

Department Liaison Description:

Role Summary:

The role of the Department Liaison is vitally important to Agencies and Departments to ensure the FI\$Cal Project addresses their needs and requirements. The Department Liaison serves as the conduit between State's impacted stakeholders and the FI\$Cal Project. The Liaison provides valuable insight about their Agency or Department's environment and processes to the project, which will be used to build a quality system that will serve the needs of its stakeholders. Conversely, the Liaison will receive critical project information to share with and help prepare their significant Agency or Department for change. Given the criticality of this role, it is important that agencies and departments select the best and most qualified staff member to serve in this capacity. Additionally, the Department Liaisons should have the authority to select and deploy departmental staff members on FI\$Cal ad-hoc and short-term tasks and assignments.

The FI\$Cal Project requests that departments select **one** primary Department Liaison to serve as the single point of contact (SPOC). However, to promote effective communication among departmental staff, departments may select as many assistant liaisons as necessary to support the primary Department Liaison in promoting internal communications within their department.

With assistance from the FI\$Cal Project Team, the Department Liaison will help their Agency/Department to prepare for and manage the changes that will result from the project. The Department Liaison serves as the representative of the FI\$Cal Project to their department staff, presenting project activities and information to department stakeholders in a manner that promotes success and engagement. Collaboratively with the Project Team, the Department Liaison will also help their Agency/Department to coordinate readiness activities throughout the deployment period. The Project Team will provide guidance to the Department Liaison in ensuring the readiness of department staff members and department infrastructure for project activities and system deployment. Particularly, the Department Liaison will be asked to:

- Attend regularly scheduled FI\$Cal Department Liaison meetings and network with fellow liaisons to remain informed on FI\$Cal activities.
- Work directly with the FI\$Cal Change Management Office (CMO) staff, as needed to receive consultation and coaching to address organizational issues that arise among departmental stakeholders.
- Coordinate regular meetings with their department staff and present FI\$Cal updates to impacted department staff members.
- Establish communication networks and vehicles within their departments to communicate FI\$Cal updates to specific impacted audiences.
- Channel stakeholder feedback, questions and concerns to the FI\$Cal CMO.
- Promote the FI\$Cal Project to impacted stakeholders and serve as a supportive agent.
- Coordinate, compile and deliver department information to project team staff.
- Identify and designate departmental subject matter experts, by functional and technical subject matter area.
- Coordinate the timely completion of project tasks and activities among designated subject matter experts (SMEs).

- Obtain timely feedback and guidance, as needed from departmental leadership and other stakeholders.

Desirable Qualifications: The following is a representative, but not exhaustive, list of recommended qualifications for the Department Liaison role:

- Excellent verbal, written and presentation skills
- Proven expertise in communicating effectively to a broad variety of stakeholder audiences
- Strong facilitation skills
- The incumbent will be a mid-level or senior manager with extensive respect among department colleagues
- Proven experience in problem-solving and strategic thinking
- Strong project management skills
- Possess a strong understanding of their department's business processes and environment
- Able to understand complex functional issues and decisions, understand their impacts and implications to the current business environment, and effectively articulate such impacts and implications to various stakeholder groups

Time Commitment. The Department Liaison will be invited to attend regularly scheduled monthly Department Liaison Network meetings. In addition, the Project Team will need Department Liaison assistance in coordinating FISCAL-related activities for their department/agency. While time commitment during the initial months of the project will be limited to monthly meetings and ad-hoc activities, it is expected that the level of effort for this role is likely to fluctuate between five hours to forty (40) hours per month, depending of the project phase.