**Study of roles**

**“HUMAN RESOURCES”**

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| STAKEHOLDERS | Characteristics of the roles | Activities to develop | Knowledge and skills |
| Client | Project Clients are those individuals or organizations that are actively involved in the project, or whose interests may be affected, positively or negatively, as a result of the execution and termination of the project;  They can also influence the project and its results. | Representative of all people interested in the results of the project (internal or external to the organization  Define the objectives of the product or project.  Direct the results of the project and maximize your ROI (Return Of Investment).  Collaborate with the team to plan, review and detail the objectives of each iteration:  Participate in the iteration planning meeting, proposing the most priority requirements to be developed  Be available during the course of the iteration to answer any questions that may arise.  Do not change the requirements that are being developed in an iteration, once it is started.  Participate in the iteration demonstration meeting, reviewing the completed requirements. | People who belong to the management of the client's company or who have the general vision of the company and the power to decide on the objectives of the project.  Persons who are managers of the area involved in the client's company or who have knowledge of the operations of that area and the information handled in it.  Knowledge of the personnel of the area and the power to assign the most suitable individuals to participate in the project  People who belong to the area of the company whose functionalities should be relieved and who have knowledge of the functionality that the system must have to meet the needs of that area. There may be one or more per area of the company involved in the project. |
| Project manager | It is responsible for performing the functions of project management and planning. Depending on the company, if you do not have enough staff, you also direct the technical questions so that it would be the most appropriate to assume the responsibilities defined for the role of architect. The role of project manager must also respond to the top management of the company, keeping it informed of the progress of the team, and must work closely related to the quality specialist involved in the project. In addition, he is responsible for controlling the work of each team member and evaluating compliance with their plans. | You must direct and evaluate the project, plan, propose and implement project management policies,  Ensure the completion of the project with the maximum possible efficiency.  Direct the project the administrator must inform and report on the progress of the project,  Schedule the advances and the financing so that the final result is executed in the stipulated time and with the raised quality.  It serves as a lubricant between the different pieces that make up the members of the project.  Improve the cost / benefit equation of resources.  It produces an increase in internal customer satisfaction.  Develop the skills of the team. | Have experience in the domain of the application and in software development.  • Possess skills for risk analysis and management, estimation, planning and decision analysis.  • Possess presentation, communication and negotiation skills.  • Show leadership and skills for team building.  • Possess good time management skills and a history of quick and effective decision making under stress.  • Possess good interpersonal skills and show to be judicious in the selection of personnel.  • Be focused on the delivery of customer value, in such a way that exactly meets the needs of the client. |
| System Architect | In large projects there may be a team of architects, with experience both in the domain of the problem and in that of the solution. These qualities may be dispersed among team members, but at least one architect must have the overall vision of the project.  To be effective, the architect and the project manager need to work closely together, the architect as a leader in the technical aspects and the project manager in the administrative aspects.  In addition, you must combine the following skills: leadership, goal orientation, communication and being proactive. In addition, they must have experience. | Define system architecture, physical view, logical view, architecture principles, security, etc.  Software Selection: Application stacks, databases, libraries, frameworks, technological standards, etc.  Selection of Infrastructure: Operating Systems, hardware, networks, recovery systems, etc.  Non-Functional Requirements: Performance, scalability, security, etc.  Leadership: Technical Leadership, responsibility and authority, team management, etc.  Coaching and Mentoring: Help on technical problems, help in professional evolution, etc.  Project Methodology: Project Structure, Methodologies (Waterfall, Scrum, RUP, XP ...).  Development Processes: Control of source code versions, construction processes, continuous integration, test automation and other processes and development tools.  Practices and Standards: Coding standards and white papers, selection of tools, etc.  Design, Development and Testing: UML diagrams, coding, unit tests, etc. | You need to possess all the skills of a designer.  Being well located, possessing maturity, vision and a great experience that allows to detect problems quickly and be educated when making critical judgments in the absence of complete information.  Specifically, the software architect, or members of this team, must combine the following skills: leadership, goal orientation, communication and being proactive. In addition, they must have experience. |
| Programmer | The role of programmer must implement components, locate and correct defects. According to the entity where the role template is applied, it is possible that in some cases this role should assume the responsibility of implementing test components and subsystems, as well as developing installation artifacts. | Explore the different environments in which the system can be developed  Interact with analysts and designers  Explore the different languages available for the selected environment  Interact with the designers  Explore different development tools (compilers, debuggers, etc.) available for the selected language  Explore the different coding styles that can be used in the selected language  Perform system coding  Interact with the testing engineers  Support the testing engineer  Meet with other members of the programmers team  Make the requested changes to the code  Make the code documentation | • Be a persuasive communicator that is capable of detecting and discussing sensitive aspects.  • System modeling techniques.  • System requirements  • Software design techniques, including analysis techniques and object-oriented design and UML.  • Technologies with which the system has been implemented.  • Database and object-oriented analysis and design techniques.  • Database Administration.  • Understanding of the environment and the language of implementation.  • Possess knowledge and programming skills. |
