



Next Generation Integration Scorecard Resourcing Functional Area

The Resourcing Functional Area defines resourcing of work. The Resourcing Functional Area works in conjunction with the Workflow Functional Area, Learning Functional Area, and Tracking Functional Area to manage the assignment of Resources to Work as part of an overall work management system.

Job

A Job is a collection of Work that is performed on an ongoing basis such as a project, process, or work order. The distinction between a Job and Work is that Work is a specific instance of a task while the Job represents the overall goal and may be perpetual. For example, curriculum publishing is a Job that has many components related to publishing content submitted by faculty members. One of the project components is related to publishing a particular course. Each course publishing is Work that requires a certain Competency. The Competency indicates that the Work is completed by someone with Proficiency in skills related to intellectual property, HTML, Photoshop, proofreading, etc.

Also known as:

Read Operations for *Jobs*: Score

<input type="checkbox"/> Get Jobs given unique Ids	
<input type="checkbox"/> Get all the Jobs in a system or Catalog	
<input type="checkbox"/> Query (Search) Jobs based on attribute-based query terms or keywords	
<input type="checkbox"/> Register for notifications Jobs have been created, updated or deleted	

Write Operations for *Jobs*:

<input type="checkbox"/> Create, Update and Delete Jobs	
<input type="checkbox"/> Add an alias Id to reference an existing Job	
<input type="checkbox"/> Organize Jobs into Catalogs	

Operations for resourcing *Jobs*:

<input type="checkbox"/> Get the list of Resources assigned to a Job	
<input type="checkbox"/> Assign and Unassign Resources from a Job	

Minimally Supported Attributes of *Jobs*:

<ul style="list-style-type: none"> • A unique and permanent identifier
<ul style="list-style-type: none"> • The name of the Job
<ul style="list-style-type: none"> • A description of the Job
<ul style="list-style-type: none"> • The type of the Job
<ul style="list-style-type: none"> • The provider of this Job
<ul style="list-style-type: none"> • Any available branding for the provider of this Job, for example, an organizational logo or thumbnail
<ul style="list-style-type: none"> • Boolean indicator capable of suspending and resuming the Job
<ul style="list-style-type: none"> • The list of Competencies required for this Job

Work

<p>Work is an abstract concept that represents a task that needs to be performed by workers. Workers may require a Competency in order to perform the work.</p>
<p>Also known as:</p>

Read Operations for *Works*:

Score

<input type="checkbox"/> Get Works given unique Ids	
<input type="checkbox"/> Get all the Works in a system or Catalog	
<input type="checkbox"/> Query (Search) Works based on attribute-based query terms or keywords	
<input type="checkbox"/> Get Works for Jobs	
<input type="checkbox"/> Get the uncommitted Works by attribute-based query terms or keywords	
<input type="checkbox"/> Get the incomplete Works by attribute-based query terms or keywords	
<input type="checkbox"/> Register for notifications that Works have been created or updated	

Write Operations for *Works*:

<input type="checkbox"/> Create Work for a Job	
<input type="checkbox"/> Update and Delete Works	
<input type="checkbox"/> Add an alias Id to reference an existing Work	
<input type="checkbox"/> Move Work to another Job	
<input type="checkbox"/> Mark Work as complete	
<input type="checkbox"/> Mark Work as incomplete and reopen	
<input type="checkbox"/> Organize Works into Catalogs	

Operations for inspecting one's own *Works*:

<input type="checkbox"/> Get the Availabilities for the resource related to the authenticated Agent	
<input type="checkbox"/> Get the Commissions for the resource related to the authenticated Agent	
<input type="checkbox"/> Get the Efforts for the resource related to the authenticated Agent	
<input type="checkbox"/> Get the Jobs for the resource related to the authenticated Agent	

Minimally Supported Attributes of *Works*:

<ul style="list-style-type: none"> • A unique and permanent identifier 	
<ul style="list-style-type: none"> • The name of the Work 	
<ul style="list-style-type: none"> • A description of the Work 	
<ul style="list-style-type: none"> • The type of the Work: project, effort, team 	
<ul style="list-style-type: none"> • The specific Competencies required for this Work, if applicable 	

Competency

<p>A Competency is described as a set of Learning Objectives. A worker meets the requirements of Work if the worker has a Proficiency for the related learning Objectives, as defined in the Learning Functional Area.</p>
<p>Also known as: Proficiency</p>

Read Operations for *Competencies*:

Score

<input type="checkbox"/> Get Competencies given unique Ids	
<input type="checkbox"/> Get all the Competencies in a system or Catalog	

<input type="checkbox"/> Query (Search) Competencies based on attribute-based query terms or keywords	
<input type="checkbox"/> Register for notifications that Competencies have been created or updated	

Write Operations for *Competencies*:

<input type="checkbox"/> Create, Update and Delete Competencies	
<input type="checkbox"/> Add an alias Id to reference an existing Competency	
<input type="checkbox"/> Organize Work into Catalogs	

Minimally Supported Attributes of *Competencies*:

<ul style="list-style-type: none"> • A unique and permanent identifier
<ul style="list-style-type: none"> • The name of the Competency
<ul style="list-style-type: none"> • A description of the Competency
<ul style="list-style-type: none"> • The type of the Competency: skill, experience, personality trait, zodiac sign
<ul style="list-style-type: none"> • The learning Objectives associated with this Competency, if applicable

Availability

Availability indicates the resources, typically people, available to assign to Work in a Job. An Availability is a relationship between a Resource and a Job qualified by a set of Competencies
Also known as:

Read Operations for *Availabilities*:

