# 🧑‍💻 Chapter 4 — Roles & Responsibilities

## **4.1 Introduction**

In AgilePM v3, **clear definition of roles and responsibilities** is critical for:

* Ensuring **accountability** at all levels.
* Preventing **overlaps or gaps** in tasks.
* Maintaining **alignment between business objectives and delivery**.
* Facilitating **governance, compliance, and risk management**.

Roles are divided into four main categories:

1. **Business Roles** – **Sponsor**, **Business Ambassador**.
2. **Project Management Roles** – **Project Manager**, **Technical Coordinator**.
3. **Team Roles** – **Team Members**, **Quality Assurance** (QA).
4. **Support Roles** – PMO, Facilitators, Stakeholders.

## **4.2 Business Roles**

### **4.2.1 Sponsor**

The Sponsor **authorizes the project** and provides **strategic direction**.

**Responsibilities:**

* Authorizes the project (PAQ approval).
* Provides **strategic alignment**.
* Approves major changes and resource allocation.
* Monitors project **ROI** and **benefits realization**.

**Table 1 — Sponsor Responsibilities**

| **Responsibility** | **Example** | **Metrics** |
| --- | --- | --- |
| Project authorization | Approve PAQ | Approval date, compliance |
| Strategic oversight | Ensure alignment with company objectives | Alignment score (%) |
| Resource allocation | Approve budget & personnel | Budget utilization |
| Benefits tracking | Review post-deployment outcomes | ROI, adoption metrics |

### **4.2.2 Business Ambassador (BA)**

The Business Ambassador **represents end-users** and is the primary source for **business requirements**. (In Scrum integration, this role aligns with the **Product Owner**).

**Responsibilities:**

* **Prioritizes features** using **MoSCoW**.
* Participates in workshops, timebox reviews, and demos.
* Validates **acceptance criteria** and deliverables.
* Acts as a **Stakeholder liaison**.

**Table 2 — Business Ambassador Key Tasks**

| **Task** | **Owner** | **Outcome** | **Frequency** |
| --- | --- | --- | --- |
| Feature prioritization | BA | MoSCoW prioritized backlog | Iterative |
| Accept deliverables | BA + Sponsor | Approved increment | Each timebox |
| Stakeholder liaison | BA | Effective communication | Continuous |
| Risk identification | BA | Early detection of business risks | Continuous |

## **4.3 Project Management Roles**

### **4.3.1 Project Manager (PM)**

The Project Manager (PM) is **accountable for planning and controlling** the project. (In Scrum integration, the PM guides the team, often taking on the **Scrum Master guidance**).

**Responsibilities:**

* **Plans and controls** the project.
* Monitors progress, schedule, and quality.
* Manages **risks and dependencies** (maintains the **Risk Register**).
* Facilitates Scrum ceremonies within a **governance context**.

**Table 3 — PM Responsibilities and Metrics**

| **Responsibility** | **Example** | **Metrics** |
| --- | --- | --- |
| Planning | Timebox plan, release plan | On-time delivery (%) |
| Risk management | Maintain risk register | Risk closure rate |
| Governance | Approve work-products | Compliance score |
| Progress monitoring | Dashboards & reports | **Velocity**, forecast accuracy |

### **4.3.2 Technical Coordinator**

The Technical Coordinator **oversees architecture** and ensures **technical quality**.

**Responsibilities:**

* Oversees **architecture and technical design**.
* Ensures **code quality and standards compliance**.
* Reviews **technical risks** and proposes mitigation.
* Supports teams in complex technical challenges.

**Table 4 — Technical Coordinator Responsibilities**

| **Responsibility** | **Example** | **Metrics** |
| --- | --- | --- |
| Architecture oversight | Approve technical design | Defect rate, integration success |
| QA & standards | Enforce coding standards | Number of non-compliant issues |
| Technical risk review | Identify blockers | Risk closure & resolution time |
| Team support | Mentoring & guidance | Team performance improvement |

## **4.4 Team Roles**

### **4.4.1 Team Members**

Team Members are responsible for the **delivery of the solution increments**. (This role aligns with the **Scrum Development Team**).

**Responsibilities:**

* **Deliver user stories** within timeboxes.
* Participate in workshops, **stand-ups**, and **retrospectives**.
* Conduct **peer reviews and testing**.
* Report progress, issues, and risks.

**Table 5 — Team Members Task Mapping**

| **Task** | **Frequency** | **Owner** | **Metrics** |
| --- | --- | --- | --- |
| Feature development | Each timebox | Team | **Velocity** |
| Testing & QA | Continuous | Team | Defect rate |
| Daily stand-up | Daily | Team | Issue resolution time |
| Retrospective input | End of timebox | Team | Improvement actions |

### **4.4.2 Quality Assurance (QA)**

The QA role ensures that the solution meets the defined **quality standards**.

