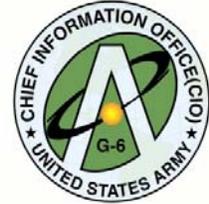




**INFORMATION TECHNOLOGY
MANAGEMENT
CAREER PROGRAM 34**



**ARMY CIVILIAN TRAINING, EDUCATION
AND DEVELOPMENT SYSTEM
(ACTEDS) PLAN**



December 2013

CAREER PROGRAM 34 ACTEDS PLAN

PURPOSE: Army Civilian Training Education and Development System (ACTEDS) Plans provide information pertaining to career management training, education and development for lifecycle workforce management, specific to each Career Program.

Affirmative Action Statement: Selection of employees for training programs in this plan will be made without regard to political preference, race, color, religion, national origin, sex, marital status, disability, age or sexual orientation.

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SECTION I: INTRODUCTION

A. GENERAL INFORMATION & OVERVIEW: The Army Civilian Training, Education, and Development System (ACTEDS) is a requirements-based system that ensures planned professional development through progressive work assignments, formal training and education, and self-development. Career Program 34 (CP-34) provides a dynamic career management system with career planning tools to chart core competency development and innovative learning programs. Ultimately CP-34's goal is to support the Army's critical IT/Cyber mission, create a skilled, agile and competitive workforce, and promote professionalism and leadership within the Information Technology Management (ITM) community.

The explosion of Information Technology (IT) and the rise of Cybersecurity threats have escalated the demands on IT/Cyber professionals to develop new competencies and perform in turbulent environments. To meet such demands, CP-34 builds the competencies and readiness of a 15,000 member Civilian workforce through the ACTEDS Competitive Professional Development Program and command-sponsored training and development.

B. CP-34 POPULATION: The Department of Defense (DoD) has identified Mission Critical Occupations (MCO). MCOs are occupational series designated as essential to current and future organizational mission accomplishment. The IT Core Series (2210/0391/0301-i) with a population of 12,000 are MCOs.

The **IT Core Series** consist of the following:

Series 2210 (IT Management) has eleven parenthetical titles that identify the duties and responsibilities performed and the special knowledge and skills needed.

The parenthetical titles are:

1. Application Software
2. Customer Service
3. Data Management
4. Enterprise Architecture
5. Internet
6. Network Services
7. Operating Systems
8. Policy & Planning
9. Security
10. Systems Administration
11. Systems Analysis

Series 0391 (Telecommunications) and 0301-i (Information Management)

complete the IT Core Series.

The **IM Specialty Series** consist of the following:

Visual Information & Arts:

1. 1001 (General Arts & Information)
2. 1020 (Illustrating)
3. 1060 (Photography)
4. 1071 (Audio Visual Production)
5. 1084 (Visual Information Specialist)

Librarian and Technical Information Services:

6. 1410 (Librarian)
7. 1412 (Technical Information Services)

The **Para-Professional Series** consist of the following:

IT Related:

1. 0332 (Computer Operations)
2. 0335 (Computer Clerk & Assistant)
3. 0392 (General Telecommunications)

