Project Organization

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# Identify and define project roles

## Project leadership

|  |  |
| --- | --- |
| Role | Person |
| Project Sponsor | Derek Whiteside |
| Project Manager | Jill Swenson |

Sponsor:

* Ultimately responsible for success of project
* Provides
  + Funding & Resources
  + Approves scope and objectives
  + Approves project-level changes
  + Obtains agreement for project goals and objectives from key stakeholders
  + Sets priorities, resolves conflict

Project Manager:

* Coordinates efforts of project team and external resources
* Expend project resources according to the approved project plan
* Ensure solution meets project objectives and goals
* Analyze the actual performance against the plan
* Provide periodic status reports and information
* Gather requirements from stakeholders
* Coordinate management and technical decisions

Software Administrator & Analyst:

* Validates configuration specifications
* Configures software to specifications
* Defines roles and permissions software
* Configures authentication
* Troubleshoots platform issues

## Project team

|  |  |  |
| --- | --- | --- |
| Role | Person | Purpose |
| Event administration | Kegan Sims | Coordinate and document event and group administration and moderation. |
| Web design | Kegan Sims | Web site branding and design |
| Platform administration | Nick Blum | Configure platform and calendar settings |
| Integration | José Cedeno | Data imports, migrations, updates and/or API access from other systems. |

|  |  |  |
| --- | --- | --- |
| Sporadic Participation Required | Person | Purpose |
| Communications | Michael McDonald | Help document processes, guidelines for submissions and procedures |
| Support/Training | Kirsten Petersen | Help prepare user instructions and support |

## Post-Project Roles

|  |  |  |
| --- | --- | --- |
| Role | Person or Org | Purpose |
| Service Owner | Derek Whiteside | Ensure service meets needs of OSU, coordinate payment and own contract with vendor |
| Event administration | University Marketing (Kegan and/or Carol) | Coordinate event moderation, group administration and maintain guidelines. Tier 2 support for event submissions and moderation questions. Coordinate platform-affecting work with platform administrator. |
| Platform administration | Web & Mobile Svcs (Nick) | Perform platform administration in coordination with event administrator. |
| Integration | ECS/MIST (José) | Data import or API changes as needed |
| Service desk | IS Client Services (Kirsten’s team) | 1st tier support and location for help documents. |

## Key stakeholders

|  |  |  |
| --- | --- | --- |
| Group | Person | Groups to represent |
| Student Affairs | Carolyn Boyd | Students |
|  |  | Remote users (Cascades or Ecampus?) |
|  |  | Parents, extension or community |
|  |  | Faculty and staff, research |
|  |  | Future students |

# Project Framework

## Communication

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | **Objective** | **Format** | **Audience** | **Sent from** | **Frequency** |
| Project update summary | Current status upcoming tasks and open issues | email | Sponsor, project team, execs, stakeholders | PM | Bi-weekly |
| IS Project update | Progress and upcoming tasks | web page/  meeting | Directors, OSU community | PM | Monthly |
| Update Project Team | Planning, task updates, changes, upcoming needs | meeting | Project team |  | Weekly |
| Project Changes | Changes to scope, schedule, direction | meeting | Project leadership | Sponsor | When significant change is made |
| Vendor Communication | Clarification of needs, requests, changes | email or meeting | Vendor | PM, Software Admin | When assistance is needed |

Project-specific information will be stored in Box. Access will be provided to project team, sponsor and key stakeholders.

## Decision making

Decisions with notable impact to project scope, schedule or resources

* Project team to summarize & suggest approach
* Project sponsor will make decision and/or gain necessary approvals
* Change to be communicated to project team, key stakeholders and affected parties

Decisions within the agreed upon scope, schedule and resources

* Project team to discuss and agree upon path forward
* Change to be communicated to project team and other affected parties

Minor decisions

* To be made by project manager, platform administrator or event administrator
* Change to be communicated to affected parties

## Financials

Vendor invoices

* Project manager to review and verify all charges
* Project sponsor to approve and pay invoices
* Invoices will be charged to JIS006

Additional needs

* Project manager to summarize need for additional funds
* Project sponsor to review and acquire additional funding if appropriate

## Risk planning

Risk assessment will be performed for the top three risks and will include:

* Identified risk
* Preventive actions
* Trigger for contingency
* Contingency actions
* Owner