

Functional (Information) Manager

Goal

To configure, modify, update and maintain information facilities (processes, procedures and/or systems) in accordance with the IT/IV policy of the institution and/or department with a view to meeting the requirements and wishes of the users as well as continuing to meet the agreed performance indicators.

Context

Work is carried out in an organisation with a clear functional structure and in which accountability and control have been organised. This functional structure may be identical to the hierarchical structure and have officials like the Executive Board, director and head of department. It is also possible that (part of) the functional structure does not correspond with a hierarchical structure with functional lines, based on roles like the domain owner, product owner, scrum master and project manager. The work is carried out in a team in the form of a formal department or a flexible (multidisciplinary) collaborative arrangement.

RESULTAREAS			
Main activity	Frame	Result	Activity
1. Monitoring the performance of the information provision			
To monitor, safeguard, analyse and initiate measures for the use of information provision, in respect of the functional aspects as well as the performance indicators experienced by users.	<p>Functionality requirements and standards.</p> <p>The institution's information policy.</p>	Timely and correct insight into the use and application of the information provision.	<ul style="list-style-type: none"> - Monitor the effective and correct use of components, information, parameters, meta data, applications, etc. - Prepare assignment processing and set parameters to ensure that information is provided effectively in a production environment. - Draw conclusions on the use of information facilities, taking account of developments in the production environment and IT/IV. - Document and report findings, measurements, actions taken and conclusions. - Initiate measures to improve the information facilities.
2. Process improvement			
To develop and improve the manner in which the work is carried out and the associated frameworks, methods and working methods and, in addition, to ensure that these changes are implemented correctly.	<p>The institution's information policy.</p> <p>Objectives of the department, from an IT/IV perspective.</p> <p>Functionality requirements and standards.</p>	Improved services to users.	<ul style="list-style-type: none"> - Advise the person responsible on using methods (in accordance with recognised standards) for his/her own discipline. - Evaluate existing procedures, make proposals based on these evaluations and improve procedures. - Set up an impact analysis. - Draw up, adjust, test and evaluate project implementation frameworks. - Advise the person responsible on the content of the standardisation policy regarding the use of information systems and/or applications. - Analyse and assess the proposals and discussions with contact persons, IT/IV employees and the persons responsible. - Consult and coordinate with internal or external suppliers, IT/IV assistants and clients, users and other clients regarding desired modifications. - Assign job orders and engage IT/IV employees to implement changes, maintenance procedures, production timetables and authorisation and security procedures. - Advise and assist the person responsible and/or users with respect to the purchase of information systems and applications.

3. Company information management

To manage, monitor, safeguard and improve functional company information, such as meta data, master data and parameters,	Functionality requirements and standards. The institution's information policy. Privacy legislation and authorisation protocols.	Correct management and security of company information.	<ul style="list-style-type: none">- Monitor, verify and improve the integrity and accuracy of the data.- Manage the (company) information model. This is the management of the structure that accommodates the data (data model), the information procedures, processes and systems.- Identify the information requirement, administer and improve data definitions, authorisations and the functional use of data.- Report on the use of the information facilities.- Provide information on the configuration and user possibilities of the information facilities.- Implement verified changes to the information facilities and its user possibilities.- Monitor license administration.
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4. Testing

To test (or coordinate the testing of) new functionalities in a development, testing and possible production environment; check and analyse the test results and correct any errors (either independently or otherwise).	Test plans, tools and resources	Functionalities that meet the set requirements and are ready to be implemented.	<ul style="list-style-type: none">- Draw up and maintain test plans for using the information facility.- Test the components of IT/IV system functionalities with respect to the defined requirements.- Execute test plans and perform acceptance tests of the modifications to ensure they meet changed requirements and resolve errors (either independently or otherwise).- Document the test results.- Propose modifications to the functionality and/or technical functioning of components of the information facility.
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5. Incident management

