# Project Name:

**Date**:

The purpose of this document is to clearly articulate the different roles within a project team and the duties each role/person is responsible for. Not every role or responsibility within, is needed for each project, therefore trim this document to what is needed for the project (Executive Sponsor should sign off).

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| **Title** | **Role** | **Name** |
| **Executive Sponsor** | The executive leader who has sanctioned the project | (Name of Individual) |
| **Responsibilities** |
| * Monitors the overall progress of the project at a high level
* Assists the Project Champion when escalations are necessary
* Gainers support for the project at the executive level
* Authorizes and approves/rejects “Project Change Requests” issues that affect Scope, Cost, Time or Quality which are outside of tolerance levels.
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| **Title** | **Role** | **Name** |
| **Project Champion** | The individual who commissions the team to deliver the project and champions the cause throughout the project. Typically a senior member of staff with a relevant area of responsibility that will be affected by the outcome of the project. This may be a senior executive, director, or program manager. The champion is continually involved, including assisting with defining the project and actively reviewing the progress.  | (Name of Individual) |
| **Responsibilities** |
| * Ultimate responsibility for the success of the project.
* Leads general campus communications on behalf of the project or defers to Project Manager.
* Garners commitment from other key stakeholders.
* Assures availability of essential project resources.
* Presides over the project steering committee (unless its decided that the Executive Sponsor has this responsibility)
* Facilitates organizational level problem solving and ensures escalated risks/issues are resolved.
* Makes key decisions on changes, risks, conflicting objectives and any other issue that is outside of the project manager's designated authority.
* Negotiates a path through complex diplomatic areas of the project.
* Supports the Project Manager, provides and approves discretionary budget, and offers mentoring, coaching and leadership when dealing with business and operational matters.
* With the project manager, escalates critical risks/issues to and/or notifies the Executive Sponsor in a timely manner
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| **Title** | **Role** | **Name** |
| **Project Manager** | Responsible for leading a project from concept to close out. This includes conceptualization, initiation, planning, executing-controlling-monitoring and closing out the project, while managing risks, timelines, resources and the scope of the project. Works with the Project Champion to define the project scope & team members and reports on risks, issues and progress on a regular basis. The project manager’s goals are focused on delivering the project on time, on scope, within budget and to the required quality standard.  | (Name of Individual) |
| **Responsibilities** |
| * Actively manages, communicates and mitigates project risks and issues and escalates when necessary.
* Manages the expectations of project leadership and stakeholders throughout the project (see “project expectations” document).
* Provides detailed project planning documentation (Charter, Risk Mgmt Log, Status Reports, Schedule, Budget, etc)
* Develops and maintains a comprehensive project plan, in keeping with the size and complexity as mutually agreed upon by the PMO organization and the Project Champion.
* Responsible for managing the execution of all project milestones/deliverables/releases.
* Provides leadership and actively manages the project team resources within the confines of the project.
* Organizes Inter-Departmental work groups and team meetings, when necessary.
* Monitors project progress; individual and team performance against work estimates and assists when necessary to ensure that the project stays on schedule, cost, scope and quality.
* Manages project scope and change control and escalates issues where necessary
* Provides status reports to the project leadership.

As a liaison to the project leadership.* When requested, provides a performance feedback loop to “Resource Managers” for all project Team members, which can be helpful for the employee performance and personal development review process.
* \*Resolves cross-functional issues at project level, escalates where necessary
* \*Manages project training within the defined budget.
* \*Provides Team Building exercises, cross training and skills building opportunities that develops a highly productive, adaptive, motivated and creative team which builds cooperation, respect, Team and Self focus, openness, respect and commitment
* Works closely with users to ensure the project meets business needs.
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*\*=If the Project Management Lite methodology is employed, these tasks may not apply.*

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| **Title** | **Role** | **Name** |
| **Project Stakeholders** | Often included on the project steering committee, these individuals represent areas of the university that may be affected positively or negatively by the outcome of the project. | (Name of Individuals) |
| **Responsibilities** |
| * Provides advice, risk related communication or feedback for the project including, functional requirements, deliverables or other issues.
* May serve on the steering committee or work group to guide the work of the project.
* Provides access to segments of the community, while requiring limited commitment.
* May provide advisory or Subject Matter Expertise (SME) resources to assist the project team
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| **Title** | **Role** | **Names** |
| **Steering or Oversight Committee** | This group includes management and other project stakeholders and is responsible for overseeing the progress of the project and reacting to any strategic problems. The group is usually required in large projects, which cross functional boundaries and may be optional for PM Lite/Coordination projects. | (Names of Individuals) |
| **Responsibilities** |
| * Advocates for the project and raises awareness at the senior management level.
* Approves the budget and decides tolerance levels.
* Approves strategies, implementation plan, project scope and milestones.
* Resolves strategic and policy issues.
* Drives and manages change through the organization.
* Prioritizes project goals with other ongoing projects.
* Communicates with other key organizational representatives.
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| **Title** | **Role** |
| **Project Team Members** | Team member roles will vary depending on the type of project. Team members may be functional experts, technical architects, system developers, system administrators, database administrators, quality assurance analysts, trainers, and help desk staff. |
| **Responsibilities** | **Name** |
| * **Business Analysts:**
	+ Identifies business problem and documents functional requirements.
	+ Facilitates brainstorming sessions and discussions on gathering user requirements.
	+ Creates Storyboards, prototypes, context diagrams and define User Stories.
	+ Reports on progress/issues to project manager, product owners and users.
* **Communicator**
	+ Prepares the project’s communication plan.
	+ Prepares draft communications needed to keep designated populations abreast of the progress of the project.
* **Functional experts:**
	+ Provides functional expertise in an administrative process.
	+ Works with users to ensure the project meets business needs.
	+ Documents and analyses current and future processes/systems.
	+ Defines requirements for reporting and interfacing.
	+ Identifies and maps information needs.
* **Trainer**
	+ Prepares training documentation for users
	+ Trains users and support staff.

 ***(The following may only pertain to an IT project)**** **Technical expert:**
	+ Designs the technical architecture (software, hardware and interfaces) for the system.
	+ Specifies hardware requirements.
	+ Advises on technical strategy, policy and procedure.
	+ Provides technical leadership for the programming team.
* **System developer**
	+ Provides technical requirements and estimates based on functional requirements.
	+ Develops the application including, interfaces, data migration, or integration with other systems.
	+ Manages application configuration and deployment.
	+ Sets up security rights and access permissions.
	+ Migrates code between development, test, and production.
	+ Advises on technical strategy, policy and procedures.
	+ Creates technical documentation to agreed standards.
	+ Reports on progress/issues to project manager and users.
* **System administrator**
	+ Manages and supports all system environments (development, test, and production)
	+ Provides operating system management and support.
	+ Provides back-up and disaster recovery measures.
	+ Advises on technical strategy, policy and procedure.
	+ Creates technical documentation to agreed standards.
* **Database administrator**
	+ Provides database management and support.
	+ Advises on technical strategy, policy and procedure.
	+ Creates technical documentation to agreed standards.
* **Quality assurance analyst**
	+ Creates test plans per the requirements and specifications for the application.
	+ Tests and reports on software defects.
	+ Reports on progress/issues to the project manager and users.
* **Help Desk**
	+ Participates in project meetings and training to anticipate customer support issues.
	+ Tracks help desk reports and resolutions in a help desk tracking system.
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