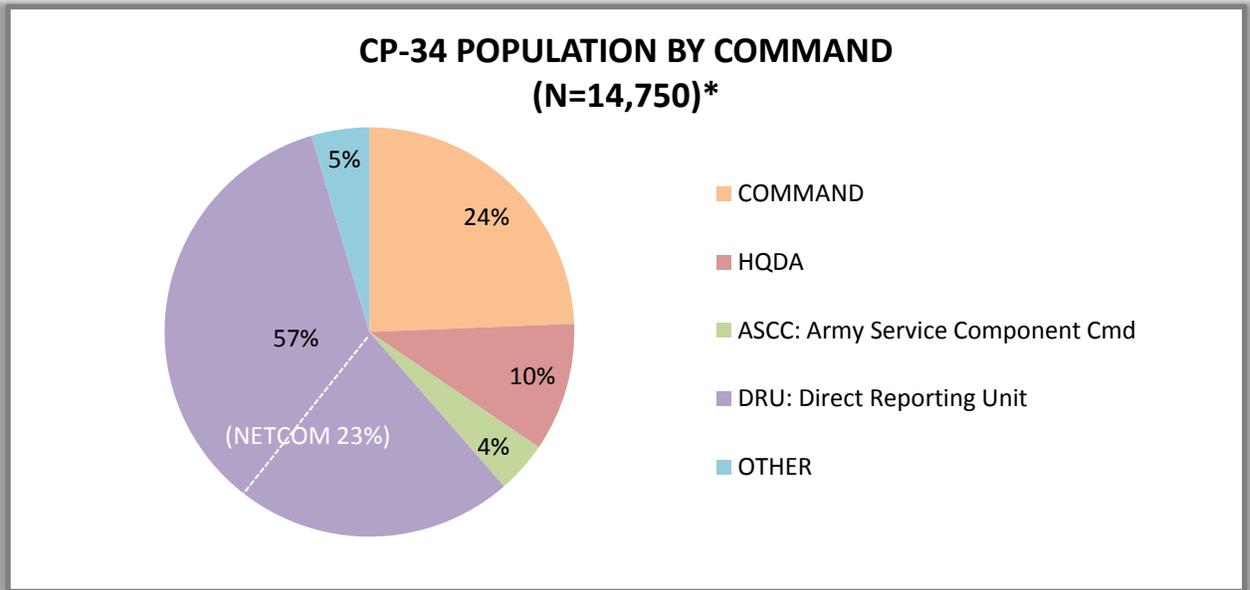
Telecommunications Related:

4. 0382 (Telephone Operating)
5. 0390 (Telecommunications Processing)
6. 0394 (Communications Clerk)

Library Related:

7. 1411 (Library Technician)

The following charts outline CP-34's population (07/2013):



CP-34 POPULATION BREAKDOWN
(N=14,750)*

COMMAND – 3,553 (24%)	AMC – 2,379 TRADOC – 823 FORSCOM – 251
HQDA – 1,594 (10%)	HQDA – 1,594
ASCC – 637 (4%)	SMDC/ARSTRAT – 169 USARPAC – 148 USASOC – 129 USAREUR – 66 ARSOUTH – 54 ARNORTH – 53 USARAF – 18
DRU – 8,292 (57%)	NETCOM – 3,459 MEDCOM – 1,616 IMCOM – 1,077 USACE – 729 USAASC – 378 INSCOM – 351 ATEC – 267 USARC – 204 USMA – 137 USACIDC – 42 MDW – 32
OTHER – 674 (5%)	JOINT – 416 USAREC – 134 NGB – 87 CYBER – 37
TOTAL	14,750

*Includes NAF

C. CP-34 MANAGEMENT STRUCTURE: Section II, AR 690-950, Civilian Personnel Career Management, describes the functions, roles and responsibilities of the Functional Chiefs and Functional Chief Representatives (FC/FCRs), dated 21 APR 2011. AR-690-950 guides all other aspects of civilian career management.

1. Functional Chief (FC) & Functional Chief Representative (FCR): The Functional Chief (FC) is the senior career program civilian with enterprise level responsibilities. These include identifying strategic workforce issues that are key to civilian career life-cycle management and ensuring the readiness of the workforce in support of the Army's mission. The Functional Chief establishes and maintains communications with Commanders across the Army to interpret their requirements and develop programs that are responsive to the changing needs of the Army. To execute enterprise level responsibilities, the Functional Chief appoints a senior official to be the Functional Chief Representative (FCR) for the Career Program. The FCR sets priorities and implements key programs and services to build a competency-based workforce for the future.

2. CP-34 Proponency Office: The CP-34 Proponency Office supports the FCR with executing career management responsibilities. The goal is to support the Army's critical IT/Cyber mission and promote professionalism and leadership within the CP-34 community. This can be accomplished through CP-34's career planning tools and training, education and development programs. The career planning tools are the starting point for professional development. Examples of these tools include Army Career Tracker (ACT), Competency Management System (CMS), and Master Training Plans (MTP). The Competitive Professional Development (CPD) Program provides a planned, systematic and coordinated approach to training, education and professional development.

