### Project Librarian

The Project Librarian is responsible for supporting the Administrative Manager by acting as the librarian lead, assisting with contract deliverable tracking, and assisting with administrative services support activities.

### Project Scheduler

The Project Scheduler is responsible for coordinating and managing inputs to the project plan. This includes tracking progress against project schedule, merging and identifying dependencies and risks between the project schedule, tracking progress on prime contractor's schedule and counties' schedules.

### Quality Manager

The Quality Manager is responsible for overseeing and ensuring both product and process quality for the project office as well as for the Prime Contractor. The Quality Manager provides insight into the project and contractor methods of doing business by reviewing process and product activities for adherence to standards and plans.

### Stakeholder Coordinator

The Stakeholder Coordinator acts as the principle liaison between the stakeholders and the Project Office to ensure successful implementation and ongoing maintenance of the Smart Gate system. In addition to overseeing critical ongoing stakeholder communication, the Coordinator manages stakeholder-related issues and ensures timely resolution. The Coordinator manages stakeholder issues by developing and maintaining the portion of Issue and Escalation Process that affects the stakeholders. The Stakeholder Coordinator communicates risks and issues to the affected stakeholders in report and meetings. Stakeholder Coordinator coordinates stakeholder schedules for Project planning and implementation activities in conjunction with the Project schedule.

### Technical Manager

The Technical Manager is responsible for the day-to-day activities of state and vendor technical staff who are engaged in the technical management aspects of the project. The technical manager (a state manager for the project) and system engineer (a consultant on the project) co-lead in the technical disciplines of the project, unlike the Project Director and Project Manager who will focus on the overall project management of the project.

One of the key roles of the Technical Manager is to partner with other IT managers to acquire appropriate technical assistance for such areas as enterprise architecture, database, software development, security, testing, configuration management, change management, release management, and other technical areas of the new system. The Technical Manager, along with the system engineer, will provide leadership and support to technical staff that are augmented to the project throughout the project life cycle.

The Technical Manager will also provide technical support to the Project Director, Project Manager, and other managers in the Project Office to establish and execute technical policies, processes, and procedures.

### System Engineer

The System Engineer is a co-leadership position with the Technical Manager in overseeing the technical aspects of the project and is a direct support to the Technical Manager. The System Engineer provides industry best practices and disciplines that will be applied and tailored to suit the processes and culture of the state technical environment.

The System Engineer will support the Technical Manager primarily in providing technical leadership towards the development and tracking of the system business requirements and interfaces, assisting with technical analyses, and ensuring the final system meets all stated requirements. The System Engineer will also be responsible for the following: tracking and managing the requirements for the new system and any changes to the requirements, providing exposure to project stakeholders on new technologies and processes relevant to the project, providing training of the evaluation team, and holding technical simulations of the project as needed.

### Implementation Manager

The Implementation Manager will be responsible for the implementation portion of the project. The Implementation Manager will provide implementation management leadership through planning, organizing, coordinating, and monitoring implementation activities. In addition, the Implementation Manager will be responsible for effectively managing all information technology resources assigned by the project manager, including implementation strategy, organizational change management, production support, IT training/knowledge transfer, defect/problem tracking, and Maintenance & Operation. The Implementation Manager will coordinate SOWs and interface directly with contractors to ensure technical obligations satisfy all objectives and expectations.

### Application Support Manager

The Applications Support Manager is responsible for overseeing and coordinating the change request process for installed software and for ensuring the change requests adhere to specified quality and configuration standards. They manage application design sessions and walkthroughs, application change management processes and acceptance testing of application changes. They monitor contractor performance of application support and ensure that contractor maintains quality control.

### Test Manager

The Test Manager is responsible for coordinating the testing of the Prime Contractor's system. The Manager works with the Quality Management staff to design test cases and data that will best represent "real-life" scenarios for the system. The Test Manager is also responsible for coordinating interface tests with other organizations (county, state, federal), as needed. They plan, monitor, and evaluate prime contractor test plans, problem reporting and resolution process.

### Configuration Manager

The Configuration Manager is responsible for supporting the Technical Manager by administering the Configuration Management process, coordinating the control of all non-product related configuration items, working with the contractors to manage and coordinate the product related configuration items, assisting the System Engineer in maintaining the requirements database, and conducting configuration audits. The Configuration Management also leads work with project stakeholders, in particular, the Change and Release Management Group for approval to release programs and configuration modifications into the production environment.

### Operations Manager

The Operations Manager is responsible for coordinating and overseeing the operations of the new system. This includes overseeing problem resolution and administration and operations activities. They monitor prime contractor management of operations and resolution of operations support problems.

### Customer Support Manager

The Customer Support Manager is responsible for overseeing the M&O Contractor service efforts, and assisting the customer with special requests or problems. The Customer Support Manager provides customer perspective and problem prioritization, monitors contractor service levels and metrics.

