UNIVERSITI TEKNIKAL MALAYSIA MELAKA

BITI 3533: ARTIFICIAL INTELLIGENCE

PROJECT MANAGEMENT

LAB 8: RESPONSIBILITY ASSIGNMENT MATRIX (RAM)

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1 ROLES AND RESPONSIBILITIES

1.1   Project Office Roles and Responsibilities

a) Project Manager

The project manager is the individual responsible for delivering the project. The individual leads and manages the project team, with authority and responsibility from the project board, to run the project on a day-to-day basis. the project manager has an important role in interfacing between the project and the business area. This is important for communicating and encouraging the need for transformation and change within the business area in tandem with the delivery of new capabilities from the project. The readiness of the business to exploit the new capability is crucial to success. Without this state of readiness in the business, there are likely to be disruptions and delays in the plan for benefits realization.

The responsibilities under a Project Manager job include the following:

- Managing the production of the required deliverables.
- Planning and monitoring the project.
- Adopting any delegation and use of project assurance roles within agreed reporting structures.
- Preparing and maintaining project, stage and exception plans as required.
- Managing project risks, including the development of contingency plans.
- Monitoring overall progress and use of resources, initiating corrective action where necessary.
- Applying change control and configuration management processes.
- Reporting through agreed lines on project progress through highlight reports and end-stage assessments.

b) **Technical Manager**

The technical manager is a versatile position that requires sufficient managerial skills as well as sufficient technical skills. A technical manager should be able to perform all necessary tasks related to company systems including troubleshooting any technical issues. They must oversee the development and implementation of any system through all steps of the process. They are responsible for making key decisions for technical issues related to the company after considering everything from cost to quality of hardware or software.

The responsibilities under a Project Manager job include the following:

- Provide guidance for all members of the team when it comes to designing, implementing, and updating software.
- Constantly evaluate company platforms and networks and search for ways to improve them.
- Responsible for addressing faults within any company system and making sure those faults are fixed.
- Make sure that all procedures are documented for reference.
- Perform management tasks for the team.
- Conducting employee reviews, handling employee complaints, and dividing the workload among members of the team.

c) **Risk Manager**

The role of a Risk Manager is to communicate risk policies and processes for an organization. They provide hands-on development of risk models involving market, credit and operational risk, assure controls are operating effectively, and provide research and analytical support. Risk Manager must have excellent quantitative and analytical skills, along with the ability to apply those skills across a variety of business processes.

The responsibilities under a Risk Management job include the following:

- Designing and implementing an overall risk management process for the organization, which includes an analysis of the financial impact on the company when risks occur.
- Performing a risk assessment: Analyzing current risks and identifying potential risks that are affecting the company.
- Performing a risk evaluation: Evaluating the company's previous handling of risks, and comparing potential risks with criteria set out by the company such as costs and legal requirements.
- Establishing the level of risk the company are willing to take.
- Preparing risk management and insurance budgets.
- Maintaining records of insurance policies and claims.

d) **Administrative Manager**

Administrative manager oversee the work of other administrative and clerical staff while also providing such duties themselves. Administrative managers help organize schedules, manage payroll and personnel databases, create reports, and offer other clerical duties. This role also requires a significant amount of communication and coordination with other staff and departments, including senior-level officials.

The responsibilities under Administrative Management job include the following:

- Supervising day-to-day operations of the administrative department and staff members.
- Hiring, training, and evaluating employees, taking corrective action when necessary.
- Working with accounting and management team to set budgets, monitor spending, and processing payroll and other expenses.
- Planning, scheduling, and promoting office events, including meetings, conferences, interviews, orientations, and training sessions.
- Collecting, organizing, and storing information using computers and filing systems.

e) Test Manager

The role of the software test manager is to lead the testing team. Test Manager plays a central role in the Team. The Test Manager role is tasked with the overall responsibility for the test effort's success. The role involves quality and test advocacy, resource planning and management, and resolution of issues that impede the test effort.

The responsibilities under a Test Manager job include the following:

- Building up and leading the Testing Team to the success of project.

- Defining the scope of testing within the context of each release / delivery

- Deploying and managing resources for testing

- Applying the appropriate test measurements and metrics in the product and the Testing Team

- Planning, deploying and managing the testing effort for any given engagement.

f) Quality Manager

Quality managers aim to ensure that the product or service an organization provides is fit for purpose, is consistent and meets both external and internal requirements. This includes legal compliance and customer expectations. As a Quality Manager role is concerned with monitoring and advising on the performance of the quality management system, producing data and reporting on performance, measuring against set standards.

The responsibilities under a Quality Manager job include the following:

- Devise and establish a company's quality procedures, standards and specifications.
- Set standards for quality as well as health and safety.
- Look at ways to reduce waste and increase efficiency.
- Set up and maintain controls and documentation procedures.
- Monitor performance by gathering relevant data and produce statistical reports.

- Measure performance and identify any areas of weakness, recommending and implementing improvements.
- Train and manage a team of quality control technicians.

1.2 Project Stakeholder Roles and Responsibilities

a) Project Sponsor

A project sponsor is a person(s) or an organization(s) that is in charge of moving the project towards directions that will bring it to the successful realization of expected benefits. Project sponsor administers project finances, approves ideas and changes, participates in making key decisions, takes care of engagement and communication processes, facilitates the development of initial scope and the project charter, and participates in stakeholder management.

According to the Project Management Institute (PMI), the project sponsor role can be broken into three parts: vision, governance and value or benefits realization. They break those down in the following way:

i. Vision
- Makes sure the business case is valid and in step with the business proposition
- Aligns project with business strategy, goals and objectives
- Stays informed of project events to keep project viable
- Defines the criteria for project success and how it fits with the overall business

ii. Governance
- Ensures project is properly launched and initiated
- Maintains organizational priorities throughout project
- Defines project roles and reporting structure
- Decision-maker for progress and phases of project

iii.   Values & Benefits

- Makes sure that risks and changes are managed
- Helps to ensure control and review processes
- Evaluates status and progress
- Responsible for project quality throughout project phases