

BUSINESS RELATIONSHIP MANAGER (BRM) SUPPORT ROLE

▶ Advocate

- Provides a balanced representation for both the Agency and DET needs
- Support customer needs ensuring efficient and effective delivery of Enterprise IT Services

▶ Educate

- Communicate information relating to cost models, DET Process, Policy and Procedures
- Work closely with DET to identify and address process gaps to meet State of Wisconsin IT strategic goals
- Share Agency customer business needs and priorities with DET Leadership and staff

▶ Navigate

- Guide customers and DET staff through state business process and workflows
- Share feedback to DET and Agency leadership for development of process, resources and financial impact

▶ Facilitate

- Promote positive business relationships
- Assist Agency customers in escalating concerns on timeliness and quality to DET Leadership

▶ Collaborate

- Identify and share success stories
- Manage complexity of initiatives and operations
- Promote teamwork and partnerships in day to day operations along with strategic planning

▶ Communicate

- Translate business needs and technical terms in multiple venues
- Share ideas and knowledge proactively for implementation of best practices, opportunities and cost saving measures

▶ Plan

- Offer input to the scope evaluation and timing for the State of Wisconsin strategic planning
- Gather input on Agency and Enterprise projects to support meaningful objectives

▶ Improve

- Identify opportunities for improvement of delivered services and to ensure service levels remain a focus
- Leverage IT Service Management best practices to monitor and identify process/policy gaps.