3. CP-34 Advisory Board: The CP-34 Advisory Board consists of Career Program Managers (CPMs) (GS-15/SES) representing the following Commands and the CP-34 FCR:

- (1) FORSCOM
- (2) TRADOC
- (3) AMC
- (4) USAREUR
- (5) USARPAC
- (6) NETCOM
- (7) CP-34 FCR (Chair)

The Advisory Board gives strategic guidance to CP-34 by providing senior leadership input and guidance on civilian workforce development and program initiatives.

4. CP-34 Forum: The CP-34 Forum consists of the Advisory Board and Career Program Managers (CPMs) for HQDA, Commands, Army Service Component Commands (ASCC) and Direct Reporting Units (DRU). The Forum provides a structured venue for defining training requirements and communicating organizational priorities of the IT/Cyber community.

5. CP-34 Career Program Managers (CPMs): The CPMs are designated senior level individuals located at Headquarters of the Commands, ASSCs, and DRUs. CPM responsibilities include: Identifying resources required to fulfill command responsibilities for training and development; and advising Headquarters and Major Subordinate Commands and Activities on IT/Cyber training requirements, workforce development and career management.

6. CP-34 Activity Career Program Managers (ACPMs): The ACPMs serve as the CPM extension at each Command Activity. ACPM responsibilities include: Communicating installation training and professional development requirements to the CPM; and providing career guidance and planning to ensure that training and professional development resources and opportunities are available.

SECTION II: IT/CYBER WORKFORCE DEVELOPMENT

CP-34 actively engages in Army, Department of Defense (DoD), and Federal committees and projects to promote the development of the IT workforce.

A. DoD IT/CYBER FUNCTIONAL COMMUNITY MANAGERS: The DoD IT/Cyber Functional Community Managers address the critical requirements of the Cybersecurity field by defining competencies, occupational series, position responsibilities, and training and retention needs of an emerging cross-disciplinary field.

B. DoD CIO WORKFORCE COMMITTEE: The DoD CIO Workforce Committee implements the requirements of the Clinger-Cohen Act (1996) to enable the functions of the Chief Information Officer. The committee sets standards for building a competency-based workforce.

C. FEDERAL CIO COUNCIL/IT WORKFORCE COMMITTEE: The Federal CIO Council serves as the principal interagency forum to strengthen CIO policies and practices across the government. The Council also serves as a focal point for coordinating responses to government-wide IT challenges and partners with other governmental councils to address issues that require multi-disciplinary and multi-level solutions. The IT Workforce Committee addresses the needs of the Federal government’s IT workforce.

D. DoD IT ACQUISITION FUNCTIONAL INTEGRATED PRODUCT TEAM (FIPT): The mission of the DoD IT Acquisition Functional Integrated Product Team (FIPT) is to support the Functional Leader in executing duties for the IT Acquisition Workforce. The Information Technology FIPT provides stakeholder input into IT workforce learning asset and training requirements, Defense Acquisition Workforce Improvement Act (DAWIA) certification standards, and workforce professional development activities.

E. CLINGER-COHEN (CIO) CORE COMPETENCIES: CP-34 integrates the IT and IM disciplines to promote and support the Chief Information Officer (CIO) functions through the Clinger-Cohen Core Competencies (Clinger-Cohen Act of 1996).

Clinger-Cohen (CIO) Core Competencies (2012)	
1. Policy & Organization	7. Capital Planning & Investment Control (CPIC)
2. Leadership & Human Capital Management	8. Acquisition
3. Process & Change Management	9. Information & Knowledge Management
4. Information Resources Strategy & Planning	10. Cybersecurity/Information Assurance (IA)
5. IT Performance Assessment: Models & Methods	11. Enterprise Architecture
6. IT Project & Program Management	12. Technology Management & Assessment

F. IT WORKFORCE CAPABILITY ASSESSMENT (ITWCA): The IT Workforce Capability Assessment is a semi-annual survey that provides critical information to the Federal CIO's 25-Point Implementation Plan to Reform Federal IT Management.

G. IT WORKFORCE ASSESSMENT FOR CYBERSECURITY (ITWAC): The IT Workforce Assessment for Cybersecurity, established in 2012, provides critical information on the strengths across the federal civilian IT community, and the capabilities and skills needed for the future Cybersecurity personnel. The data from the ITWAC can influence strategies to recruit, retain, develop and manage a fully trained and qualified IT workforce that is prepared to meet current and future mission requirements.

