

# Roles and Responsibilities

## Customer Support System Transformation

**Organization:** Walmart

**Framework:** Traditional / Waterfall

**Project Sponsor:** VP, Customer Experience

**Project Manager:** Asvin Pradeep

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### 1. Purpose

This document defines **clear roles and responsibilities** for key stakeholders involved in the project. It ensures accountability, avoids overlap, and supports effective decision-making throughout the project lifecycle.

Note: Detailed task accountability is defined in the **RACI Chart**. This document clarifies **role intent and ownership**, not task-level assignments.

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### 2. Governance Roles

#### 2.1 Executive Sponsor (VP, Customer Experience)

**Responsibilities:**

- Provide strategic direction and executive sponsorship
  - Approve project charter, budget, and major changes
  - Resolve escalated risks and issues
  - Authorize go-live and project closure
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## **2.2 Project Manager**

### **Responsibilities:**

- Own end-to-end project delivery
  - Manage scope, schedule, cost, quality, and risk
  - Coordinate cross-functional teams and vendors
  - Maintain project controls (risk, issue, change logs)
  - Report status to stakeholders and leadership
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## **3. Business & Operations Roles**

### **3.1 Support Operations Director (Business Owner)**

### **Responsibilities:**

- Own business requirements and priorities
  - Validate workflows and operational readiness
  - Approve user acceptance testing (UAT)
  - Champion adoption within support teams
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### **3.2 Customer Support Managers**

### **Responsibilities:**

- Support training and change adoption
  - Provide feedback during testing and rollout
  - Ensure team readiness for go-live
  - Act as escalation points during stabilization
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### **3.3 Customer Support Agents (Pilot / UAT Group)**

#### **Responsibilities:**

- Participate in UAT and pilot activities
  - Validate real-world workflows
  - Provide usability and process feedback
  - Adopt new platform post go-live
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## **4. Technical Roles**

### **4.1 IT Systems Lead**

#### **Responsibilities:**

- Own technical solution design and integrity
  - Oversee integrations and data migration
  - Ensure system stability and performance
  - Coordinate technical issue resolution
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### **4.2 Integration Engineers**

#### **Responsibilities:**

- Build and test system integrations
  - Resolve technical defects
  - Support deployment activities
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### **4.3 Data Migration Specialist**

#### **Responsibilities:**

- Plan and execute data migration
  - Validate migrated data
  - Address data quality issues
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#### **4.4 QA / Testing Lead**

##### **Responsibilities:**

- Coordinate testing activities
  - Manage defect tracking and resolution
  - Validate readiness for go-live
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### **5. Supporting Roles**

#### **5.1 Analytics & Reporting Lead**

##### **Responsibilities:**

- Configure dashboards and reports
  - Validate KPI accuracy
  - Support leadership reporting needs
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#### **5.2 Change & Training Lead**

##### **Responsibilities:**

- Plan and deliver training programs
- Support adoption and change readiness
- Coordinate hypercare support post go-live

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## **5.3 Compliance & Security Lead**

### **Responsibilities:**

- Ensure compliance with data security standards
  - Conduct reviews and approvals
  - Address regulatory risks
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## **6. Vendor Roles**

### **6.1 Platform Vendor Team**

### **Responsibilities:**

- Configure and customize the platform
  - Provide technical expertise and support
  - Meet contractual milestones and SLAs
  - Support issue resolution during rollout
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## **7. Role Alignment with Project Controls**

Roles and responsibilities align with:

- **Resource Plan** (capacity & allocation)
  - **RACI Chart** (task accountability)
  - **Risk Register** (risk ownership)
  - **Change Log** (approval authority)
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## 12. Approval (Portfolio Simulation)

Role	Name	Signature	Date
Executive Sponsor	VP, Customer Experience		
Project Manager	Asvin Pradeep		

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### Status

**Roles & Responsibilities:** Approved (Simulated)