

Project Role	Deliverable	Deliverable Timing	Team Member(s)
<p><b>Customer Readiness Manager</b></p> <p>This role will identify what customers need in order to use the new tool. This could be training, communications, etc. They will be responsible for identifying and coordinating these efforts. They will not be responsible for developing the materials.</p>	<p>Planning document that outlines what customers need to use the new tool and the timing of those materials.</p> <p>(This document does not need to be more than 1 page to be effective)</p>	<p>Needs to be given to the Communications Manager by mid-February</p>	
<p><b>HRD Readiness Manager</b></p> <p>This role has two main responsibilities:</p> <ul style="list-style-type: none"> <li>• Identify what HR staff need in order to successfully promote the tool with customers.</li> <li>• Identify what HR staff need to successfully follow the process of getting information updated in the tool.</li> </ul> <p><b>NOTE:</b> This role will help implement the long-term system maintenance plan, but they will not be responsible for developing the plan.</p>	<p>Planning document that outlines what HRD needs to use the new tool and the timing of those materials.</p> <p>(This document does not need to be more than 1 page to be effective – does not include maintenance business processes)</p>	<p>Needs to be given to the Communications Manager by mid-February</p>	
<p><b>Communications and Training Manager</b></p> <p>This role is responsible for creating any needed materials. They will coordinate with the readiness managers to understand what is needed. Normally these would be two separate roles for a larger IT project.</p>	<p>Deliverables will be identified by Readiness Managers.</p> <p>(Most likely communications will be needed. HRD staff who will update tool might need training)</p>	<p>TBD from Readiness Manager's planning documents</p>	
<p><b>System/Content Operations Planning Manager</b></p> <p>This role is responsible for developing the long-term maintenance plan for the system, which includes the business process for updating the content. No IT skills are needed for this role – all content management will be done by HR. I will assist you in creating the business process if it is a new skill set for you. This role will also work with HRD management to get the process approved.</p>	<p>Document containing business process for maintaining content in the tool approved by HRD management.</p> <p>This document should also contain anything else HRD needs to know when the project is gone (if anything is identified).</p>	<p>Due at the end of the project</p>	

<p><b>User Acceptance Testing Managers</b></p> <p>We will need several of these for a successful project. I would like to see 4 in addition to myself so the testing groups can be a manageable size. This role will identify a group of customers for testing, plan testing logistics, and documents results. I will be responsible for compiling all results into the final project documentation. Our technical partner Rowena will also be involved in this effort.</p> <p>This team will work together to develop the UAT planning document which will be used as our guide during the testing process. I will be responsible for updating that document and adding the final test results and outcomes.</p>	<p>UAT planning document – logistics and customers identified –contain templates for entering UAT results and content/tool update recommendations. Also identifies success measures.</p> <p>This document will be updated by the team along with the Project Manager after each test cycle. The Project Manager will do the final document prep for sponsors.</p>	<p>Planning document needs to be ready before UAT begins, currently scheduled for mid-January</p> <p>Final version that tells the story of the customer approving the tool and content to be ready by the end of the project.</p>	
<p><b>Content Development Managers</b></p> <p>The group has already created an outline of the most likely scenarios and questions prior to my arrival as the PM. The next task will be to divide and conquer. We will need several content development managers to work with subject matter experts and document the FAQs. We will also consult with identified stakeholders. Validation of this material will happen throughout the project. You may get feedback and revise some of the previous work. You do not need to be a subject matter expert in the content to fill this role; instead you are responsible for gathering the information.</p>	<p>Document containing all identified FAQs organized by high-level categories and sub categories vetted by SMEs and customer groups.</p>	<p>Needs to be ready and entered into before UAT starts.</p>	
<p><b>Business Analyst</b></p> <p>This role will analyze the proposed technology to make sure it meets the need. This role is responsible for communicating between developers and the project. This role will provide updates on the technology development to the project manager. They will help analyze UAT results and communicate requested changes to the developer.</p>	<p>Periodic updates to Project Manager</p>	<p>As needed</p>	
<p><b>Key Stakeholder</b></p> <p>This project role’s main responsibility is validating content from the customer’s perspective. They will review content and provide comments before we share with larger customer groups.</p>		<p>As needed</p>	