function

abjs

questions:

* ~~what is the job family mission?~~
* ~~what are the job families?~~
* ~~what does an ad (application architecture and development) family do?~~
* ~~what does a be (business analysis and engineering) family do?~~
* ~~what does a bm (business management) family do?~~
* ~~what does a io (it operations) family do?~~
* ~~what does a lm (line management) family do?~~
* ~~what does a pm (project management) family do?~~
* ~~what does a qm (quality management and testing) family do?~~
* ~~what does a sd (service and delivery management) family do?~~
* ~~what does a se (systems architecture and engineering) family do?~~
* ~~what does a up (user production and support) family do?~~
* ~~what is the objective of the job family framework?~~
* ~~what are the four career tracks?~~
* what changes to the framework is being done?

def jf\_frame\_change (intent, session):

card\_title = ‘changes’

session\_attributes = {}

should\_end\_session = false

speech\_output = “the updates to the frameworks include now the four career tracks, an industry-aligned roles, framework of skills with three proficiency levels and training opportunities.”

reprompt \_text = “you can also ask me what has remained the same”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

* what of the framework is staying the same?

def jf\_frame\_unchange (intent, session):

card\_title = ‘same’

session\_attributes = {}

should\_end\_session = false

speech\_output = “the parts of the framework that will stay the same are the 10 job families, the corporate titles, global and regional job family heads and the job family will be visible in the hr system. “

reprompt \_text = “you can also ask me what has changed about the framework”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

* ~~what are the roles for a bm (business management)?~~
* ~~“ “ “ “ ad (application architecture and development)?~~
* ~~“ “ “ “ se (systems architecture and engineering)?~~
* ~~“ “ “ “ be (business analysis and engineering)?~~
* ~~“ “ “ “ pm (project management)?~~
* ~~“ “ “ “ qm (quality management and testing)?~~
* ~~“ “ “ “ sd (service delivery and management)?~~
* ~~“ “ “ “ io (it operations)?~~
* ~~“ “ “ “ up (user and production support)?~~
* ~~“ “ “ “ lm (line management)?~~
* ~~what family does a administrative assistant/it coo/ chief of staff/ it portfolio officer/ it vendor management/ demand management/ risk and controls management belong to?~~
* ~~what family does a development manager/it architect/ software engineer/ specialist engineer/ data engineer “ “?~~
* ~~what family does a infrastructure architect/infrastructure engineer/product manager belong to?~~
* ~~what~~~~family does a account management/ delivery management/ service management “ “?~~
* ~~what family does a end user operations/infrastructure operations/ security operations “ “?~~
* ~~what family does a application support/ desktop support/ service desk “ “?~~
* ~~what family does an account-product manager/business analyst/ business architect/ it strategist/ request manager “ “~~
* ~~what family does a program manager/program management office(pmo)/project manager “ “~~
* ~~what family does a quality manager/test engineer/ test manager belong to?~~
* ~~if~~~~i wish to be part of a business management track, what job families can i be with?~~
* ~~if i wish to be part of a engineering track, “ “ “ “ “ “?~~
* ~~if i wish to be part of solution delivery track “ “ “ “ “ “?~~
* ~~if i wish to be part of production support track “ “ “ “ “?~~
* whatare the value proposition and use cases for staff?
* what are the “ “ “ “ “ for managers?
* wha**t** should a learner know for business and industry knowledge?
* “ “ a practitioner “ “ “ “ “?
* “ “ a expert “ “ “ “ “ “?
* what should a learner know of technology?
* “ “ a practitioner “ “ “?
* “ “ a expert “ “ “?
* ~~what are the roles and responsibilities of a software engineer?~~
* ~~“ “ “ “ “ “ development manager?~~
* ~~“ “ “ “ “ “ i.t. architect?~~
* ~~“ “ “ “ “ “ specialist engineer?~~
* ~~“ “ “ “ “ “ data engineer?~~
* ~~“ “ “ “ “ “ business analyst?~~
* ~~“ “ “ “ “ “ request manager?~~
* ~~“ “ “ “ “ “ business architect?~~
* ~~“ “ “ “ “ “ it strategist?~~
* ~~“ “ “ “ “ “ account and product manager?~~
* ~~“ “ “ “ “ “ it coo?~~
* ~~“ “ “ “ “ “ chief of staff?~~
* ~~“ “ “ “ “ “ administrative assistant?~~
* ~~“ “ “ “ “ “ it portfolio officer?~~
* ~~“ “ “ “ “ “ it vendor management/ demand management?~~
* ~~“ “ “ “ “ “ risk and controls management?~~
* ~~“ “ “ “ “ “ infrastructure operations?~~
* ~~“ “ “ “ “ “ end user operations?~~
* ~~“ “ “ “ “ “ security operations?~~
* ~~“ “ “ “ “ “ line manager?~~
* ~~“ “ “ “ “ “ project manager?~~
* ~~“ “ “ “ “ “ program manager?~~
* ~~“ “ “ “ “ “ program management office (pmo)?~~
* ~~“ “ “ “ “ “ test manager?~~
* ~~“ “ “ “ “ “ test engineer?~~
* ~~“ “ “ “ “ “ quality manager?~~
* ~~“ “ “ “ “ “ account management~~
* ~~“ “ “ “ “ “ delivery management~~
* ~~“ “ “ “ “ “ service management~~
* ~~“ “ “ “ “ “ infrastructure engineer~~
* ~~“ “ “ “ “ “ product manager?~~
* ~~“ “ “ “ “ “ infrastructure architect?~~
* ~~“ “ “ “ “ “ service desk?~~
* ~~“ “ “ “ “ “ desktop support?~~
* ~~“ “ “ “ “ “ application support?~~
* ~~What certificates will an a.d. (application architecture and development) recieve or be eligible to receive?~~
* ~~“ “ “ “ b.e. (business analysis and engineering) recieve or be eligible to receive?~~
* ~~“ “ “ “ b.m.~~
* ~~“ “ “ “ p.m.~~
* ~~“ “ “ “ q.m.~~
* Can you provide me with some regional training partner contacts?

