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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
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| 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
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| 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
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| 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
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| 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
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| 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
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