SECTION III: CAREER PLANNING TOOLS

The career planning tools are the starting point for professional development. Individuals should work in close coordination with their Supervisor/Manager for their career management lifecycle. All CP-34 customers are expected to use these tools.

A. ARMY CAREER TRACKER (ACT): ACT is a leadership development and career planning tool that integrates training and education into one personalized, easy-to-use website. ACT provides all Army personnel – Enlisted, Officer and Civilian cohorts – a system to manage their professional development and to monitor progress toward training, education and career goals. As a single point of entry for career and leadership development, ACT creates an environment where Soldiers and Civilians can collaborate with leaders and mentors to enhance their career management lifecycle. See the ACT website:

<https://actnow.army.mil>

ACT allows users to:

- Search multiple education and training resources
- Create Individual Development Plans (IDP) for short and long term goals
- Map out events, decision points and outcomes
- Track progress against known career benchmarks
- Receive personalized advice from leadership

B. COMPETENCY MANAGEMENT SYSTEM (CMS): The Army Competency Management System (CMS) is a competency assessment tool that captures the proficiency gaps for core competencies. The CMS project began on a pilot basis in 2010 and has progressed to all occupational series designated as MCOs. Currently CP-34 series 2210 and 0391 have been validated and included in CMS as MCOs. Other CP-34 series are in the process of development in CMS. For additional information, see the CMS website:

<https://cms.cpol.army.mil/>

C. CAREER PROGRESSION LADDERS: Career Progression Ladders offer a structured sequence of positions to advance within a series. See the ITM Careers website:

<https://www.us.army.mil/suite/page/530206> (select link to CP 34 Career Progression Ladders)

D. CAREER MAPS: Career Maps define competencies and the way forward for career development within each CP-34 series. See the ACT website: <https://actnow.army.mil>

E. CP-34 MASTER TRAINING PLANS (MTP): Master Training Plans (MTP) provide a comprehensive outline of mandatory and recommended training and developmental opportunities from entry level through GS-15 for each CP-34 series. An MTP for each of the series is available on the ITM Careers website:

<https://www.us.army.mil/suite/page/530206> (select link to CP 34 Master Training Plans)

F. MASTER INTERN TRAINING PLAN (MITP): The MITP sets the standards for developing Interns in the field of IT & Cybersecurity. The plan establishes the CP-34 guidelines and procedures for training and developing all centrally and locally funded IT/Cyber Interns. A copy of CP-34's MITP can be found at: ITM Careers website

<https://www.us.army.mil/suite/page/530206> (select link to CP 34 Master Intern Training Plan)

SECTION IV: TRAINING, EDUCATION & DEVELOPMENT PROGRAMS

In today's technology-driven global environment with constantly emerging challenges and solutions, IT/Cyber professionals are best equipped to face the rapid pace of work, competing demands, complex problems, and changing requirements if they have a solid academic background from a graduate/undergraduate degree program to support their work experience.

CP-34's goal is to develop problem-solvers, decision-makers, team-builders and organizational leaders at all echelons of the Army. The more today's work becomes interdependent, the more we need skills to analyze, interpret and present critical knowledge to enable enterprise-wide decisions.

The **Competitive Professional Development (CPD) Program** provides a planned, systematic and coordinated approach to training, education and professional development in support of organizational goals and missions.

A. ACADEMIC DEGREE TRAINING (ADT): CP-34 ADT scholarships are open to Army Civilians, GS-11-15 who have demonstrated initiative and high performance in their work and are capable of undertaking a rigorous study plan. These programs are customarily taken on non-duty hours with the exception of capstone courses that may require duty

hours and/or residential participation. Funding is granted to the highest caliber applicants whose intent for ADT directly supports the Army's critical IT/Cyber mission.

B. OUTREACH TRAINING: The goal of CP-34 Outreach Training is to develop and sustain a competent IT/Cyber workforce with tangible skills to support the Army's mission in IT/Cyber areas. 3-5 day Outreach Training for GS-09-15 provides applications-oriented, skill building topics to harness critical IT/Cyber requirements. Many courses are "virtual" and can be completed at the worksite or telework location.