def jf\_training\_contacts (intent, session):

card\_title = ‘contacts’

session\_attributes = {}

should\_end\_session = false

speech\_output = “The regional training partners that you can talk to are Zara Shortte who is the head of the e.m.e.a. Region. Eva Zeron who is in charge of the Americas. Arvind Sahu and Rahman Shanawas who both oversee the Asia-Pacific region. FInally there is Silvio Rütsche who oversee Switzerland. Please talk to one of our Regional Job Family Leads to receive their emails and telephone numbers.”

reprompt \_text = “please visit my friendly leads here to collect any information to reach these contacts.”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

* Can you recommend any further education or recommended learning sites.

def jf\_extra\_help (intent, session):

card\_title = ‘Resources’’

session\_attributes = {}

should\_end\_session = false

speech\_output = “Recommendations for further education include: coursera, khan academy, codecademy, udemy, udacity, and edx.”

reprompt \_text = “you can also ask me what has remained the same”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

* **Generic Statement**: I am sorry, I am unable to provide an answer to your question. Please visit one of our regional job family leads that are present here at the expo to acquire a possible answer.

1. the job family mission is to drive the training curriculum and professionalize the practices and disciplines with cs.
2. the 10 job families are application architecture and development. business analysis and engineering. business management. it operations. line management. project management. quality management and testing. service and delivery management. systems architecture and engineering. user and productions support.
3. an ad is responsible for the technical analysis, design, architecture, development, implementation and support of software applications.
4. a be is responsible for ensuring business requirements are clearly identified, prioritized and satisfied by appropriate technical and or business process solutions.
5. a bm is responsible for supporting the daily operations and controlled activities in running organizations effectively.
6. a io is responsible for the deployment and optimization of critical it infrastructure services.
7. a lm focuses on adopting organization culture change and the effective staff leadership and management competencies that sustain resources.
8. a pm is responsible for initiating, planning, executing, controlling, and closing the work of a team or project to achieve specific goals.
9. a qm focuses not only on product and service quality but also how to achieve it in order to achieve consistency.
10. a sd is responsible for the delivery of services or service technology to clients.
11. a se is responsible for the full lifecycle of technology infrastructure systems globally, including identification of need, sourcing, design, engineering, development, testing, deployments and third level support.
12. a up is responsible for providing all it support services to clients, maintaining the production environment and working with it departments to ensure the delivery of requests.
13. the objective is to strengthen the job family framework as a key enabler of career development in it.
14. the four career tracks are business management, engineering, production support and solution delivery.
15. the updates to the frameworks include now the four career tracks, an industry-aligned roles, framework of skills with three proficiency levels and training opportunities.
16. the parts of the framework that will stay the same are the 10 job families, the corporate titles, global and regional job family heads and the job family will be visible in the hr system.
17. the roles of the b.m. are administrative assistant. it coo or chief of staff. i.t. portfolio officer. i.t. vendor management or demand management. risk and controls management.
18. the roles of an a.d. are development manager. it architect. software engineer. specialist engineer. data engineer.
19. the roles of a s.e. are infrastructure architect. infrastructure engineer. product manager.
20. the roles of a b.e. are account or product manager. business analyst. business architect. it strategist. request manager.
21. the roles of a p.m. are program manager. program management office or pmo. project manager.
22. the roles of a q.m. are quality manager. test engineer. test manager.
23. the roles of a s.d. are account management. delivery management. service management.
24. the roles of a i.o. are end user operations. infrastructure operations. security operations.
25. the roles of a u.p. are application support. desktop support. service desk.
26. the l.m. is aligned with all of the career tracks.
27. the family that corresponds to these roles is a b.m. or business management.
28. the family that corresponds to these roles is a a.d. or application architecture and development.
29. the family that corresponds to these roles is a s.e. or systems architecture and engineering.
30. the family that corresponds to these roles is a s.d. or service delivery and management.
