Project Teams

**Project Team Skills**

* Members of a team are change agents who find ways to improve their organization
* Skills involve interpersonal, business, analytical, technical, management, and ethical skills.

**Customer Roles**

* Financial Stakeholders
  + People who have a financial stake in a project.
  + They pay the bills
  + Users and system owners. Although may sometimes not be the users.
* Subject Matter Experts
  + Provide business knowledge to analysts on business process and methodology
  + Provide feedback on system on whether it meets all business requirements.
    - Legal, policy, corporate, standard
* System/Business Owner
  + Person responsible for the system.
  + Person who must accredit the system to run as part of the corporate infrastructure.
  + Not usually a technical person
  + Provides funding on project
* Stakeholders
  + Customers or developers
  + Day-to-day work is affected by the success of the project.
* Committees/Boards
  + Executive Committee
    - Approve project and provide support
  + Steering committee
    - Control the direction of the project
  + Change Control Board
    - Responsible for changes in project. (Release, update, etc)

**Project Roles**

* Project Manager
  + Manages the team of analysts, programmers, technical writers, testers, etc.
  + Develop and monitors the project plan
  + Assigns resources
  + Primary point of contact
* Business Analyst
  + Analyzes the key business aspects of the system
  + Identifies how the system brings value to the company
  + Designs business process and policies
* Systems Analyst
  + Identifies how technology can improve the business process
  + Designs the information system
  + Problem solver rather than programmer
  + Ensures that the system conforms to information system standards
  + What do they do?
    - Research and understand the problem
    - Verify that the benefits of solving a problem outweigh the costs
    - Define requirements for solving the problem
    - Develop a set of possible solutions
    - Decide which solution is best (make a recommendation)
    - Define details of chosen solution
    - Implement the solution
  + Skills Needed
    - Technical knowledge – databases, files, hardware, software, networks
    - Business knowledge – how organizations are structured, work that goes on in an organization
    - Interpersonal skills – effective communicator, interviews, technical reviews, presentations.

* Infrastructure Analyst
  + Ensures that the system conforms to infrastructure standards
  + Identifies infrastructure changes needed to support the system
  + Knowledgeable about networking, database admin, hardware and software products
* Architects
  + Solution Architect
    - Defines the “big picture” of the solution
  + Technical Architect
    - Defines technical components of business solution
  + System Architect
    - Responsible for how the system fits into overall business model
* Change Management Analyst
  + Develops and executes the change management plan
  + Sometimes develops and executes user training
  + Needs to control the change to make sure it does not affect system delivery
* Testers
  + Provide quality control along all the steps of development
  + Recommends ways to improve processes
* Developers
  + Develop and test the system as specified during the analysis and design
  + Integrate various system components to form a complete system or subsystem.