**UFIT Project Roles and Responsibilities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PPM#** |  | | **Project Name** |  |
| **Author** | |  | **Date** |  |

|  |  |  |
| --- | --- | --- |
| **Project Role** | **Person(s)** | **Responsibilities** |
| **Executive Sponsor** |  | * Provide executive sponsorship and approval. * Set vision for the solution and executive decision-making authority. * Ensure a project's goals are aligned with the university's strategies. * Gather support, communicate goals and overcome resistances from senior executives across campus. * Regularly review the Executive Status Report; stay aware of ongoing project decisions, risks, issues and milestones. |
| **Functional Sponsor** |  | * Ensure a project's functional requirements aligned with the university's strategies. * Regularly review each project's Executive Status Report; stay aware of ongoing project decisions, risks, issues and milestones. * Provide functional resources to the project, including both financial and human resources. * Review all functional project risks and changes for approval, including changes to functional requirements. |
| **Technical Sponsor** |  | * Ensure a project's technical requirements aligned with the university's strategies. * Regularly review each project's Executive Status Report; stay aware of ongoing project decisions, risks, issues and milestones.      * Provide UFIT human technical resources to the project. * Review all functional project risks and changes for approval, including changes to technical requirements. |
|  |  |  |
|  |  |  |
|  |  |  |
| **Project Role** | **Person(s)** | **Responsibilities** |
| **Service Management Lead** |  | * Host and facilitate service-related discussions throughout the project. * Update Service Catalog Administrative Database (SCAD) and myIT with any service information, including documentation of the support escalation path. * If it is an auxiliary service, the Service Management Lead is responsible for ensuring rates have been developed and published. * Notify [PPMSupport@ad.ufl.edu](mailto:PPMSupport@ad.ufl.edu) of new service offerings or service offering modifications. * If one doesn't already exist, develop a Service Level Agreement for UFIT services. Obtain agreement of SLAs from Service Owner, Product Owner and various managers of support teams. |
| **Customer Support** |  | * Provides support to end users/learners. |
| **Business Relationships Manager**  **(BRM)** |  | * Manage portfolio of current and future work for campus partners. * Facilitate and manage communications with respective campus partners. * Prior to project creation, complete a Needs Analysis with campus partners. * Assemble UFIT High Level Business Case on behalf of campus partners to clearly state a potential project's overall problem/opportunity, goals and objectives, activities, risks, considerations, sponsors, roles, role estimates from potential project team members or their respective managers, and any financial costs to the university. * Identify strategic goals and objectives of customers. * Measure delivered project benefits for campus partners to report success. * Identify portfolio, program and project stakeholders. Accountable for ensuring all stakeholders are recorded within the project's stakeholder register, which is managed and maintained by the Business Analyst. |
|  |  |  |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| **Project Role** | **Person(s)** | **Responsibilities** |
| **Analyst**  **(Business, functional, technical)** |  | * Partner with project sponsors and business relationship managers to elicit and document the information needed to initiate a project. * Quality-check High Level Business Cases prior to being submitted to UFIT Sr. Leadership for project approval (i.e., Gate 1). * Assist Business Relations Manager with identifying potential stakeholders to the project, program or portfolio. * Communicate issues regarding business needs to management as needed. Arrange and facilitate meetings to discuss and refine the business needs strategy throughout the project. * Develop UFIT Business Analysis Plan for each analysis knowledge area - Needs Analysis, Stakeholder Engagement, Analysis, Requirements Management, Monitoring and Traceability, and Solution Evaluation. * Analyze workflow, process improvement and business practices to streamline business operations. * Manage and maintain Stakeholder Register, Business Rules Catalog, and Elicitation Plan. * Facilitate Requirements Elicitation/Gathering sessions with stakeholders and project team members. Compile and refine all project requirements, including those identified by Functional and Technical Leads, then validate and verify accuracy of requirements with stakeholders and project team. * Obtain approval of the requirements from sponsors. If the project uses a predictive (i.e., waterfall) approach, then the PMO recommends formal approval through UF DocuSign. Manage and trace requirements, especially for potential changes after baselined approval. * Assist the Project Manager with Project Charter Development. |
| **Project Manager**  **(PM)** |  | * Oversees daily project activities for UFIT * Manages UFIT project staffing and milestones * Ensures completion of UFIT project deliverables |
|  |  |  |
| **Project Role** | **Person(s)** | **Responsibilities** |
| **Change Control Lead** |  | * Host and facilitate change-related discussions, such as change and release, migration, and deployment planning. * Ensure project and deployment plans abide by Restrictive Change Windows and Change Management procedures. * Submit myIT Change Requests for deployments to various system instances throughout project life cycle, including TST, QAT, and PRD. * Submit any PPM "UF - Migration" requests as needed by the UFIT Change Control Team. * Post and manage all project-related IT Alerts. * Ensure all project-related changes are tracked and controlled. Report any changes to the Project Manager so they can obtain project sponsor approval. |