## Project Stakeholder Roles and Responsibilities

### Project Sponsor

The Project Sponsor has overall authority for the project. The Project Sponsor provides vision and direction for the project, provides policy leadership, assists in removing barriers and supports change management initiatives, participates in the Executive Steering Committee, and provides support to the Executive Steering Committee as needed.

### Executive Steering Committee

The Executive Steering Committee acts as the Project stakeholders group, ensuring that the deliverables and functionality of the project are achieved as defined in the project initiation documents and subsequent project management plans. This committee provides high-level project direction, receives project status updates, and addresses and resolves issues, risks, or change requests.

1. Muhammad Sofiyyullah Bin Hashim
2. Muhammad Amirul Najmi Bin Jamaludin
3. Aiman Hafizi Bin Harme

### Independent Project Oversight Consultant (IPOC)

The IPOC works under the direction of Smart Gate System to provide independent project management oversight in accordance with the OCIO Information Technology [Project](http://www.dof.ca.gov/OTROS/StatewideIT/SIMM/SIMM45/IT_OvrsghtFrmwrkR2-25-04s.pdf) Oversight Framework.http://www.cio.ca.gov/Government/IT\_Policy/SIMM.html

### Independent Verification and Validation (IV&V)

The IV&V representatives work under the direction of the Smart Gate System to provide IV&V against the project. The IV&V team will provide independent, technical review and verification of project deliverables, as well as independent testing and auditing of project deliverables against requirements, with a special emphasis placed on deliverable quality assurance and information security control reviews.

### Legal Counsel

The legal representative provides legal opinions upon request in areas of the RFP or RFO and Service Request content, contract amendments, work authorizations, contracting questions, conflict of interests, discovery issues, communication documents, industry trends, and general contracting issues.

### Department of General Services (DGS) Procurement Official

The DGS Procurement Official coordinates and oversees the procurement process, ensures the evaluation is conducted in accordance with applicable state laws regulations and policies and in accordance with the project’s documented evaluation procedures, serves as the single point of contact to bidders and stakeholders for questions regarding the procurement and evaluation process, maintains the Master Copy of all proposals and the official procurement files, provides guidance to the Evaluation Team, coordinates the issuance of any addenda to the RFP and any responses to bidder questions, coordinates responses to any protest, and reviews the Evaluation and Selection Report.

### Office of Technology Services (OTech) Representative

The OTech Representative acts as the liaison between the Project Office and the OTech in defining required services, assisting the project in determining the feasibility of services, cost estimates, planning, and other technical assistance to aid the project in making informed data center decisions.

### Department of Finance (DOF) Representative

The DOF representative is responsible for reviewing and approving project-funding documents such as Budget Control Proposals.

### Office of Chief Information Officer (OCIO) Representative

The OCIO representative is responsible for reviewing and approving project-funding documents such as FSRs, EAWs, SPRs, and APDs. They also provide project oversight standards for security, risk, and project management.

Responsibility Assignment Matrix (RAM)

|  |
| --- |
| **Instructions for completing the RAM** |
| 1) Add or Delete project roles as applicable to your project |
| 2) Insert key tasks and deliverables by phase |
| 3) A working spreadsheet will be available in the Documents List on the BPWeb. |
| 4) For each task select the appropriate assignment based on the resources involvement in that particular task. (A legend is provided in cell A3) |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **P – Responsible**  **A – Approval**  **S – Supporting**  **I – Informed** | Project Director | Project Manager | Risk Manager | Administrative Manager | Financial Analyst | Contract Manager | Project Librarian | Project Scheduler | Quality Manager | Technical Manager | System Engineer | Test Manager |
| Project Funding |  |  |  |  |  |  |  |  |  |  |  |  |
| Plan Project | P | A | I | I | I | I | I | I | I | I | I | I |
| Manage Resources assigned to project | P | A |  |  |  |  |  |  |  |  |  |  |
| Resolves Project Issues | P | A |  |  |  |  |  |  |  |  |  |  |
| Develop master project schedule | A | S |  |  |  |  |  |  | P |  |  |  |
| Track potential and active risk | A | I | P |  |  |  |  |  |  |  |  |  |
| Project process coordination and policies | A | I |  | P | S |  |  |  | S |  |  |  |
| Leads cost management effort | A | I |  | P | S |  |  |  | S |  |  |  |
| Track project budget | A | I |  | I | P |  |  |  |  |  |  |  |
| Manage and track Prime Contactor | A | I |  | I |  | P |  | S |  |  |  |  |
| Coordinate and manage inputs to project plan | A | I |  |  |  |  |  | P |  |  |  |  |
| Oversee and ensure both product and process quality for the project | A | I |  |  |  |  |  |  | P |  |  |  |
| Monitor technical aspects of the project day-to-day | A | I |  |  |  |  |  |  |  | P | S |  |
| Provide best practices and disciplines for technical aspects | A | I |  |  |  |  |  |  |  | S | P |  |
| Coordinate testing of the Prime Contractor’s system | A | I | I |  |  |  |  |  | S |  |  | P |
| Coordinate interface tests with other organizations | A | I |  |  |  |  |  |  | S |  |  | P |