C. DEVELOPMENTAL ASSIGNMENT: Structured experience for gaining a working knowledge of the interrelationships among HQDA, Army Commands and DoD. Focus on IT/Cyber projects in an enterprise environment. Open to GS-12-14.

D. TRAINING WITH INDUSTRY (TWI): Intensive work experience with an industry partner organization to enhance Army/industry interrelationships. Open to GS-14-15.

E. ARMY E-LEARNING: Army e-Learning is an enterprise-wide web-based training program that offers nearly 5,000 online courses in Information Technology, Business, Leadership and Professional Development as well as thousands of online books and desktop videos. This *free* self-paced training is available for DA Civilians and Military. To learn more about Army e-Learning, visit the homepage via AKO at <https://www.us.army.mil> Select Self Service/then My Education.

SECTION V: CIVILIAN LEADER DEVELOPMENT

A. CIVILIAN EDUCATION SYSTEM (CES): CES is composed of seven Civilian leader development courses. CES leadership courses are required for all Army Civilians and should be included in Individual Development Plans (IDP). The core courses are:

- Foundation Course (FC) – *Required if hired after 09/30/06*
- Basic Course (BC) – GS-01-09
- Intermediate Course (IC) – GS-10-12
- Advanced Course (AC) – GS-13-15

Other CES leader development programs are:

- Action Officer Development Course (AODC)
- Supervisory Development Course (SDC)
- Manager Development Course (MDC)

CES is the foundation of the Army's leader development program for all Army Civilians, providing progressive and sequential education courses throughout their careers. CES is centrally funded by HQDA G-37/Training Directorate for most permanent Army Civilians, including but not limited to General Schedule (GS), Non-Appropriated Fund (NAF), Local National (LN) and Wage Grade (WG) employees.

More information on CES courses, as well as instructions on how to enroll, can be found on the Civilian Training and Leader Development website at:

<http://www.t3ac.army.mil/Pages/Homepage.aspx>

B. SENIOR ENTERPRISE TALENT MANAGEMENT (SETM): SETM (GS-14-15) is a Civilian Workforce Transformation (CWT) initiative administered by the Civilian Senior Leader Management Office (CSLMO), Assistant Secretary of the Army (Manpower and Reserve Affairs). SETM includes Enterprise Placement Program (SETM EPP), Developmental Assignment (SETM TDY), Senior Service College (SSC) and Defense Senior Leader Development Program (DSLDP). SETM Program information is available at:

<http://cpol.army.mil/news/201303/SETM-begins.html>

SECTION VI: CP-34 OCCUPATIONAL SERIES

IT CORE SERIES: 2210, 0391, 0301-i

A. 2210 – IT MANAGEMENT

Series 2210 is designated as a **Mission Critical Occupation (MCO)** and as such core competencies have been validated and populated into the Competency Management System at <http://cmst.belvoir.army.mil>

The following table outlines the core competencies for series 2210:

IT & ITM CORE COMPETENCIES – Series 2210	
Business Process Design	Infrastructure Design
Business Process Reengineering	Knowledge Management
Capital Planning & Investment Assessment	Network Management
Computer Forensics	Network Security
Computer Languages	Operations Support

Cost Benefit Analysis	Operating Systems
Cybersecurity	Product Evaluation
Data Management	Programming
Database Administration	Requirements Analysis
Database Management Systems	Software Development
Electronic Commerce (e-Commerce)	Software Engineering
Encryption	Software Testing & Evaluation
Human Factors	Systems Integration
Information Systems Security Certification	Systems Testing & Evaluation
IT Architecture	Technology Management
IT Performance Assessment	Telecommunications

Series 2210 consists of the following eleven Parenthetical Titles:

(1) Application Software: Involves the design, documentation, development, modification, testing, installation, implementation, and support of new or existing application software.

(2) Customer Service: Involves the planning and delivery of customer support services, including installation, configuration, troubleshooting, customer assistance, and/or training, in response to customer requirements.

(3) Data Management: Involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data.

