

PROJECT ROLES AND RESPONSIBILITIES

Role	Named	Responsibility
Project Sponsor	Charles Higginbotham Appriss, Inc.	Senior manager who is the principal stakeholder; has made the commitment and has the authority to resolve major project issues and approve project expenditures, plans, and organization; is ultimately responsible for delivering the project objectives. Helps resolve project issues, and escalates issues as necessary. Participates in status meetings with the Project Manager. Reports project status to upper management on a scheduled basis.
Project Manager	Adam Highley Appriss, Inc.	Serves as the focal point for coordinating project activities with the Project Sponsor. Establishes and manages the detail work plan, tracks progress, and reports status against the work plan. Manages project scope. Maintains project communications; maintains issues and risk registers; reviews the project progress with the Project Sponsor during scheduled status meetings. Administers Project Change Control with Project Sponsor. Prepares and submits status reports to the Project Sponsor outlining project status, significant accomplishments, identified problems, and recommendations for corrective action.
Customer Contact	Stephanie Cassavaugh South Carolina Department of Corrections	Serves as the agency Subject Matter Expert (SME). Possesses in-Department knowledge of the application features and functions and agency's day-to-day operations. Assists in gathering detailed requirements for developing the project requirements. Assists team members with specific business knowledge issues.
Product Manager	Tim Bingham Appriss, Inc.	Possesses in-Department knowledge of the application features and functions. Receives detailed requirements from the project team and works them into Requests for Enhancements (RFE) and the appropriate releases after working with the directors in development for scheduling.
Account Manager	Mona Mallory Appriss, Inc.	Serves as the customer liaison during and after project implementation. Ensures all stakeholders (customer, customer's staff, other state agencies, professional organizations, and community/advocacy organizations) are adequately trained and able to effectively use the service to its fullest potential. Develops and initiates programs for the project to build support and awareness throughout the customer's community. Maintains customer contracts, including appropriate renewal communications, addendums, and change orders.
Implementation Analyst Lead	Monica Watson Appriss, Inc.	Designs and implements interfaces with agency equipment by analyzing requirements, providing solutions, testing new and existing application solutions, designing software scripts and overseeing the overall implementation of the product. Participates in the development of producer/customer automation solutions. Provides problem solving and technical expertise in the design, development, testing and deployment of business applications.