**Responsibilities:**

* Validate adherence to **quality standards**.
* Perform integration, regression, and acceptance testing.
* Ensure deliverables meet **Definition of Done**.
* Document defects and monitor closure.

**Table 6 — QA Responsibilities & Metrics**

| **Responsibility** | **Example** | **KPI** |
| --- | --- | --- |
| Test execution | Regression testing | **% coverage** |
| Defect reporting | Log & track defects | **Defect density** |
| Quality monitoring | Acceptance criteria verification | % deliverables passed |

## **4.5 Support Roles**

### **4.5.1 PMO / Governance**

The Project Management Office (PMO) ensures project compliance with **enterprise standards**.

**Responsibilities:**

* Ensures **compliance** with enterprise standards.
* Monitors **metrics and dashboards**.
* Provides guidance for risk, resources, and reporting.

**Table 7 — PMO Responsibilities**

| **Responsibility** | **Example** | **Frequency** | **Metrics** |
| --- | --- | --- | --- |
| Compliance oversight | Check work-products | Per timebox | **Audit score** |
| Metrics reporting | Collect KPIs | Weekly | Dashboard accuracy |
| Process guidance | Recommend improvements | Iterative | Number of process enhancements |

### **4.5.2 Facilitators**

Facilitators conduct workshops and meetings efficiently to ensure **stakeholder engagement**.

**Table 8 — Facilitator Role Summary**

| **Task** | **Purpose** | **Frequency** | **Outcome** |
| --- | --- | --- | --- |
| Workshop facilitation | Prioritize backlog | Iterative | MoSCoW prioritization |
| Meeting coordination | Align stakeholders | As needed | Decisions captured |
| Action tracking | Ensure follow-up | Continuous | Task closure rate |

## **4.6 Role Interactions & Accountability**

The **RACI Matrix** defines clear accountability for key activities:

* **R** = Responsible (The one doing the work).
* **A** = Accountable (The one ultimately answerable for the correct and thorough completion of the deliverable or task).
* **C** = Consulted (Those whose opinions are sought).
* **I** = Informed (Those kept up-to-date on progress).

### **Table 9 — RACI Matrix**

| **Task / Activity** | **Sponsor** | **BA** | **PM** | **Team** | **QA** | **Technical Coordinator** | **PMO** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Project Authorization | R | A | C | I | I | I | C |
| Backlog Prioritization | C | R/A | C | I | I | I | C |
| Timebox Planning | I | R | A | C | C | C | I |
| Feature Delivery | I | C | R | A | C | C | I |
| QA & Testing | I | C | R | C | A | C | I |
| Risk Management | R | C | A | C | C | C | I |
| Governance Reporting | A | C | R | I | I | C | R |

## **4.8 Role Metrics and Performance Indicators**

Metrics are used to measure the performance and adherence to responsibilities for each role.

### **Table 11 — Role Metrics**

| **Role** | **Metric** | **Target** |
| --- | --- | --- |
| Sponsor | Timely approvals | 100% on schedule |
| BA | Backlog prioritization accuracy | 95% alignment with business value |
| PM | Timebox adherence | ≥ 90% on plan |
| Team | Velocity | Consistent delivery |
| QA | Defect detection rate | ≥ 95% coverage |
| Technical Coordinator | Architecture compliance | 100% adherence |

## **4.9 Summary**

Roles in AgilePM v3 are **clearly defined** to ensure **responsibility, accountability, and alignment** with business goals. Integrating Scrum practices within these roles ensures **agility without sacrificing governance**.

### **Table 12 — Roles Summary Table (Key Takeaways)**

| **Role** | **Key Responsibilities** | **Metrics** | **Integration with Scrum** |
| --- | --- | --- | --- |
| **Sponsor** | Strategic alignment, approvals | ROI, approvals on time | Product Owner oversight |
| **Business Ambassador** | Prioritize requirements, acceptance | Backlog alignment | **Product Owner role** |
| **Project Manager** | Planning, control, risk | Timebox adherence, velocity | **Scrum Master guidance** |
| **Technical Coordinator** | Architecture, QA oversight | Compliance & defect rate | Team support |
| **Team Members** | Deliver increments | Velocity, defect count | **Development Team** |
| **QA** | Quality assurance | Test coverage, defects | Supports Team |
| **PMO / Governance** | Audit, process improvement | Compliance score | Advisory to PM & Sponsor |
| **Facilitators** | Workshops & meetings | Engagement rate | Supports Scrum ceremonies |