(4) Enterprise Architecture: Involves leveraging existing methodologies to frame problems and to better enable senior-level decision making which includes development of strategic plans and analyzing alternatives for problem resolution.

(5) Internet: Involves the technical planning, design, development, testing, implementation, and management of Internet, intranet, and extranet activities, including systems/applications development and technical management of websites.

(6) Network Services: Involves the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, maintenance, and/or management of networked systems used for the transmission of information in voice, data, and/or video formats.

(7) Operating Systems: Involves the planning, installation, configuration, testing, implementation, and management of the systems environment in support of the organization's IT architecture and business needs.

(8) Policy and Planning: Involves a wide range of ITM activities that typically extend and apply to an entire organization or major components of an organization.

This includes strategic planning, capital planning and investment control, workforce planning, policy and standards development, resource management, knowledge management, architecture and infrastructure planning and management, auditing, and information security management.

(9) Security: Involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

(10) System Administration: Involves the planning, coordinating, installation, testing, operation, troubleshooting, and maintenance of hardware and software systems.

(11) Systems Analysis: Involves applying analytical processes to the planning, design and implementation of new and improved information systems to meet the business requirements of customer organizations.

B. 0391 – TELECOMMUNICATIONS

This series covers positions that involve: (1) technical and analytical work pertaining to the planning, development, acquisition, testing, integration, installation, utilization, or modification of telecommunications systems, facilities, services, and procedures; (2) managerial and staff work in the planning, implementation, or program management of telecommunications programs, systems, and services; or (3) line supervision over communications operations, when such work includes responsibility for management functions such as planning, recommending changes and determining organizational structure, staffing, training, and budgetary requirements.

The following table outlines the core competencies for series 0391:

TELECOMMUNICATIONS CORE COMPETENCIES – Series 0391	
Information Management	Network Systems & Technology
Technology Application	Engineering & Science Support
Technology Awareness	Spectrum Management

C. 0301-i - INFORMATION MANAGEMENT

This series covers positions that involve managing, guiding, structuring, and controlling the information resources in Army organizations. At the senior level, the work requires setting IT/Cyber strategies, plans, and policies to align with organizational goals and objectives.

The following table outlines the core competencies for series 0301-i:

IM CORE COMPETENCIES – Series 0301-i	
Acquisition	IT Performance Assessment: Models & Methods
Data Management	IT Project/Program Management
E-Government	Leadership/Management
Emerging Technology	Policy & Organization
Enterprise Architecture	Process/Change Management
Information Assurance (IA) Risk Mgmt	Technology Management & Assessment
Information Security/IA	

IM SPECIALTY SERIES

VISUAL INFORMATION & ARTS: 1001, 1020, 1060, 1071, 1084

A. 1001 - GENERAL ARTS & INFORMATION

This series covers positions that involve administering, supervising, or performing: (1) any combination of work characteristic of two or more series in this group where: (a) no one type of work is series controlling; (b) the paramount qualification requirements are not characteristic of another series in the group; and (c) the combination of work is not specifically provided for in another series, or (2) other work typical of this group for which no other series has been established.

B. 1020 – ILLUSTRATING

This series covers positions that involve supervision or performance in laying out or executing illustrations in black and white or in color, and with retouching photographs. The work requires artistic ability, the skill to draw freehand or with drawing instruments, and the ability to use art media such as pen-and-ink, pencils, tempera, acrylics, oils, wash, watercolor, pastels, air brush, or computer-generated graphics. It also requires knowledge of the subject matter being depicted sufficient to create accurate visual representations. Knowledge of basic art principles such as color, line, form, and space is required to produce appropriately composed illustrations.

C. 1060 – PHOTOGRAPHY

This series covers positions that involve supervising or performing work in operating still, television (video), or motion picture cameras, and in processing photographic film and

negatives. The work requires, in addition to a knowledge of the equipment, techniques, and processes of photography; (1) working knowledge of the subject matter to be photographed; and/or (2) artistic ability in selecting, arranging, and lighting subjects or in processing work.

