

California State University - Fresno

PS/SA Project

Roles and Responsibilities

Project Director

Responsible for the management of the Student Administration project involving; assessment of university needs, project plan development, staffing, day-to-day project management, problem resolution and maintaining project progress, and project public relations internal to the project and campus community, and project logistics. Direct responsibility for ensuring that all phases of the project's life cycle are carried out according to the project plan and the plan and its execution are in line with the university's expectations. Responsible for proper project staffing with follow-on staff development, and maintains the correct mix of skills and experience at all phases of the project's life cycle. Ensures each staff member on the project follows proper and timely communications and administrative reporting to the appropriate lead. Works with consultant campus Project Lead on all of the above to ensure success of the project.

Project Lead

Responsible for determining the functional and/or technical project staffing and priority for activities associated with applications or software development and associated customization or modification to the software. Ensures the technical and functional staff has all available resources, follows proper and timely communications and administrative reporting, and works with technical and functional consultant leads to ensure project deliverables are on time and appropriately executed. Closely interacts with Chancellor's Office Baseline team, SOSS, and HOSS on technical issues as necessary.

Technical Support

Responsible for executing the activities associated with applications or software development and related customization or modification to the software. Activities may include (but not limited to): IDP session attendance and participation, analysis of functional specifications and development of technical requirements specifications, systems requirements definition, analysis of current technology platforms, processes and identifies potential problems/challenges and recommends solutions, technical support for functional users, assisting with table build, data mapping from legacy systems, conversion and interface planning, design and execution, technical documentation, writing and developing report specifications, reports and system security. Works with project leads, consultant leads and functional leads to ensure proper execution of above activities. May interact with Chancellor's Office Baseline team, SOSS, and HOSS on technical issues as necessary.

Functional Support

Responsible for executing the activities associated with application analysis, table build, and testing for the software development and roll out. Activities may include (but not limited to): IDP session attendance and participation, analysis of functional business process needs and requirements, table build, analysis of current business policies and procedures to determine how they will work in new software environment, functional business process documentation, testing software after build and prior to go-live to ensure usability and functionality. Works with project leads, consultant leads and technical leads to ensure proper execution of above activities.

Training Lead

Develop an end user training plan with the functional lead(s) and other End User Training staff. Responsible for coordinating the development of end user training documentation and conducting the “train the trainers” program with the other End User Training staff. Determine the staffing and priority for training activities. Determine the training schedule and groups to be trained. Ensures the trainers have all available resources, follows proper and timely communications and administrative reporting, and works with technical and functional leads to ensure training is on time and appropriately executed. Coordinates with the Help Desk for ongoing customer support.

End User Trainer

The end-user trainer is responsible for teaching end users Student Administration courses within their assigned functional Student Administration curriculum. This will include training PeopleSoft functionality as well as business process flows in particular functional areas. Responsible for coordinating training materials, developing a training curriculum, and maintaining and setting up the training environment within their assigned functional area. Responsible for ongoing customer support within their assigned functional area.

Systems Documentation Coordinator

Coordinate the development and maintenance of all campus developed technical documentation. Work with technical resources to complete all specifications for campus system modification, system customization, data dictionaries, system processes, and reports. Responsible for system documentation change management control.

Business Process Documentation Coordinator

Reviews the business process documentation submitted by all business process documenters. Tests and refine business process documentation for validity and accuracy. Provides feedback to Training Lead for resolution. Coordinates final approval on all Business Process Documentation with Training Lead. No business process documentation is considered final until the Training Lead and Coordinator have given his/her sign off. Develop consistent documentation by business process area to be utilized for end-user training. Work with Training Lead and End User Trainers to develop and maintain user manuals.

Business Process Documenter

A functional user who is present in the IDP sessions and documents business process flows for defined business processes. Works with the Business Process Documentation Coordinator to finalize business process documentation.

Scribe

A designated individual responsible for taking minutes, using the prescribed template, at assigned IDP sessions, meetings, and build sessions, etc. Responsibilities include writing, editing, and maintaining the minutes, sending the minutes to be posted to the CSUF project website, notifying participants after the IDP/meeting/etc. as to their assigned tasks, and emailing the project director the parking lot issues.

IDP Coordinator

The IDP coordinator is a designated individual responsible for coordinating the IDP sessions with the Consultant Functional Lead. The responsibilities of the coordinator include, but are not limited to, arranging for room accommodations and resources, preparing and posting the attendance sheet, verifying the agendas are available, determining and contacting the attendees, sending IDP reminder notices and updates, etc. Is also responsible for providing IDP snacks!

Documentation Coordinator

Work with functional and technical project teams to coordinate the production, organization and publication of documentation to support training and implementation of the CSUF PeopleSoft Student Administration Pilot Project. The documentation coordinator will work with the campus implementation team members to plan and coordinate processes for on-time delivery and publication of documentation in accordance with established project plans. In this role, the coordinator will be responsible for all facets of gathering and tracking documents and their revisions utilizing effective file management, security and backup processes. The coordinator will

be responsible for modifying and preparing documents for publication, maintaining consistent formatting standards in the production of materials for publication to print, web, CAI and Folio applications. These documents will include, but not be limited to project plans, procedural guidelines, meeting minutes, modified PeopleSoft business processes, and technical specification guides. The coordinator will also be responsible for the maintenance and content stored in the project's file and web servers. The Coordinator will also undertake special projects as directed.