Program Managers – Best Practices

- Make sure VectorVMS job requirement is as detailed as possible

    o Provide a complete list of tasks and responsibilities

    o List all required/desired skills and corresponding experience levels

    o Note work week specifics (days per week, hours per week)

    o Provide the exact work location, work posture (onsite/hybrid/remote) and specify any travel requirements.

- Ensure that PASS requisition has been entered and funding approved prior to submitting requirement in VectorVMS

    o CAI will verify with OCTO STaR2 Contract Administration Team that a PASS requisition has been entered and funding approved prior to approving requirement

- Conduct interviews within two business days after receiving the candidates.

    o Provide CAI with interview dates/times even before the req. is released

    o Enter interview feedback into VectorVMS internal comments within one day of interview or provide feedback to CAI contract management team via email.

- Select candidate for engagement

    o CAI will facilitate on-boarding procedure with the selected supplier once notified by Program manager.

    o Initiate Agency onboarding tasks as soon as compliance is completed with prospective candidate.

- Allow candidate to Start as soon as possible after background check completion and PO receipt

    o The labor market is tight, and candidates aren't available for long

- Prepare for candidate's first day

    o Procure space and equipment

    o Ensure onboarding tasks are completed for resource according to any agency-specific requirements (Includes Badge and credentials for access to all applications, facilities and systems deemed necessary by PM)

    o Train candidate on PASS time entry (https://dcgov.service-now.com/esc?id=kb_article_view&table=kb_knowledge&sysparm_article=KB0010761)

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- Manage engaged resource's daily tasks and performance

    o Ensure engaged resources meet performance standards

- Approve time in PASS by 5 PM on Tuesday

    o Status reports can be attached to timesheets

- Use VectorVMS to complete scheduled candidate evaluations

    o Evaluations remain in VectorVMS for future reference

    o Evaluations are requested at ten-day, 60 day, and 180 day intervals, as well as the end of the engagement.