D. 1071 – AUDIO VISUAL PRODUCTION

This series covers positions that involve supervising or performing work in the production of videotaped and live television programs; live and prerecorded radio broadcasts; motion picture films; broadcast type closed circuit teleconferences; and other similar productions, such as slide shows with sound accompaniments. The work requires the ability to plan, organize, and direct the work of writers, editors, actors, narrators, musicians, set designers, audio and lighting technicians, camera operators, and other associated technical personnel to produce, select, and arrange the actions, sounds, and visual effects required for the finished production.

E. 1084 - VISUAL INFORMATION

This series covers positions that involve planning, designing, and executing graphic imagery and 3-dimensional products and services for presentation, displays, publications and exhibits, using mechanical, electronic or manual methods. Visual information specialists who design and make computer graphics products use digital imagery systems with professional, high resolution capabilities, as compared to the user-oriented graphics packages found on general-purpose computers.

The following table outlines the core competencies for series 1001, 1020, 1060, 1071 and 1084:

VISUAL INFORMATION & ARTS COMPETENCIES Series 1001, 1020, 1060, 1071 and 1084	
Cartooning Techniques	Drawing & Sketching
Computer Graphics & Hardware	Electronic Photography
Data/Database Administration	Multimedia Production Techniques
Design Display Methods & Techniques	Multiple Camera Productions
Design Display Principles	Photographic Processing Techniques
Design Perspective	Radio Broadcast Equipment Operation
Desktop Publishing	Radio Production
Digital Imagery File Management	Special Visual Effects Design
Digital Multimedia Presentations	Television Broadcast Equipment Operation
Directing Audio Visual Production	Typography
Drafting Methods & Techniques	Videography

IM SPECIALTY SERIES
LIBRARIAN AND TECHNICAL INFORMATION SERVICES: 1410 & 1412

A. 1410 – LIBRARIAN

This series covers positions that involve supervision or performance of work that requires primarily a full professional knowledge of the theories, objectives, principles, and techniques of librarianship, to select, organize, preserve, access, and disseminate information. This includes determining the most cost-effective way to provide information that will best meet user needs. Typical functions in librarianship are collection development, acquisition, cataloging and classification, reference, circulation, computer system and data base management, and preservation. Some positions also require knowledge of one or more subject-matter specializations or foreign languages.

Series 1410 consists of the following three Specialty series:

(1) Collection Management and Content Organization: This series covers positions that involve supervision or performance of work that requires primarily a full professional knowledge of the theories, objectives, principles, and techniques of technical services in order to perform collection development, acquisitions, circulation, resource sharing, rights management, resource protection and preservation, collection access, cataloging, classification, and metadata in order to select, acquire, organize, preserve, access, and disseminate information. This includes determining the most cost-effective way to provide information that will best meet user needs.

(2) Technology Management: This series covers positions that involve supervision or performance of work that requires primarily a full professional knowledge of the theories, objectives, principles, and techniques of library technology management to select, organize, preserve, access, and disseminate information. This includes determining the most cost-effective way to provide information that will best meet user needs.

(3) Public Services: This series covers positions that involve supervision or performance of work that requires a full professional knowledge of the theories, objectives, principles, and techniques of librarianship, to select, access, and

disseminate information. This includes determining the most cost-effective way to provide information that will best meet user needs.

B. 1412 - TECHNICAL INFORMATION SERVICES

This series covers positions that involve supervision or performance of work in developing, coordinating, processing, and transmitting specialized information. The work requires (1) a broad knowledge of one or more scientific, engineering, technical, or other disciplines or fields of interest sufficient to understand the significance and relationships of the concepts and ideas contained in the information, and (2) a practical knowledge of one or more techniques for organizing, accessing, or disseminating information.