| **Communications Lead** |  | * Assemble a Communication Plan. Review with Project Manager, Business Relations Manager and project team for approval. * Identify purpose, audience and method of delivery for each project-related communication. * Develop all written communications. Review with project team and sponsors prior to deploying any communications. * Act as a consultant for any project-related training being developed throughout the project. |
| **Customer Functional Lead** |  | * Support Analyst in documenting functional requirements. * Identifies and documents functional use cases. Reviews functional use cases with project team for accuracy and validity. * Document and provide Functional Sponsor functional design recommendations, based on requirements. Obtain sponsor approval of functional design. * Manage and assist functional project team members in development of project deliverables to meet functional requirements, including product configurations and customizations. |
|  |  |  |
| **Project Role** | **Person(s)** | **Responsibilities** |
| **Subject Matter Expert**  **(per topic)** |  | * Provides business expertise and knowledge that feeds into configuration decisions * Helps develop use cases required for UAT * Participates in UAT |
| **Technical Lead** |  | * Support Business Analyst in documenting technical requirements. * Identifies and documents technical use cases (if any). Reviews technical use cases with project team for accuracy and validity. Ensure Test Lead is aware of any testing required for technical requirements. * Document and provide Technical Sponsor technical design recommendations, based on requirements. Obtain sponsor approval of technical design (Design Specification document). * Manage and assist technical project team members in development of project deliverables to meet technical requirements, including architecture documentation and modifications. * Communicate with Project Manager status of technical activities throughout the project life cycle. |
| **Testing Lead** |  | * Identify and develop/document UFIT Test Strategy, based on requirements for portfolio, program, project and product. This includes identifying the testing scope for individual requirements. * Assemble test scripts, based off use cases. Review test scripts with project team for accuracy and validity. Ensure all functional use cases have associated test scripts. * Facilitate testing sessions with testers. Collect, document and measure test results. * Identify issues found in testing to project team for resolution. Ensure issue resolution testing is complete when necessary. * Ensure the test plan aligns with the overall project plans, including timeline. Send any scheduling concerns to the Project Manager. |
|  |  |  |
| **Project Role** | **Person(s)** | **Responsibilities** |
| **Developer**  **(per application and/or integration)** |  | * Write and implement code for development of application and/or integration * Develop project deliverables to meet technical requirements, including documentation * Communicate with managers and/or leads about implementation feasibility and scope of project * Test and deploy application and/or integration * Troubleshoot, debug, maintain, and improve current and/or implemented system |
| **System Administrator**  **(per application and/or integration)** |  | * Configure and install related software, hardware and network requirements * Verify and deploy any software systems for the application and/or integration * Monitor performance and maintain internal infrastructure in line with requirements and scope * Develop technical documentation, manuals and/or policy * Identify and troubleshoot issues or outages * Perform routine or scheduled audits of systems and review logs |
| **Application Administrator**  **(per application and/or integration)** |  | * Communicate with stakeholders, internal and/or external teams to select, configure and implement application system * Integrate application into system in line with requirements and scope * Monitor the application and document problems * Work with UFIT and vendors to ensure application requirements are specified and met * Develop application documentation and provide training to users * Work with Test/Technical Lead to test plans to verify logic of new or modified applications |
| **Cloud Platform Administrator**  **(per application and/or integration)** |  | * Configure and deploy cloud resources * Verify and deploy any software systems for the application and/or integration * Monitor performance and maintain virtual infrastructure in line with requirements and scope * Develop technical documentation, manuals and/or policy * Identify and troubleshoot issues or outages * Perform routine or scheduled audits of systems and review logs |
| **Business Intelligence Analyst** |  | * Provide reports based on identified needs * Collaborate with relevant parties to collect data and synthesize information * Analyze requirements and processes for implementation |
| **Database Administrator** |  | * Design and implement database systems according to information needs and views * Determine and document database and management policies and procedures * Monitor database performance and apply patches or upgrades when necessary * Ensure backups and document recovery process and implementation |
| **Identity and Access Management Administrator**  **(per application and/or integration)** |  | * Administer and maintain access security systems * Provision and manage roles, privileges and/or relationships for entities * Investigate identity and security incidents and access problems * Perform identity and access analysis, risk assessment and troubleshooting * Identify and drive identity and access strategy, implementation and documentation plans |
| **Object Storage Administrator** |  | * Design and implement object storage architecture * Maintain object storage infrastructure (upgrades, patches, etc) |
|  |  |  |

**Sign-Off**