

Technical Project/Program Management

		Avg
Task		
T-1	Develop project plans, including defining scope and time requirements.	3.67
T-2	Identify information technology project resource requirements.	3.57
T-3	Develop guidelines for system implementation.	2.63
T-4	Follow methods to monitor and measure risk, compliance, and assurance efforts.	3.17
T-5	Perform needs analysis to determine opportunities for new and improved business process solutions and participate in determining opportunities for new and improved business process solutions.	3.20
T-6	Contribute contingency plans regarding project risks.	3.27
T-7	Identify interdependencies.	3.53
T-8	Identify and track critical milestones.	3.80
T-9	Report project status.	3.90
T-10	Participate in project phase review.	3.80
T-11	Coordinate and manage the overall expectations provided to a customer/project stakeholder end-to-end as it relates to the project.	2.87
T-12	Gather feedback on customer satisfaction and internal service performance to foster continual improvement.	3.50
T-13	Analyze data to identify trends or relationships among variables.	3.10
T-14	Manage the internal relationship with information technology (IT) process owners supporting the service, assisting with the definition and agreement of Operating Level Agreements (OLAs).	2.80
T-15	Develop information communication procedures.	3.03
T-16	Track duties or work schedules or resources.	3.00
T-17	Prepare analytical reports.	3.30
T-18	Provide input on project costs, design concepts, or design changes.	3.17
T-19	Provide ongoing improvement and problem-solving support.	3.17
T-20	Collaborate with others to resolve information technology issues.	3.53
T-21	Provide recommendations for possible improvements and upgrades.	3.23
T-22	Ensure that appropriate Service-Level Agreements (SLAs) and underpinning contracts have been defined that clearly set out for the customer a description of the service and the measures for monitoring the service.	2.70
T-23	Review service performance reports identifying any significant issues and variances, initiating - where necessary - corrective actions and ensuring that all outstanding issues are followed up.	3.13
T-24	Work with other service managers and product owners to balance and prioritize services to meet overall customer requirements, constraints, and objectives.	3.50
T-25	Manage the change control process.	3.10
Knowledge		
K-1	Knowledge of emerging technologies	2.69
K-2	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	3.48
K-3	Knowledge of benchmarking.	3.24

K-4	Knowledge of information technology (IT) architectural concepts and frameworks, regulations and mapping.	3.14
K-5	Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.	2.69
K-6	Knowledge of Risk Management Framework (RMF).	3.10
K-7	Knowledge of resource management principles and techniques.	3.48
K-8	Knowledge of business and management principles involved in strategic planning, resource allocation, coordination of human resources modeling, leadership technique, production methods, and coordination of people and resources.	3.28
K-9	Knowledge of system life cycle management principles, including software security and usability.	2.90
K-10	Knowledge of the organization's enterprise information technology (IT) goals and objectives.	3.03
K-11	Knowledge of how information needs and collection requirements are translated, tracked, and prioritized across the extended enterprise.	3.00
K-12	Knowledge of the organization's core business/mission processes.	3.14
K-13	Knowledge of project management software and planning tools, including tracking and milestones.	3.62
K-14	Knowledge of risk/threat assessment.	2.71
K-15	Knowledge of principles and processes for providing customer and professional services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	3.21
K-16	Knowledge of company system's hierarchy, system procedures and constraints, and standard operating procedures regarding project plan evaluation, resource allocation and availability, and project reviews and changes.	3.38
K-17	Knowledge of information technology (IT) acquisition/procurement requirements and life cycle process.	2.62
K-18	Knowledge of capabilities and requirements analysis.	3.34
K-19	Knowledge of industry-standard and organizationally accepted analysis principles and methods.	3.17
K-20	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.	3.48
K-21	Knowledge of agile methodologies (iterative/adoptive)	3.77
K-22	Knowledge of waterfall methodology	2.64
K-23	Knowledge of the elements of a Scrum board and how they operate.	2.86
K-24	Knowledge of documentation mechanisms and procedures.	3.57
K-25	Knowledge of project management terminology (specifically definitions and roles of Product Manager, Program Manager and Project Manager).	3.71
Skills		
S-1	Skill in identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	2.89
S-2	Skill to translate, track, and prioritize information needs and intelligence collection requirements across the extended enterprise.	2.68
S-3	Skill in thinking critically, evaluating pros and cons of different ways to solve a problem.	3.68
S-4	Skill in writing materials for co-workers or customers.	3.50
S-5	Skill in reading work-related information.	3.86
S-6	Skill in coordinating - Changing what is done based on other people's actions.	3.46

S-7	Skill in managing your time and the time of other people.	3.71
S-8	Skill in listening to others, not interrupting, and asking good questions.	3.89
S-9	Skill in actively learning - Figuring out how to use new ideas or things.	3.54
S-10	Skill in communicating with others virtually and in person.	3.79
S-10a	Skill in sharing and presenting information to others.	
S-11	Skill in monitoring - Keeping track of how well people and/or groups are doing in order to make improvements.	3.14
S-12	Skill in social perceptiveness - Understanding people's reactions.	3.25
S-13	Skill in problem solving - Noticing a problem and figuring out the best way to solve it.	3.21
S-14	Skill in negotiating - Bringing people together to solve differences.	3.29
S-15	Skill in using productivity software, spreadsheets, word processing, email, collaboration tools and file-sharing.	3.75
S-16	Skill in working with agile teams	3.75
S-17	Skill in conflict resolution	3.92
S-18	Skill in facilitation	3.69
S-19	Skill in effectively influencing others	3.18
S-20	Skill in documenting key decisions	3.73
S-21	Skill in effectively managing change and the communication and enforcement there of	3.00
S-22	Skill in adaptive project management.	3.50
Abilities		
A-1	Ability to use rules to solve problems.	3.46
A-2	Ability to make general rules or come up with answers from detailed information.	3.08
A-3	Ability to sequence and arrange activities.	3.85
A-4	Ability to brainstorm ideas.	3.42
A-5	Ability to adjust plans and milestones to changing priorities or customer requirements.	3.65
A-6	Ability to critique project plans.	3.42
A-7	Ability to develop alternative plans and work-arounds.	3.35
A-8	Ability to diagram or document interdependencies.	3.50
A-9	Ability to forecast project resource and budgetary needs.	3.31
A-10	Ability to evaluate impact of changes on project plan.	3.46
A-11	Ability to develop and deliver presentations.	4.00