The following table outlines the core competencies for series 1410 and 1412:

LIBRARY COMPETENCIES – Series 1410 and 1412	
Agency & Organization Context & Culture	Program Development & Outreach
Agency's Regulations, Policies & Guidelines	Problem Solving
Analytical Studies & Reports	Public Relations & Library Promotion
Best Practices & Evaluation	Reference Services
Collection Access & Control	Resource Description
Collection Acquisitions	Resource Protection & Preservation
Collection Department	Resource Sharing
Content Structure, Design & Dissemination	Resources, Search Strategies & Tools
Customer Education & Training	Rights Management
Federal Laws & Regulations	Social Media, Collaborative & Mobile Technologies
Information Architecture	Specialized Subject Knowledge
Information Assurance & Security	Supervision & Human Resources
Library & Content Management Systems	Supervision & Management
Professional Development	Technology

PARA-PROFESSIONAL SERIES

IT RELATED: 0332, 0335, 0392

A. 0332 - COMPUTER OPERATIONS

This series covers positions that involve operating or supervising the operation of the controls of the digital computer system. Also included are positions involving the operation

of peripheral equipment when: (1) such equipment is used directly in support of computer operations; and (2) the operation of such equipment is directly related to acquiring the knowledge and skills needed in operating the control console of a computer system. Positions in this series require knowledge of the functions of the various computer features and the skill to read, interpret, and correctly respond to information in the form in which it is transmitted through the computer system.

B. 0335 - COMPUTER CLERK & ASSISTANT

This series covers positions that involve performance or supervision of data processing support and services functions for users of digital computer systems including such work as: (1) receiving, maintaining, and issuing data storage media for computer operations; (2) collecting and sequentially staging input media with associated program instructions for processing; (3) scheduling the use of computer time for program processing; (4) collecting, maintaining and distributing program and systems documentation; and (5) collecting raw information, preparing flow charts, and coding in program languages; or (6) other support functions. This work requires knowledge of external data processing sequences, controls, procedures, or user and programming languages, rather than in-depth knowledge of computer requirements or techniques associated with development and design of data processing systems.

C. 0392 - GENERAL TELECOMMUNICATIONS

This series covers positions that involve performing or supervising miscellaneous telecommunications duties not provided for in other series. Positions in this series do not typically involve substantial operation of telecommunications equipment to send and receive messages, but do require knowledge of telecommunications techniques to facilitate the flow of messages.

The following table outlines the core competencies for series 0332, 0335 and 0392:

IT RELATED COMPETENCIES Series 0332, 0335 and 0392	
Application Programming Design/Development	Information Systems Security
Communications Management	Life Cycle Mgmt of Information Systems
Computer Configuration	Spectrum Management
Data Administration	System Programming
Data Communications/Networks Mgmt	Telecommunications
Database Management	

TELECOMMUNICATIONS RELATED: 0382, 0390, 0394

A. 0382 - TELEPHONE OPERATION

This series covers positions that involve operating or supervising the operation of telephone switchboard equipment to connect incoming and outgoing calls. The work involves routing the calls to their proper destinations and providing telephone and organizational information to callers.

B. 0390 - TELECOMMUNICATIONS PROCESSING

This series covers positions that involve performing or supervising the operation of equipment in transmitting, receiving, and relaying messages. The work requires knowledge of message-handling procedures and use of computer hardware and software or other equipment to send messages to their proper destinations.

C. 0394 - COMMUNICATIONS CLERK

This series covers positions that involve supervising or performing communications clerical work required in support of communications operations or in the maintenance of communications records when the work requires knowledge of and ability to apply communications instructions, rules, regulations, and procedures, but does not require knowledge of the concepts, methodology, and techniques of communications or of technical communications principles.

The following table outlines the core competencies for series 0382, 0390, and 0394:

TELECOMMUNICATIONS RELATED COMPETENCIES Series 0382, 0390 and 0394	
Data Management	Network Management
Enterprise Architecture	Telecommunications
Information Technology Architecture	Planning & Evaluation

LIBRARY RELATED: 1411

A. 1411 - LIBRARY TECHNICIAN

This series includes all positions that primarily require a practical knowledge of the methods and techniques of library or related information work in acquiring, organizing, preserving, accessing, and/or disseminating information. Library technicians provide technical support

by performing a wide variety of tasks providing direct services to the public and indirect technical services such as materials acquisition, copy cataloging, support of automated systems, or other similar work in support of library or related information programs and operations.

The following table outlines the core competencies for series 1411:

LIBRARY RELATED COMPETENCIES – Series 1411	
Administrative Support	Public Communications & Outreach
Applied Technology to Library Processes	Technology Management
Organization of Information	

SECTION VII: REFERENCES

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