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| Project Governance: *Provides strategic direction and provides approval* | * Provides strategic direction for the project and guides project progress through senior level approval for aspects of the project including charter, initiative prioritization, and key decisions on escalated items |  |
| Sponsor: *Champions project and is accountable for project business value delivery* | * Champions project effort and is ultimately accountable for the project business value delivery * Provides direction on business strategy, vision and priorities, defines business plan and charter (with input from project Manager) * Provides counsel and direction to project Manager and team * Reviews escalated items and provides decisions on next steps * Removes barriers to progress for the project team * Provides subject matter expertise and guidance on functionality * Ensure resources provide necessary inputs and deliverables for the project * Ultimately accountable for the project business value delivery​ * ​Accountable to Governance * Approve Project Manager assignment |  |
| Stakeholders: *Have an interest or a role in influencing the project process or the outcomes/benefits of the project* | * Not directly involved in the project process or owners of the project outcomes * Not assigned to the project delivery process |  |
| Project Manager: *Manages project activities and is accountable for delivery of capabilities* | * Accountable for quality project execution to enable the successful delivery of the capabilities identified in the project charter * Works with the sponsor and steering committee to define the strategy, vision, goals, objectives and benefits for project * Responsible for day to day coordination and execution of project activities including communications, scope, time, cost, risk, resources, stakeholders, and change management * Tracks metrics and monitors progress toward achieving benefits, measures value realization at project completion |  |
| Project Team: *Responsible for business area delivery of project capabilities and business value* | * Responsible for deliverables in assigned business area and act as change agents to ensure business readiness to accept the change * Serves as liaisons to functional areas to assist with gathering information * Responsible for identifying, appraising, and determining solution recommendations as well as to communicate any changes and/or risks that will impact the project, as well as validating findings and recommendations from subject matter experts |  |
| Subject Matter Experts: *Provide expertise on process, systems and requirements* | * Works with project manager and external resources to deliver on project activities * Provides subject matter expertise around processes, requirements, functions and technology and provides validation during working sessions * Provides expected deliverables * Participates in communications, status updates, and metric management |  |