Score

<input type="checkbox"/> Get Availabilities given unique Ids	
<input type="checkbox"/> Get all the Availabilities in a system or Catalog	
<input type="checkbox"/> Get Availabilities for Jobs	
<input type="checkbox"/> Get Availabilities for resources, typically Persons, available to assign Jobs	
<input type="checkbox"/> Query (Search) Availabilities based on attribute-based query terms or keywords	
<input type="checkbox"/> Register for notifications that Availabilities have been created or updated	

Write Operations for *Availabilities*:

<input type="checkbox"/> Create Availabilities for a resource, typically a Person, and a Job	
<input type="checkbox"/> Update and Delete Availabilities	

<input type="checkbox"/> Add an alias Id to reference an existing Availability	
<input type="checkbox"/> Organize Work into Availability	

Minimally Supported Attributes of *Availabilities*:

• A unique and permanent identifier
• The name of the Availability
• A description of the Availability
• The type of the Availability
• The Resource associated with this Availability
• The Job associated with this Availability
• The Competency of this Availability, if applicable
• The percentage availability
• Effective date range of this Availability
• The reason this Availability ended, if applicable

Commission

<p>A Commission is the assignment of a Resource to Work. A Commission is a relationship between a resource, typically a person, and Work qualified by the Competency used.</p> <p>Commissions may be assigned manually or automatically based on the rules of the Job. For example, a call center may route trouble tickets to a set of resources in second-tier support based on the subject matter of the problem report. The trouble ticket is the Work within the Job of the call center. The subject matter is described as a required Competency and each resource in the second tier support group has a set of Proficiencies in various areas. The system selects the best Resource match optimizing the load distribution based on the Availability and the existing Commissions of the Resources.</p> <p>Also known as:</p>

Read Operations for *Commissions*: Score

<input type="checkbox"/> Get Availabilities given unique Ids	
<input type="checkbox"/> Get all the Commissions in a system or Catalog	
<input type="checkbox"/> Get Commissions for Works	
<input type="checkbox"/> Get Commissions for resources, typically Persons, available to assign Jobs	

<input type="checkbox"/> Query (Search) Commissions based on attribute-based query terms or keywords	
<input type="checkbox"/> Register for notifications that Commissions have been created or updated	

Write Operations for *Commissions*:

<input type="checkbox"/> Create Commissions for a resource, typically a Person, and a Work	
<input type="checkbox"/> Update and Delete Commissions	
<input type="checkbox"/> Add an alias Id to reference an existing Commission	
<input type="checkbox"/> Organize Work into Commissions	

Minimally Supported Attributes of *Commissions*:

• A unique and permanent identifier
• The name of the Commission
• A description of the Commission
• The type of the Commission: automatic, assigned
• The Resource associated with this Commission
• The Work associated with this Commission
• The Competency of this Availability, if applicable
• The percentage commitment
• Effective date range of this Commission
• The reason this Commission ended, if applicable

Effort

Effort tracks the effort expended by a Resource on Work. The effort is a relationship between a Resource and a Commission.
Also known as:

Read Operations for *Efforts*:

Score

<input type="checkbox"/> Get Efforts given unique Ids	
<input type="checkbox"/> Get all the Efforts in a system or Catalog	

<input type="checkbox"/> Get Efforts for Works	
<input type="checkbox"/> Get Efforts for resources, typically Persons	
<input type="checkbox"/> Query (Search) Efforts based on attribute-based query terms or keywords	
<input type="checkbox"/> Register for notifications that Efforts have been created or updated	

Write Operations for *Efforts*:

<input type="checkbox"/> Create Effort for a resource, typically a Person, and a Work	
<input type="checkbox"/> Update and Delete Efforts	
<input type="checkbox"/> Add an alias Id to reference an existing Effort	
<input type="checkbox"/> Organize Work into Efforts	

Minimally Supported Attributes of *Efforts*:

• A unique and permanent identifier
• The name of the Effort
• A description of the Effort
• The type of the Effort
• The Resource associated with this Effort
• The Commission associated with this Effort
• The time spent on the Commission
• Effective date range of this Effort
• The reason this Effort ended, if applicable

Catalog

A means to organize resources and work.
Also known as: <i>Foundry</i>

Read Operations for *Catalogs*:

Score

<input type="checkbox"/> Get Catalogs given unique Ids	
<input type="checkbox"/> Get all the Catalogs in a system or Catalog	
<input type="checkbox"/> Query (Search) Catalogs based on attribute-based query terms or keywords	

<input type="checkbox"/> Traverse Hierarchical relationships between Catalogs	
<input type="checkbox"/> Register for notifications Catalogs have been created, updated or deleted	
<input type="checkbox"/> Register for notifications that hierarchical relationships between Catalogs have been created, updated or deleted	

Write Operations for *Catalogs*:

<input type="checkbox"/> Create, Update and Delete Catalogs	
<input type="checkbox"/> Add an alias Id to reference an existing Catalog	
<input type="checkbox"/> Manage Hierarchical relationships between Catalogs	

Minimally Supported Attributes of *Catalogs*:

<ul style="list-style-type: none"> ● A unique and permanent identifier.
<ul style="list-style-type: none"> ● The name of the Catalog
<ul style="list-style-type: none"> ● A description of the Catalog
<ul style="list-style-type: none"> ● The type of the Catalog
<ul style="list-style-type: none"> ● The provider of this Catalog
<ul style="list-style-type: none"> ● Any available branding for this Catalog, for example, an organizational logo
<ul style="list-style-type: none"> ● Any licensing (terms of usage) associated with this Catalog