31. the family that corresponds to these roles is a i.o. or i.t. operations.
32. the family that corresponds to these roles is a u.p. or user and production support.
33. the family that corresponds to these roles is a b.e. or business analysis and engineering.
34. the family that corresponds to these roles is a p.m. or project management.
35. the family that corresponds to these roles is a q.m. or quality management.
36. the job family you can be part of are/is business management.
37. the job family you can be part of are application architecture and development. systems architecture and engineering.
38. the job family you can be a part of are business analysis and engineering. project management. quality management and testing. service delivery and management.
39. the job family you can be a part of are i.t. operations. user and production support.
40. the value proposition and use cases for staff are used to find relevant training opportunities.identify your skill gaps and transferable skills. and much more.
41. the value proposition and use cases for managers are used to help an employee in your team formulate their p.d.p.. Provide clarity on skills you expect from your staff and much more.
42. A learner should have basic knowledge of the financial sector, market structure, business capabilities, external business environment, components and purpose of a business case.
43. A practitioner should have advanced knowledge and substantial working experience in several b.c.m., how economic factors impact the industry. Ability to construct detailed business cases.
44. An expert should have extensive working experience in a broad set of b.c.m.. Ability to review and critique a business case, able to implement the banks business and I.T. strategy in an innovative way and more.
45. A learner here should have working experience in several applications within relevant it domains, basic knowledge of current technology and more.
46. A practitioner should have more knowledge than a learner in the various fields, be able to identify recent developments and future trends, etcetera.
47. An expert should have extensive working experience, knowledge. Be able to continuously review emerging technologies and partner with stakeholders
48. A software engineer needs to analyze problem space, develop models, code, create and maintain documentation, and more.
49. A development manager needs to identify the drivers, strategies, and needs of clients whiling ensuring cost optimization, is responsible for coordination of cross application dependencies and more.
50. An I.T. architect needs to define and maintain architecture, support overall it architecture development and conduct gap analysis as well as other roles.
51. A specialist engineer needs to be an expert in a given technology or it knowledge area with certain responsibilities such as advisory, analysis, design, implementation and more.
52. A Data engineer covers all data related, define and model and prepare data for analytical or operational uses and may use machine learning, predictive modeling and other responsibilities.
53. A business analyst act as a bridge between business and technology, describe processes and propose improvements to process, perform stakeholder analysis as well as other skills.
54. A request manager define and communicate the request management process and deliverables, responsible for assigning and maintaining business requests and other roles.
55. A business architect supports the banks I.T. strategy by developing T.O.M.s., work with the business and I.T. to formulate business cases that holistically transition the bank to the target logical and physical design and also understand and manage the effect of change.
56. An i.t. strategist delivers a C.S. competitive I.T. strategy that combines the business strategy, be an appreciated advisor to the business divisions and conduct other responsibilities.
57. A A.P.M. define and communicate the product vision and strategic positioning in alignment with credit suisse business and also be responsible for customer and vendor relationship management.
58. The i.t. c.o.o. is responsible for the overall financial management of the department, talent development, succession planning and promotions and provide governance for third party outsourcing arrangements.
59. The chief of staff provide support to a department, division, regional or functional head. Plans facilities and issue management and conducts special projects and event planning.
60. An administrative assistant coordinate and provide office and administrative support to individuals or groups, respond to or follow up on inquiries regarding the units policies and procedures and monitor adherence to health and safety requirements as well as other maintaining and monitoring responsibilities.
61. The i.t. portfolio officer own and manage i.t. product, leverage relationships, own it portfolio management governance, and much much more.
62. The demand management or it vendor management is responsible for defining best practices for managing outsourcing arrangements, support SVM in negotiation preparation and forecast and track I.T. capital expenditure.
