



One Access Launcher and Labs

Skills Matrix

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###### **Revision History**

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| VERSION NO. | DATE | SUMMARY OF CHANGE | CHANGED BY |
| 0.1 | 2023-04-14 | * Cleaned up default values * Added initial details in various sections of the document related to launcher and labs | Shahzad Kamran – Senior Solution Architect |
| 0.2 | 2023-04-24 | * Made updates related to skills required to support IT infrastructure (network, virtualization, etc) | Vladimir Zagvozdin – Senior Solution Architect |

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# About This Document

## Document Approach and Scope

The proposal of a new service involves completing the Skills Matrix template. This template represents a skills pool of all the Information Technology (IT) skills in use at Ontario Health that are currently required to operate its services in Production. Outlining the skills required to operate the proposed service helps identify:

* Resource needs, which are then negotiated and procured.
* Training requirements for those operating the service.
* Skill gaps (e.g. if the skill does not exist at Ontario Health, internal training or a search for outside talent may be needed).

## Audience

The template will be completed by both the skills Requester (i.e. Project Manager, Architect, Technical Lead, etc.) who is proposing the new service; and Operations Support.

The audience for the completed template is Operations Support.

## Instructions

Complete the Skills Matrix Table in section 2.0 with the requested information for each skill required to operate the service. Complete a row ONLY if the skill is required. If a skill is not required, ignore the row. All sections should be considered in order to ensure that no skill has been missed in the assessment.

* **SW Version**:Indicate the version number of the software, if applicable.
* **Experience required (yrs)**: Indicate the experience (in years) with the skill that is required of the resource.
* **Proficiency level (1-5)**: Indicate the proficiency level of the skill that is required of the resource, where 1 is the lowest level of proficiency and 5 is the highest.

Level 1 – beginner, training required

Level 2 – intermediate, training required

Level 3 – proficient, some supervision

Level 4 – Subject Matter Expert (SME), no supervision

Level 5 – advanced, trainer

* **Resources required (%)**: Indicate as a percentage, the resources required to support the technical solution. E.g. one full-time employee (FTE) to devote 40% of their time to the service.
* **Resources available (%)**: Consult with the respective Operations Support team for the accurate number of resources currently available for the service.
* **Resource gap:** Calculate the gap between the number of resources required and the number currently available, using the previous two columns.
* **Comments**: Enter any relevant information.

## Input Material

Reference the following document for input to the Skills Matrix, as the skills contained here must also be included in the matrix.

[*IT Service Continuity Plans*](http://teamsites/sites/IT_Operations_Library/Public/Forms/AllItems.aspx?RootFolder=%2fsites%2fIT%5fOperations%5fLibrary%2fPublic%2f1%2fDOCUMENTS%2fData%20Centre%20Services%2fService%20Management%2fDisaster%20Recovery%20and%20IT%20Service%20Continuity%2fIT%20Service%20Continuity%20Management): this link points to all eHealth Service Continuity plans. Each plan contains a section on the skills and competencies required for each service in the environment. Consult these plans for product names and details that supplement the skill list in section 2 of this document.

Reference all other documents which may be used or required by the audience of the document. All referenced material must be authorized for external distribution*.*

* TISO Document Management Process
* [Document title]

# Skills Matrix Table

| Skill | SW Version (V#.##) | Experience Required (yrs) | Proficiency Level (1-5) | Resources Required (%) | Resources Available (Operations) | Resource Gap | Comments |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Programming & Languages |  |  |  |  |  |  |  |
| Angular | 14.2.10 | 5 | 4 | 25% |  |  |  |
| Node.JS | 16.19.0 | 5 | 4 | 25% |  |  |  |
| JavaScript/Typescript |  | 5 | 3 | 5% |  |  |  |
| HTML/CSS | 5 | 5 | 3 | 5% |  |  |  |
| SQL/Redis Search |  | 5 | 3 | 5% |  |  |  |
| JSON/XML |  | 5 | 3 | 5% |  |  |  |
| FHIR |  | 2 | 3 | 5% |  |  |  |
| Java | 8+ | 3 | 3 | 5% |  |  |  |
| Network Operations |  |  |  |  |  |  |  |
| External DNS |  |  | 3 | Cloud Operations5% |  |  | Required to setup new DNS records as new services are defined |
| Firewalls |  |  | 3 | Network Operations5% |  |  | Required to setup new firewall rules as new services are defined |
| Storage (SAN, NAS) |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Backup |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Databases |  |  |  |  |  |  |  |
| Redis | 6.2.10-129 | 3 | 3 | Build & Deploy  5% |  |  |  |
|  |  |  |  |  |  |  |  |
| Operating Systems |  |  |  |  |  |  |  |
| OpenShift Container Platform | 4.x | 3 | 3 | DevOps  5% |  |  |  |
| RedHat for Redis | 8.4 | 3 | 3 | Unix 5% |  |  |  |
| Virtualization |  |  |  |  |  |  |  |
| VMWare ESX | 8.x |  | 3 | Virtualization support  5% |  |  |  |
| OpenShift Container Platform | 4.x |  | 3 | DevOps  5% |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Web Servers & Frameworks |  |  |  |  |  |  |  |
| NGINX Web Server |  |  | 2 |  |  |  |  |
| Open Liberty | 23.0.0.2 | 3 | 2 |  |  |  |  |
| Spring Boot | 2.76 | 3 | 2 |  |  |  |  |
| oAuth/OIDC |  | 3 | 2 |  |  |  |  |
| REST |  | 3 | 2 |  |  |  |  |
| Business Software |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Email Technology |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Registration, Identity & Access Management |  |  |  |  |  |  |  |
| ONE ID |  |  |  |  |  |  |  |
| Event Monitoring |  |  |  |  |  |  |  |
| Thor (ELK: Elasticsearch-Logstash Kibana) |  |  | 3 | Devops |  |  |  |
| Tools |  |  |  |  |  |  |  |
| Jenkins |  | 1 | 3 |  |  |  |  |
| GitLab |  | 1 | 3 |  |  |  |  |
| Jasper Report/PDF Generation |  | 1 | 2 |  |  |  |  |
| Security Operations |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Development Process |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Docker |  |  |  |  |  |  |  |
| Orchestration – Kubernetes/OpenShift | OpenShift 4.x |  | 3 | Build and deploy support team  5% |  |  | Provide day to day support to development team |
| Orchestration – Kubernetes/OpenShift | OpenShift 4.x |  | 3 | Build and deploy support team  5% |  |  | Provide day to day support to development team |