.g., customized development solutions, or creation of new pages/material, code change) or other significant changes to the system. This level of change requires a detailed and comprehensive plan to be approved by management to allow for significant resources to be devoted to the project's completion. This type of change usually refers to a change beyond that which is a delivered part of the system and may have future impact to the system's use and maintenance.

Functional suite: a subdivision of the STAR PeopleSoft system, each divided and managed by a section/unit, specifically the human capital management (HCM) functional suite; the finance functional suite; and the procurement functional suite.

Modifications / modification requests: Changes to the enterprise resource planning system that require configuration adjustments using the pre-designed options of the system and/or customizations to the system that involve code changes. These changes require testing to ensure compatibility and may have future impact to the system's use and maintenance.

Module: a subcomponent and area of expertise within a functional suite such as, but not limited to:

for the HCM functional suite, time and labor, payroll, absence management; for the finance functional suite, accounts payable, accounts receivable; for the procurement functional suite, inventory and cost accounting, strategic sourcing, ledger processing.

System development team: This team encompasses the software development team responsible for performing coding changes required to implement system enhancements or modifications, software bug fixes, and system maintenance.

## II. DEFINITIONS

### ERP BUSINESS ANALYST

This classification level is an entry progressing to developmental level with the position at this level working under close, progressing to limited, and then progressing to general supervision. Although this is an entry to developmental level, knowledge of fundamental business rules, principles and practices must have been acquired before appointment into this classification. The emphasis of the work at this level is in developing skills in working with and/or understanding the interaction(s) between the business policy and the development requirements of the enterprise resource planning system. Assignments are narrow in scope, and progress in difficulty as the employee continues to develop knowledge of the enterprise resource planning system, and its capabilities within the assigned functional suite.

Duties that are representative of work performed at this level include, but are not limited to: making updates to the system database through system user interface; executing test scripts; modifying existing functionality by adding, deleting, or changing menu values (e.g., additional drop down menu choices); enter data into the system; make corrections to system data; performing end-user support for issues, documenting business requirements and process workflows, and assisting with the development of functional designs.

Duties at this level may also include duties performed under the guidance of more experienced staff, as the incumbent of the position learns and develops the necessary skill and ability to accomplish the higher level responsibilities more independently and with less overall direct supervision.

### ERP BUSINESS ANALYST - SENIOR

Positions allocated to this classification perform under general supervision. This is the objective level for positions whom facilitate and implement operational updates and/or modifications to the enterprise resource planning system between the business owners/business users and the enterprise resource planning system development team; and are responsible for translating business needs into software requirements. Positions serve as the liaisons with the system development team and the requesting business unit (e.g., agency, committee) for changes requiring system modification or enhancement. Positions allocated to this classification must be subject matter experts in specific module(s) that are assigned to their functional suite, within one of these STAR Program Office and operate within one the units assigned to: 1) finance, 2) procurement, or 3) human capital management.

Positions allocated to this classification spend a majority of the time (i.e., more than 50%) performing duties related to ERP system updates or modifications which include, but are not limited to, the following: reviewing and testing (e.g. create test scripts or test scenarios) updates and system enhancements; developing functional designs for system changes and/or diagraming new processes or changes to existing

processes; identifying the impact of changes to other parts to the system (within or across modules); creating or modifying system reports; researching change or modification requests to determine feasibility of changes, whether change can be delivered through existing functionality or a system enhancement, or if a future system-wide update (i.e., system patch) will resolve the request; and/or providing direction and guidance to team members or serving as a subject matter expert on the assigned module(s) **AND** make ERP system operational corrections which include, but are not limited to, the following: resolving user problems; creating queries; creating process workflows for specific data requests (e.g. benefits merger, new employee security requests); resolving security access problems; updating rule configuration within the system as required for policy updates/changes; performing data integrity checks; analyzing data to identify or resolve operational issues; performing research to resolve technical problems; and/or analyzing customer problems and recommending resolutions.

Positions may, for less than a majority of the time, perform duties related to the training and development of users (e.g., employees, agency staff) and policy owners (e.g., statutory policy owners, business experts) related to their assigned subject areas. Duties are representative of, but not limited to, the following: creating and updating job aids; performing end-user training for applicable module(s); creating informational communications for end-user groups; participating in and/or facilitating end-user group meetings; and/or providing training on system enhancements for end-users.

### **Representative Positions:**

Human Capital Management Business Analyst, STAR Program Office, DOA: This position acts as an authority for their business area to resolve customer problems, and is considered a system expert for its assigned module(s). Under the general supervision of the STAR HCM Section Chief, this position is responsible for ensuring data integrity; evaluating system functionality; analyzing/researching/recommending solutions related to policies and procedures; and designing, testing, and documenting the human capital management functional suite. This position provides expert consultation to internal customers (e.g., Central Payroll, Division of Personnel Management) and external customers, including state agencies and the Legislature.

Financial Business Analyst, STAR Program Office, DOA: This position operates under the general supervision of the STAR Financial Lead and is considered a system expert for its assigned module(s). This position is responsible for ensuring data integrity and protecting sensitive information through advanced analysis/research and recommending solutions, policies and procedures; evaluating system functionality; and design, testing and documentation within the financial functional suite; participates in statewide user group meetings focusing on utilizing the system efficiently and effectively; and serves as liaison with the other STAR support teams and functional teams, state agencies, and the State Controller's Office (SCO) to ensure compliance with state and federal policies, procedures, rules and regulations related to financial systems, grants and data are adhered to. This position specializes in the following financial system modules: accounts payable and expenses.

### **ERP BUSINESS ANALYST – ADVANCED**

Positions allocated to this advanced level perform under general supervision, with no more than one position assigned per functional suite (for a total of three within the office). Positions at this classification level serve the functional suite system lead/expert, with responsibility for the entirety of the functional suite and perform the following combination of job assignments for a majority of the time: lead and oversee the section's adherence to the office's project management methodology; serve as the section's project portfolio manager; assign internal and external resources (i.e., staff) to complete assignments; provide portfolio status

updates; provide project oversight and guidance for the most complex system upgrades (e.g., system wide updates, version upgrades) where there is risk of critical system outages; and coordinate environment upgrades as well as production migrations in absence of section chief or other approving authority.

**III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

**IV. ADMINISTRATIVE INFORMATION**

This classification series was created effective May 27, 2018 and announced in bulletin DPM-0470-CC/SC as a result of the STAR Program Office personnel management to create a new classification series for position performing work in support of the STAR Program office and the State's enterprise resource planning system.

This classification series was modified effective September 1, 2019 and announced in bulletin DPM-0500-CC/SC, to add an advanced level to allow each functional suite to have one advanced level position to oversee projects, staff resources, and act as a subject matter expert for the most complicated updates and changes.

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