63. The risk and controls management provides ongoing services to ensure operational risk compliance, manage a program of work to ensure compliance with operational risk policies and monitor and report if needed any compliance status.
64. Infrastructure operators deploy and administer infrastructure components such as servers, manages change configuration capacity and lifecycle management, ensure compliance to R.T.O., R.P.O. and availability requirements.
65. End User operators deploy and administer as messaging, collaboration and mobile applications, ensure compliance and archive emails/I.M.S./voice messages.
66. As a security operator, one must deploy and administer security infrastructure components, both physical and software while monitoring the escalation of security events and conduct forensic investigation.
67. A line manager are responsible for strategic change delivery, operational management, business partner relationship and human capital management.
68. A project manager manages, plans, organizes and implements one or more i.t. Projects using standard methodology.
69. A p.m.o provides support for financials tracking and change request management while also supporting stakeholder and business client management.
70. A test manager plan, coordinate and control the entire test process within one or more projects. They also are responsible for managing, implementing and monitoring all test efforts while also ensuring all activities met with guidelines and are compliant with rules and regulations.
71. A test engineer execute testing inline with the test strategy and approach and are there to support the test manager to ensure all requested technical facilitation are setup as defined in the test plan.
72. A quality manager proposes and define quality objectives to meet customer needs and required product quality as well as contribute to quality management and quality improvement initiatives and ensure all management is compliant with c.s. Standards and policies.
73. The account manager are in charge with owning the account portfolio and ensuring an appropriate balance between clients and the i.t. Supplier concerns, explain service, cost metrics and related trends to clients.
74. A delivery manager manage the delivery of i.t. Infrastructure or application development solutions, ensure a clear understanding of client objectives as well as plan and coordinate and ensure timely and on-budget delivery.
75. The service manager manages an individual or group of i.t. Services and the achievement of respective s.l.a.s. They work and partner with all internal and external service providers to ensure that the i.t. Services are continuously delivered and accurately reported.
76. The infrastructure engineer manage the engineering lifecycle for a technology domains and products. They apply the delivery framework required for optimal delivery efficiency and in line with the customer's operational needs while also controlling engineering costs to remain in budget while managing risk.
77. A product manager provide the market mind-set required for the outcome based definition of services, build a detailed understanding of customer and user requirements, drive continuous improvement for products and balance change and innovation.
78. The infrastructure architect define the strategy and architecture for a technology domains, define the long term strategy and target architecture and drive innovation by exploring and testing new technologies that drive value.
79. The service desk act as a single point of contact, log all incoming calls to the service desk, contribute to the knowledge base and input to major incident process.
80. A desktop support communicate request and incident status to relevant stakeholders, monitors progress of ticket in accordance with defined service level agreements and more.
81. The application support analyze incident and problem trends and propose proactive measures to improve stability and improve efficiency, while also managing vendor relationships and act as single point of contact for all escalated operational service delivery issues.
82. Some certificates that an a.d. Can receive is the b.c.s.f.l.s.d or the o.r.a.j.s.e.7. Or the i.e.e.e.c.s.d.p..
83. Some certificates that an b.e. Can receive are the c.b.a.p.. The C.b.i.p.. The b.c.s.f.
84. The certificates that a b.m. can receive are the c.p.a. Or the a.c.c.a.. As well as the e.b..
85. The certificates that a p.m.. can gain range from the c.a..p.m to the p.r.i.2.p..
86. The certificates that a q.m. can receive are the s.q.e., the s.a.q.e.o.q. And also the i.s.t.q.b.e.x.p..
87. The regional training partners that you can talk to are Zara Shortte who is the head of the e.m.e.a. Region. Eva Zeron who is in charge of the Americas. Arvind Sahu and Rahman Shanawas who both oversee the Asia-Pacific region. FInally there is Silvio Rütsche who oversee Switzerland. Please talk to one of our Regional Job Family Leads to receive their emails and telephone numbers.
88. Recommendations for further education include: coursera, khan academy, codecademy, udemy, udacity, and edx.

