

# Kickoff Meeting Agenda

Project Name : Intelligent Customer Help Desk with Smart Document Understanding

Kickoff Date : 06-05-2020

Project Manager : Joyson Gaurea

Topic	Leader
Introduce and welcome team members	Project Manager
Discuss project background <ol style="list-style-type: none"><li>1. What we have today</li><li>2. Why we need to change</li><li>3. What are the key measures of success?</li></ol>	Project Sponsor
Identify stakeholders <ol style="list-style-type: none"><li>1. Who is impacted?</li><li>2. Who are the key stakeholders - Sponsor and/or other decision makers who represent constituencies that will be impacted, and whose support is critical to the success of the project?</li></ol>	Project Manager
Review project objectives <ol style="list-style-type: none"><li>1. Objectives</li><li>2. Deliverables</li><li>3. Assumption</li></ol>	Project Manager Technical Lead
Review team member roles & responsibilities <ol style="list-style-type: none"><li>1. Project Team-</li><li>2. Advisory groups (if needed)</li><li>3. Steering committee (if needed)</li></ol>	Project Manager
Review other potential issues, risks, questions and concerns <i>What might get in the way of success?</i> <i>How could we address those concerns?</i>	Project Manager
Identify next steps and timing <ul style="list-style-type: none"><li>- Team communications</li><li>- Frequency of team meetings</li></ul>	Project Manager