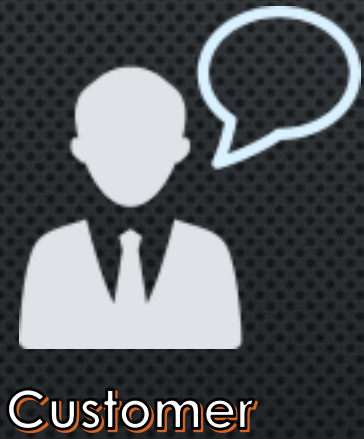


# THE SOFTWARE DEVELOPMENT PROCESS

ROLES & RESPONSIBILITIES



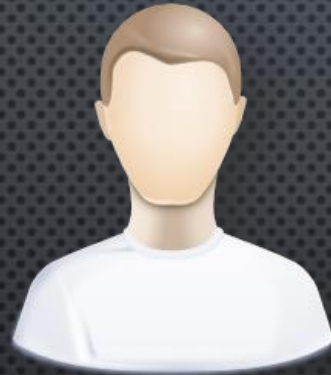




Account  
Manager



Project  
Manager



Solution  
Architect



Content Manager



IT admin



Development Team

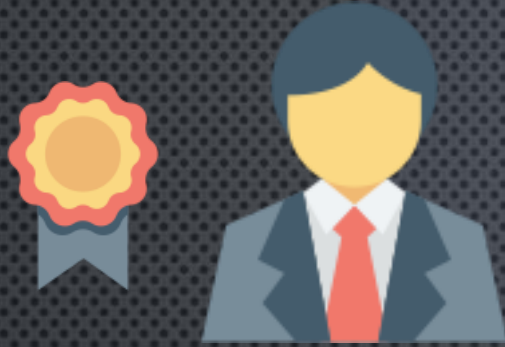


Design Team





Account  
Manager



Quality  
Manager



Support  
Manager



Solution  
Architect



Project  
Manager



Requirement  
Manager



Content  
Coordinator



Project Team



Account  
Manager

- Point of contact with the customer
  - Responsible for the business requirements
  - Responsible for the contract
- Product Owner



Quality  
Manager

- Responsible for the quality assurance for the project and the product
- Responsible for the (internal and user acceptance tests)
- Responsible for the achievement of the agreed quality level



Project  
Manager

- Responsible for the delivery of the project in terms of



Requirement  
Manager

- Define the technical requirements
- Translate the business requirements into technical specifications
- Maintain the requirement plan





Support  
Manager

- Manage issues and coordinate the support team
- Responsible of Incident Management
- Bug reporting



Content  
Coordinator

- Manage the Content Management team
- Brief tasks for inhouse and offshores teams
- Manage testing activities



Project Team



QA  
Engineers



Software  
Engineers



- **Delivery Management** is a much broader scale of project management
- It is the **organization, administration, and supervision** of the *people, processes, and technologies*, which when combined into a comprehensive plan, provides the business and technical functions needed to successfully achieve what a client expects to receive
- The person responsible for this type of work is referred to as the **delivery manager**, delivery director, delivery vice president, product manager or account manager depending on the organization



# Concepts



Solution  
Architect

## Requirement definition

## Business Analysis

## Project Management

## Quality Assurance