To take appropriate measures in the event of incidents; resolve complaints about and support users when operating and using the information facilities.	<p>The institution's information policy.</p> <p>Functionality requirements and standards.</p>	Effectively functioning information facility and associated processes and procedures; prevention of the repeated occurrence of incidents or complaints, and satisfied users.	<ul style="list-style-type: none"> - Systematically accept, register and deregister problems in using the information facility. - Diagnose, analyse and resolve problems in using the information facility. - Engage suppliers, external and otherwise, to jointly resolve problems in the event the problems are caused by information systems and applications purchased from these suppliers. - Describe the problems and solutions in reports. - Implement structural adjustments to deal with (recurring) problems. - Support IT/IV assistants and/or users with questions and problems. - Instruct and support IT/IV assistants and/or users by means of training courses, user manuals and procedures.
6. Business and IT/IV consultations			
Initiates and maintains consultative structures with the business (management, users and clients) and IT/IV departments within the scope of the adopted information policy.	<p>The institution's information policy.</p> <p>Functionality requirements and standards.</p>	Improved services to users.	<ul style="list-style-type: none"> - Identify wishes and possibilities in respect of information facilities. - Coordinate and consult with management, users, clients and the IT/IV department. - Represent the institution in national consultative bodies with regard to information facilities.
7. Projects (variant)			
To supervise and/or participate in projects in the incumbent's own field of study/discipline.	<p>Management and organisational frameworks.</p> <p>Project frameworks.</p> <p>Own discipline/field of study.</p>	Project objectives achieved efficiently and effectively.	<ul style="list-style-type: none"> - Formulate project objectives and develop a project structure and planning schedule. - Manage and coordinate project execution. - Communicate about and generate support for the project. - Produce progress report on the project execution and evaluate the end results following an agreed period of time/periods of time. - Ensure the project is coordinated with other work fields.
8. Coordination of Work (variant)			

<p>To coordinate the work to be performed by the departmental employees (and third parties).</p>	<p>Assigned powers and guidelines.</p>	<p>Encourage effective, efficient and high-quality performance of work.</p>	<ul style="list-style-type: none"> - Inform employees of the objectives and results to be achieved. - Provide directions and instructions about methods and procedures to be employed. - Draw up schedules (or have them drawn up) and coordinate days off. - Co-evaluate the results and supervise and facilitate the proper qualitative and quantitative progress of the work. - Resolve or report any problems encountered that employees cannot or are not permitted to resolve. - Supervise outsourced work.
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Ranking criteria Functional (Information) Manager

Function level	Functional (Information) Manager 1	Functional (Information) Manager 2	Functional (Information) Manager 3	Functional (Information) Manager 4
Ranking criteria				
Analysis and design	Independently analyses problems and issues on the basis of independent insights and selected working methods. Independently arrives at solutions for the structure of the administrative work process. Analyses relate to information facilities (processes and systems).	Analyses and interprets problems and issues on the basis of general instructions. Arrives at solutions and tests these solutions against pre-defined criteria. Analyses relate to straightforward information facility processes and sub-systems.	Analyses problems and issues on the basis of clearly-formulated assignments, instructions and standardised analysis methods. Arrives at solutions on the basis of known sub-solutions. Contributes to the analysis of administrative processes.	Analyses problems and issues on the basis of clearly-formulated assignments, instructions and standardised analysis methods. Arrives at solutions on the basis of known sub-solutions. Contributes to the analysis of administrative processes.
Management portfolio	Manages a complex whole of functionally-diverse information facilities which are crucial to the institution as a whole, with emphasis on the integration of different functionalities and/or organisational disciplines.	Manages a complex whole of functionally-diverse information facilities.	Manages various application possibilities with functionalities similar to information facilities or the management of one or several information systems and applications with more complex functionality.	Manages a limited number of simple and straightforward standard information systems and applications. Works under supervision on parts of management.
Influence	Coordinates the wishes and requirements of the Business (management, users and clients) and IT/IV departments. The Business side has opposing or incompatible wishes and requirements for institution-wide information facilities, which must comply with high availability and business continuity requirements.	Coordinates the wishes and requirements of the Business (management, users and clients) and IT/IV departments. The Business side has opposing or incompatible wishes and requirements for the relevant information facilities.	Coordinates the wishes and requirements of the Business (management, users and clients) and IT/IV departments. The Business side has diverse wishes and requirements for the relevant information facility.	Coordinates the wishes and requirements of the Business (management, users and clients) and IT/IV departments. The Business side has similar wishes and requirements for the relevant information facility.
Projects, coordination performance of work	Coordinates institution-wide projects. Coordinates the work of departmental employees and/or that of decentralised 'functional (information) managers'.	Coordinates projects (of a smaller nature). Coordinates the work of departmental employees and/or that of decentralised 'functional (information) managers'.	The same as level 4.	Participates in projects.

Ranking Rules Functional (Information) Manager

Functional (Information) Manager 4 applies if all the criteria described for Functional (Information) Manager 4 are met.

Functional (Information) Manager 3 applies if at least all the criteria described for Functional (Information) Manager 3 are met.

Functional (Information) Manager 2 applies if at least 3 of the 4 criteria described for Functional (Information) Manager 2 are met.

Functional (Information) Manager 1 applies if at least 2 of the criteria stated under 'Management Portfolio' and 'Influence' and at least 1 of the other 2 criteria described for Functional (Information) Manager 1 are met.