

Ideagen Quality Management
(Professional Edition)

Selecting your project team

This information will help you select your project team members, including how much time they need to commit away from their day job, to help ensure success.

Your team need to know your desired outcomes and success measures as they are key to maintaining focus and ensuring your project stays on track. Our team will guide you using their experience of what works and what doesn't. In our experience, you are likely to need the following roles: -



Business analyst

(1 person for Projects => 15 Professional Service Days)



Champions and trainers

(as you see fit)



Project Manager / Project Lead

(1 person)



IT resource

(1 person)



Administrator(s)

(Minimum of 1, more depending on the size and scope of your project)

Depending on the size of your organization and project, it may be necessary for one person to perform more than one role; be careful not to compromise the project or the responsibilities of any one role.





Your business analyst (projects => 15 professional service days)

Responsibility

Your business analyst is another key individual responsible for helping to identify, understand and document your business requirements. This process should deliver your desired outcomes and their success measures as an outcome through internal stakeholder collaboration. This is a vital activity to ensure a shared understanding with all stakeholders, including the Ideagen project team to ensure your success.

Required skills

- Requirements Analysis
- Written and verbal communication, including technical writing skills
- Technical understanding of software systems
- The ability to conduct cost / benefit analysis
- Business case development
- Leadership

Time commit

- 50% of their time pre-project, to define your business objectives and success measures
- On demand during the project, to ensure your business objectives are on track
- 15% of their time post project, to validate the success of your business objectives





Your project manager / project lead

Responsibility

Your project manager is one of the most key individuals, as they will keep things on track and act as the liaison between your key stakeholders and Ideagen.

Required skills

- Is experienced at managing projects to keep people on track
- Has sufficient authority to secure resource for project needs
- Is capable of communicating with your senior management
- Is a Problem solver
- Possesses good people skills

Time commit

- 50% of their time pre-project, to define your business readiness
- On demand during the project, to ensure progress to plan and risk management
- 10% of their time post project, to handover for business as usual





Your administrator(s)

Responsibility

Your Administrator is most certainly NOT an IT person, senior manager or director. Instead they will typically be a heavy user of the system and someone who has a vested interest in the success of the project and has a vital role to make sure that the system is configured to meet your business objectives.

Required skills

- Ideally is business systems literate
- Has a good working knowledge of your business processes
- Should be fully aware of your business objectives and their related success measures
- Understand the day to day needs of your business
- Can provide system training and capability awareness to others

Time commit

- 10% of their time pre-project, to understand your business case and prepare
- 100% during the project, to help configure the system to meet your business objectives
- 50% of their time during the roll out and act on user feedback
- 10% of their time beyond roll out, ad-hoc feedback and improvements





Your champions and trainers

Responsibility

Your champions and trainers are people who can further support the roll out phase of the project by helping to manage the culture change phase, which most organizations find challenging. They should be people in ordinary business roles, but people who understand the value of the project for the business and are capable of challenging other users without the need for it to always come from management.

Importantly they must be capable of answering questions about the system competently, are most users main 'go to' people, and are key if you wish to roll out the system to a wider audience.

The Freemium version of the Ideagen academy will help support your cascade training efforts to great effect and done right, will prepare most users in advance of deployment, embracing the train deploy philosophy.

If you have the premium version of the Ideagen academy, this can help some of your key staff to become Ideagen certified champions as well as permit you to use a Branded version of the Ideagen academy for your own internal content.

Required skills

- Has a good working knowledge of your business processes
- Should be fully aware of your business objectives and their related success measures
- Can provide system training and capability awareness to others
- Are great communicators within your organizations, regularly dealing with other people

Time commit

- On demand during the project, to understand system configuration and capability
- 50% of their time during the roll out and act on user feedback
- On demand beyond roll out, ad-hoc feedback and improvements



Your IT resource

Responsibility (On premise)

For on premise installations, where the application is within your own infrastructure, then the role of your IT within your project typically relates to your servers, client deployments, integrations, backups, disaster recovery and support if you experience system or technical roll out problems.

Responsibility (Hosted service)

If you opted for the 'Hosted' service, then the role of your IT is negligible, responsible only for ensuring that the right version of .NET is in place and any client issues that may arise for our 'Click Once' deployment of the client.

Required skills

- Should be fully aware of your business objectives and their related success measures
- Is highly competent in the technical aspects required of your Ideagen solution
- Possess a good knowledge of application deployment methods if on premise
- Possess good communication and listening skills
- Possess a proactive nature to deal with problems, mitigating unnecessary delays

Time commit (On premise)

- 10% of their time pre-project, to understand your business case and technical requirements
- On demand during the project, to help with any technical issues
- 10% of their time post project, to assist with the system roll out and ongoing support if required

Time commit (Hosted service)

- 10% of their time pre-project, to understand your business case and technical requirements
- On demand during the project, to help with any .NET and client deployment issues
- There is typically no requirement for their time post project.



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