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:

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

Write Operations for Jobs:

- Create, Update and Delete Jobs
- Add an alias Id to reference an existing Job
- Organize Jobs into Catalogs
Operations for resourcing Jobs:

- Get the list of Resources assigned to a Job
- Assign and Unassign Resources from a Job

Minimally Supported Attributes of Jobs:

- A unique and permanent identifier
- The name of the Job
- A description of the Job
- The type of the Job
- The provider of this Job
- Any available branding for the provider of this Job, for example, an organizational logo or thumbnail
- Boolean indicator capable of suspending and resuming the Job
- The list of Competencies required for this Job

Work

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.

Also known as:

Read Operations for Works: Score

- Get Works given unique Ids
- Get all the Works in a system or Catalog
- Query (Search) Works based on attribute-based query terms or keywords
- Get Works for Jobs
- Get the uncommitted Works by attribute-based query terms or keywords
- Get the incomplete Works by attribute-based query terms or keywords
- Register for notifications that Works have been created or updated
#### Write Operations for Works:

- Create Work for a Job
- Update and Delete Works
- Add an alias Id to reference an existing Work
- Move Work to another Job
- Mark Work as complete
- Mark Work as incomplete and reopen
- Organize Works into Catalogs

#### Operations for inspecting one’s own Works:

- Get the Availabilities for the resource related to the authenticated Agent
- Get the Commissions for the resource related to the authenticated Agent
- Get the Efforts for the resource related to the authenticated Agent
- Get the Jobs for the resource related to the authenticated Agent

#### Minimally Supported Attributes of Works:

- A unique and permanent identifier
- The name of the Work
- A description of the Work
- The type of the Work: project, effort, team
- The specific Competencies required for this Work, if applicable

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**Competency**

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.

Also known as: Proficiency

#### Read Operations for Competencies:

- Get Competencies given unique Ids
- Get all the Competencies in a system or Catalog
- Query (Search) Competencies based on attribute-based query terms or keywords
- Register for notifications that Competencies have been created or updated

- Write Operations for Competencies:
  - Create, Update and Delete Competencies
  - Add an alias Id to reference an existing Competency
  - Organize Work into Catalogs

Minimally Supported Attributes of Competencies:
- A unique and permanent identifier
- The name of the Competency
- A description of the Competency
- The type of the Competency: skill, experience, personality trait, zodiac sign
- 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 Availability:
  - Get Availability given unique Ids
  - Get all the Availabilitys in a system or Catalog
  - Get Availability for Jobs
  - Get Availability for resources, typically Persons, available to assign Jobs
  - Query (Search) Availabilitys based on attribute-based query terms or keywords
  - Register for notifications that Availabilitys have been created or updated

- Write Operations for Availability:
  - Create Availability for a resource, typically a Person, and a Job
  - Update and Delete Availabilitys

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Add an alias Id to reference an existing Availability

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**

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.

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.

Also known as:

- Read Operations for **Commissions:**

  - Get Availabilities given unique Ids
  - Get all the Commissions in a system or Catalog
  - Get Commissions for Works
  - Get Commissions for resources, typically Persons, available to assign Jobs

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Query (Search) Commissions based on attribute-based query terms or keywords

Register for notifications that Commissions have been created or updated

Write Operations for Commissions:

- Create Commissions for a resource, typically a Person, and a Work
- Update and Delete Commissions
- Add an alias Id to reference an existing Commission
- 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:

- Get Efforts given unique Ids
- Get all the Efforts in a system or Catalog

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| Get Efforts for Works                      |                      |
| Get Efforts for resources, typically Persons |                      |
| Query (Search) Efforts based on attribute-based query terms or keywords |                      |
| Register for notifications that Efforts have been created or updated |                      |

**Write Operations for Efforts:**

- Create Effort for a resource, typically a Person, and a Work
- Update and Delete Efforts
- Add an alias Id to reference an existing Effort
- 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

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**Catalog**

A means to organize resources and work.

Also known as: *Foundry*

**Read Operations for Catalogs:**

- Get Catalogs given unique Ids
- Get all the Catalogs in a system or Catalog
- Query (Search) Catalogs based on attribute-based query terms or keywords

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- Traverse Hierarchical relationships between Catalogs
- Register for notifications Catalogs have been created, updated or deleted
- Register for notifications that hierarchical relationships between Catalogs have been created, updated or deleted

Write Operations for Catalogs:

- Create, Update and Delete Catalogs
- Add an alias Id to reference an existing Catalog
- Manage Hierarchical relationships between Catalogs

Minimally Supported Attributes of Catalogs:

- A unique and permanent identifier.
- The name of the Catalog
- A description of the Catalog
- The type of the Catalog
- The provider of this Catalog
- Any available branding for this Catalog, for example, an organizational logo
- Any licensing (terms of usage) associated with this Catalog