def jf\_extra\_help (intent, session):

card\_title = ‘Resources’’

session\_attributes = {}

should\_end\_session = false

speech\_output = “Recommendations for further education include: coursera, khan academy, codecademy, udemy, udacity, and edx.”

reprompt \_text = “you can also ask me what has remained the same”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

def jf\_frame\_change (intent, session):

card\_title = ‘changes’

session\_attributes = {}

should\_end\_session = false

speech\_output = “the updates to the frameworks include now the four career tracks, an industry-aligned roles, framework of skills with three proficiency levels and training opportunities.”

reprompt \_text = “you can also ask me what has remained the same”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

def jf\_frame\_unchange (intent, session):

card\_title = ‘same’

session\_attributes = {}

should\_end\_session = false

speech\_output = “the parts of the framework that will stay the same are the 10 job families, the corporate titles, global and regional job family heads and the job family will be visible in the hr system. “

reprompt \_text = “you can also ask me what has changed about the framework”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

def jf\_training\_contacts (intent, session):

card\_title = ‘contacts’

session\_attributes = {}

should\_end\_session = false

speech\_output = “The regional training partners that you can talk to are Zara Shortte who is the head of the e.m.e.a. Region. Eva Zeron who is in charge of the Americas. Arvind Sahu and Rahman Shanawas who both oversee the Asia-Pacific region. FInally there is Silvio Rütsche who oversee Switzerland. Please talk to one of our Regional Job Family Leads to receive their emails and telephone numbers.”

reprompt \_text = “please visit my friendly leads here to collect any information to reach these contacts.”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

def jf\_value\_staff (intent, session):

card\_title = ‘staff’

session\_attributes = {}

should\_end\_session = false

speech\_output = “the value proposition and use cases for staff are used to find relevant training opportunities.identify your skill gaps and transferable skills. and much more.”

reprompt \_text = “You can also ask how it helps out the managers”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

def jf\_value\_managers (intent, session):

card\_title = ‘managers’

session\_attributes = {}

should\_end\_session = false

speech\_output = “the value proposition and use cases for managers are used to help an employee in your team formulate their p.d.p.. Provide clarity on skills you expect from your staff and much more.”

reprompt \_text = “You can also ask how it helps out the staff”

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))

def jf\_count(intent, session):

card\_title = ‘familycount’

session\_attributes = {}

should\_end\_session = false

speech\_output = ‘the 10 job families are application architecture and development. business analysis and engineering. business management. it operations. line management. project management. quality management and testing. service and delivery management. systems architecture and engineering. user and productions support.’

reprompt\_text =’’

return build\_response(session\_attributes, build\_speechlet\_response(card\_title, speech\_output, reprompt\_text, should\_end\_session))