| Analyst | The analyst role will be responsible for analyzing business processes, specifying the requirements and designing the user interface.  It must be closely related to those interested in the business to clearly determine the functionalities of the system.  It should be noted that if it is possible to have specialized personnel in the entity that can assume the design of the user interface, it would be convenient to dedicate it to that function, working closely with the analyst. | Interview the client, helping him identify his needs.  Verify if the specified requirements are correct.  Define a basic structure of the system that includes information sources, information processing modules, and expected results.  Carry out the analysis of the requirements.  Analyze the basic structure of the system.  Generate the architecture diagrams.  Build the user requirements document. | • Possess knowledge of the domain of the business.  • Understand the requirements of all those interested in the business, their strategies and goals.  • Be a good facilitator and possess excellent skills for oral and written communication.  • Facilitate the modeling of the business.  • Take part in the definition of requirements of the final product of the project.  • Appreciate and evaluate the situation of the organization where the final product of the project will be installed.  • Carry out a cost-benefit analysis for any changes suggested in the project.  • Discuss and support those who buy and sell the final product of the project.  • Be familiarize with the tools used in capturing the business model.  • Be familiarize with all the tools used to capture requirements. |
| Tester | It is the responsible role of the planning, design, implementation and evaluation of the test, which includes generating the plan and the test model, implementing the test procedures, evaluating the size and results of the tests and their effectiveness as well as generating a summary of the evaluation of the test. | Participate in the review of system requirements.  Build a testing plan  Coordinate with the designers to include the design test in the document.  Run the low level tests.  Run the medium level tests.  Execute the high level tests.  Build the documentation of the testing process. | • Possess knowledge of the system or application to be tested.  • Have knowledge of tests and automatic testing tools.  • Possess skills for diagnosis and problem solving.  • Possess programming skills. |
| Documenter | It is responsible for maintaining consistency in the appearance and structure of documents, facilitating  its storage, recovery and exchange, not allowing storage  of documents with different formats.  Ensuring the changes that need to be made in the system will be reflected in  the corresponding documentation. | Preparation of documentation formats:    Define your format  Create a template for each document  Publish the templates.    Design and development of the central repository  Study of the tools that will be used to prepare the repository.  Elaborate the logical design of the database.    Include a pointer between the database and the site  Preparation of meeting minutes and documents of agreement:  Attend meetings and write the minutes.  Prepare the documents of agreement of the meetings.    Prepare the final minutes of each meeting.  Include the minutes in the repository.  • Save of generated documents  • Maintenance of the repository with documentation,  • Maintenance of the project's website throughout its life cycle.    • Maintenance of the project's website throughout its life cycle. | Project management  High analysis capacity  Pro-active, Methodical and Negotiator  Good interpersonal relationships Teamwork.  I work under pressure.  Flexibility before changes.  Orient work to achieve group objectives  Be willing to collaborate with others  Be innovative and practical  Search for new solution alternatives. |
| Engagement Manager | Build positive relationships with clients during projects. It is the first point of contact of the assigned clients, ensuring that customers are satisfied with the services.  To be successful in this role, you must.  Its objective will be to ensure that customer relations are strong, profitable and long-lasting. | Manage the relationship with the client for the duration of the project and act as the main point of contact between the client and the provider's organization;  Guarantee that the services provided by the provider comply with the contractual agreement between the client and the provider and monitor the delivery of said services according to the agreed schedule, quality, scope and budget;  Manage the planning of the resources of the provider and address the problems of resource performance;  Manage the financial aspects of the contract (service billing, payment tracking, etc.); | Proven experience as a Commitment Manager  Experience in project management  The background in sales and customer service are a plus  Proficient in MS Office and CRM / project management software  Strong organizational skills and multitasking  Customer-oriented approach  Excellent verbal and written communication skills  Sharp vision for business  Ability to solve problems  BSc / BA in business or similar field |
| Designer | The role of the designer should define the responsibilities, operations, attributes and relationships of one or more classes and determine how to adjust them to the implementation environment. It is responsible for designing the database defining tables, indexes, views, restrictions, triggers, storage procedures or parameters, as well as everything that is necessary to store, recover and delete persistent objects. | Decomposition of subsystems  Define the management of access to global resources  Select a data storage management technique  Interact with programmers  Assigning subsystems to processors  Administration of concurrency  Determines the appropriate method for execution control lines,  Ensure that the modules operate properly at the edges, established to limit or restrict processes | • System requirements  • Software design techniques, including analysis techniques and object-oriented design and UML.  • Database design techniques.  • Technologies with which the system has been implemented.  • Understand the architecture of the system, as represented by the architect.  • Understand the role of tester of the system.  • To know in general the principles of the management of the configuration. |

