Project Roles

Last Modified on 10/03/2022 4:14 pm EDT

Resolver's Project Roles:

Role	Responsibility
Consultant Lead	- Increase efficiencies and act as a primary point of contact. - Maintain high customer satisfaction by delivering consistent results, managing the budget, and providing regular communication. - Manage the change control process to deliver business objectives. - Configure the Application based on expert knowledge of industry and product best practices. - Identify gaps and recommend appropriate solutions.
Solutions Consultant	- Configure the Application based on expert knowledge of industry and product best practices. - Facilitate client learning and provide training. - Identify gaps and recommend appropriate solutions.
Solutions Architect	- Provide best practices guidance as needed. - Provide an overall review of design and configuration based on best practices.
Project Manager	- Increase efficiencies and act as a primary point of contact. - Maintains high customer satisfaction by delivering consistent results, managing budget and project schedule, and providing regular communication. - Manage the change control process to deliver business objective migration.

Role	Responsibility
Migration and Integration Leads	- Work with the Project Manager/Consultant Lead to schedule and prioritize the migration and integration. - Consult migration and integration data mapping based on best practices to meet customer needs. - Lead and execute all migration and tasks unrelated to configuration within the Resolver platform.

Customer Project Roles:

Role	Responsibility
Project Lead	- Acts as a primary point of contact for the Customer team. - Ensures the Customer team has the necessary resources and support to execute effectively. - Maintain and agree upon an updated project plan with all project activities. - Obtain and provide information, data, decisions, and approvals within a reasonable time as requested by Resolver. - Help resolve project issues and escalate issues within the Customer team. - Work to administer the Project Change Management process. - Take attendance at all project status calls.
Business/Technical SME	- Discuss and provide business and functional requirements in workshop sessions with the Resolver team as needed. - Provides feedback, approval, and sign-off as requested. - Provides reasonable and timely assistance as required for Resolver to complete its activities.