

Project - Roles & Responsibilities

Role	Profile	Primary Project Duties	Responsibilities/Deliverables
Project Sponsor	Member of the Executive Committee.	<ul style="list-style-type: none"> ▪ Recommends and advocates project to organization ▪ Resolves funding, policy and/or resource issues 	<ul style="list-style-type: none"> ▪ Reviews and approves Project Proposal and Project Charter ▪ Monitors and addresses project status and issues with Service Owner and/or Project Manager, as needed ▪ Assures completion of project scope on time and within budget
Service Owner	An individual, multiple individuals, a service provider and/or a department	<ul style="list-style-type: none"> ▪ Delivers and/or utilizes the expected business benefit(s) 	<ul style="list-style-type: none"> ▪ Develop Project Proposal ▪ Responsible for overall delivery of Business Requirements ▪ Responsible for overall delivery of User Acceptance Test (UAT) Plan ▪ Responsible for Project Sign-off ▪ Responsible for overall delivery of the Training Plan ▪ Approves Project Proposal and Project Charter ▪ Validates business objectives and project requirements ▪ Manages service unit to deliver service benefits ▪ Provides Subject Matter Experts to project
Project Manager	A single individual with knowledge and skills in Project Management; can be from IT or the Functional side	<ul style="list-style-type: none"> ▪ Reports project progress, plans and issues to Project Sponsor & Service Owner ▪ Manages all day-to- day project activities. ▪ Responsible for overall project delivery and closure 	<ul style="list-style-type: none"> ▪ May develop Project Proposal ▪ Develops Project Charter ▪ Develops and manages/updates Project Plan and all related project documentation and reports ▪ Determines and manages resource requirements ▪ Manages project budget ▪ Develops Project Close Checklist ▪ Responsible for Project Sign-off ▪ Addresses and resolves issues with project team; escalates issues to Project Sponsor and Service Owner as needed ▪ Identifies and secures the necessary technical skills and resources for the project

			<ul style="list-style-type: none"> ▪ Plan, schedule, and manage Project Lifecycle Management activities ▪ Tracks, manages, and reports risks, issues, and project status information
Subject Matter Expert (SME)	An individual from Functional side and/or IT	<ul style="list-style-type: none"> ▪ Provides knowledge and/or skills of a particular domain critical to the management, development and/or completion of the project 	<ul style="list-style-type: none"> ▪ Collaborates with project team members ▪ Communicates project status and issues to the Service Owner and Project Manager ▪ Assists with clarification of project objectives ▪ Works with Project Manager to define the project's deliverables and requirements
Project Team	Individuals from both Functional site and IT	<ul style="list-style-type: none"> ▪ Delivers project requirements within scope and schedule 	<ul style="list-style-type: none"> ▪ Communicates project status and issues to Project Manager. ▪ Assists with clarification of project objectives. ▪ Responsible for Project deliverables.
Business Analyst	An individual from IT	<ul style="list-style-type: none"> ▪ Provides knowledge and/or skills of a particular domain critical to the management, development and/or completion of the project 	<ul style="list-style-type: none"> ▪ Responsible for Business Requirements document. ▪ Assists the Technical team with clarification of questions that arise regarding Requirements. ▪ Acts as resource to QA analyst for information to create Functional Test Plan.
QA Analyst	An individual from IT	<ul style="list-style-type: none"> ▪ Ensures quality assurance testing 	<ul style="list-style-type: none"> ▪ Responsible for quality assurance testing and defect reporting. ▪ Responsible for Functional Test plan and Defect Log. ▪ Document Test results.
Technical Lead	An individual from IT	<ul style="list-style-type: none"> ▪ Oversees the technical development efforts. 	<ul style="list-style-type: none"> ▪ Responsible for Technical Requirements, Unit Test plan, Production Readiness Checklist and Technical Design, System/Data Architecture (if applicable). ▪ Provides programming assistance on Requirements. ▪ Responsible for the underlying architecture, as well as for overseeing the work being done by other developers working on the project.