

Client Implementation Responsibilities

Project Sponsor:

- Provides senior management support and commitment to see the project through to completion
- Resolves policy, procedure and resource allocation issues
- Arranges for adequate internal personnel time to complete the project setup, installation and training.
- Keeps company personnel focused on why the system was purchased so that all efforts are directed toward accomplishing those goals

Project Manager

- Directs the overall effort in completing the setup, implementation, and training related to the project
- Communicates progress to the key stakeholders
- Receives communication from all company and consultant personnel related to the progress they have made in completing their assignments.
- Sets up internal reporting methods and systems that help him or her keep personnel accountable for completing their assignments on time
- Adjusts personnel assignments, schedules, training, and priorities as necessary to keep the project on schedule.
- Organizes group activities such as training, testing, and project completion celebration.
- Recognizes and shows appreciation for significant contributions to the success of the project. Recognitions should be public, private, formal or informal, as appropriate.
- Approves changes to the budget, completion time line, go live date, company personnel assignments, change orders, and other modifications to the original implementation project.
- Approves key decisions that affect the overall implementation, such as: the chart of accounts and framework, number of companies set up, number of work stations set up, data to be converted or manually entered, and amount of history to be converted.

- Determines directly or through others the answers to the pre-implementation questionnaires such as the report worksheets (which reports should be set up and how)
- Decides how, if at all, the software we provide should be interfaced with other company owned software.

Trainer

- Either personally or through others, sees that company has personnel with sufficient expertise in using the system to train new or reassigned personnel. Expertise should include an understanding of why the system is set up the way it is. It should also include expertise in operations, reporting, inquiry and security. And it should also include knowledge of training techniques, learning methodologies and training materials sufficient to conduct effective training.
- With the Project Manager, plans training activities.
- Conducts needed training activities, both group and one-on-one.

Application Specialist

- 1 Becomes an expert in using the assigned application.
 - Understands why each set up screen, was set up the way it was
 - Tailors the module to fit the needs of the company
 - Suggests adaptations to the company's processing and reporting requirements to best take advantage of the features and functions of the module. These suggested the appropriate company personnel should approve adaptations.
- 2 Becomes an expert in resolving challenges related to the application:
 - Using the help functions that came with the system
 - Using the manuals that came with the system
 - Using help from Premier Computing
 - Using help from CustomerSource
 - Using the training materials available online at CustomerSource

Team Member

- Understands and accepts the assignments from the project manager
- Completes the assignments on time
- Notifies the project manager of the any threats to the completion of assigned tasks as quickly as they become apparent
- Makes suggestions for improving the efficiency and effectiveness of the company related to using the features and functions of the system

Systems Administrator

- Works with the Premier Computing consultants in installing the software
- Monitors system performance and notifies management and Premier personnel when it is not meeting expectations
- Maintains the computer hardware, network, operating systems, and communications gear so that the project software will operate properly.
- Communicates directly with Premier Computing system engineers on technical issues related to the performance of the purchased software (speed and reliability issues).

Project Manager Selection

Problem solving skills

- Does this person have a history of being able to solve complex problems?
- Does this person have the attitude that a problem is an opportunity to learn?

Personal leadership style

- Does this person have the communications and people skills appropriate for the mix of people who will be required on this project?
- Will this person encourage project team members to bring up problems rather than play the blame game?
- Does this person have excellent time management skills?

Organizational experience

- Does this person know how work gets done in this organization?
- Is this person experienced in working in similar organizations and has experience transferable to this project?
- Does this person know the politics of our organization and have the savvy to navigate these situations?

Skills and knowledge



- Does this person have adequate knowledge about the subject of this project?
- If some of these skills are weak is there support available in the organization to offset the problem?
- Does this person have adequate technical skills for this project?
- Does this person have adequate skills to understand the root causes of potential problems and keep them from reoccurring?

Project management experience

- Has this person led projects of similar scope, size, length, and priority?
- Is this person on a growth track to lead more complex projects?