**Tablas**

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| STAKEHOLDERS | Unaware | Resistant | Neutral | Supportive | Leading |
| Client-Barquillos.choc |  |  |  | C |  |
| Project manager-JESA |  |  |  | C | C |
| System Architect  Erick - Mayrani |  |  |  | D |  |
| Programmer  Óscar - Erick |  |  |  | C |  |
| Analist  Óscar |  |  |  | D |  |
| Tester  Jairo |  |  |  | CD |  |
| Documentador  Mayrani - Óscar |  |  | C |  |  |
| Engagement Manager  Mayrani | D |  |  |  |  |

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| --- | --- | --- |
| Name | Assigned Role | Justification of the roles |
| José Eduardo Soreque Ávila | * Project Manager. * Analyst. | * For further development of their abilities, as well as reaffirmation of their leadership Capacity. * Since it is good to detect how to translate the requirements. |
| Mayrani Reyes Galán | * Engagement Manager * System Architec. * Designer. * Documenter. | * Since it was direct contact with the other team. * It is very good for the design and the aesthetic structuring of the sites. * Because it is organized and very good at structuring the documents. |
| Óscar David López | * Your Management * Programmer. * Analyst * Documenter. | * For development and better performance of their capabilities. * Since he is a good programmer and knows how to investigate functions that we do not yet know * Since it is good to detect how to translate the requirements and how to implement them in the project * Because it is organized and very good at structuring documents, as well as for syntax. |
| Erick Antonio Mejía Meza | * System Architec   .   * Designer. * Programmer. | * He is a very good designer and editor of forms and images, apart from knowing how to combine colors and shapes. * Since he is a good programmer and knows how to apply functions within the structuring of the program. |

High

Interest

Low

Low

High

Power

Mayrani

Engagement Manager.

Oscar –

Programmer, Documentador.

Mayrani

Designer, Documenter.

Erick

Programmer, System Architec

Eduardo - Project Manager

Jairo - Client